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## 20 BILLING AND COLLECTION SERVICES

### 20.1 General

Billing and Collection Services may be provided under an individual contract with an individual customer subject to the conditions in 20.6.2 following.

Where service is provided under an individual agreement, service undertakings, service descriptions, charges, and terms and conditions will be tailored to the needs of the individual customer and will be contained in the individual contractual agreement. Provisions of the agreement apply in lieu of any provisions applicable to Billing and Collection Services found elsewhere in this tariff.

The Commission retains jurisdiction to investigate on its own motion or upon complaint any contractual term or provision under which the tariffed service is offered, and to take any necessary action pursuant to such investigation, including issuing orders.

### 20.2 Conditions for Individual Contractual Agreements

The following conditions are required for the provision of Billing and Collection Services under contract:

- (1) Charges for services provided on a contractual basis must be compensatory as determined under Sec. 196.205(5) and (6), Wis. Stats.;
- (2) Within 20 days after a contract or amendment to a contract established under this tariff has been executed the Telephone Company shall submit to the Commission written notice of the general nature of the contract and the parties to the contract.