CenturyLink™ Government

Billing Plan

Key Personnel

Account Consultant

The Account Consultant (AC) primarily focuses on the day-to-day functionality of an assigned account. From a high level, the Account Consultant is responsible for order entry & implementation, billing and customer deliverables. These activities place the Account Consultant as a major point-of-contact with the customer. Therefore, the AC's role within the account team is critical as it affects customer relations, revenue and timely order implementation. This document will walk through the various stages of the AC's relationship and responsibilities with both the Customer and the Account Team.

The Account Consultant plays a key role in accurate and timely billing. This begins from the moment a contract is executed and continues through the life cycle of an account. Following is a list of basic billing responsibilities that an AC will follow for successful results.

- Ensure that all Contractual requirements are understood and implemented in a timely manner
- Verify the accuracy of all adds and changes on the first invoice that they appear
- Have a working knowledge of all billing components
- Educate the customer on how to read their invoice
- Keep a log of all customer invoice inquires in order to track and trend issues and educational needs
- Take immediate steps to correct incorrect billing

Contact

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Billing Process Description

Disputes and Adjustment

If the State reasonably and in good faith disputes any portion of an invoice and provides written notice to CenturyLinkof such dispute, the State may withhold such Disputed Amounts. "Disputed Amounts" means those invoiced amounts on a single invoice regarding which: (a) may not exceed 50% of the invoice total (excluding such amounts which are evident gross errors) and the State shall timely pay the full undisputed invoiced amount. If the entire bill is incorrect that would warrant a gross error and the 50% cap is not applicable (b) the State provides CenturyLinkwith a written statement that reasonably sets forth the State 's position regarding the dispute within 21 calendar days from the date of the State's first written notice to CenturyLinkregarding such disputed amounts, and (c) the State cooperates fully with CenturyLink's investigation with regard to the dispute. If CenturyLinkdetermines in its good faith business judgment that the Disputed Amounts were correctly billed, then either (i) such Disputed Amounts shall be paid to CenturyLinkwithin five business days of CenturyLink's notification to the State of such determination, or (ii) the parties shall attempt to arrive at an agreeable resolution through discussions escalating to the Vice President level within their respective organizations prior to submitting such claim to arbitration. CenturyLinkshall use reasonable efforts to invoice the State for domestic services under this Agreement within one hundred eighty (180) calendar days of the end of the month in which the services are rendered, except for charges (i) for which the State was informed in writing will be billed after

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such time period, (ii) which are the subject of a dispute, or (iii) which are not discovered due to the fraudulent activities of the State, a Customer Affiliate or a User. The State shall send notice of any invoice disputes to CenturyLinkwithin one hundred eighty (180) days from the invoice date. CenturyLinkusually has most billing disputes resolved within 2 billing cycles.

Disputed amounts are not put in "suspense" status and will carry forward as a past due balance during the dispute investigation process. If it is determined that charges and late payment charges were applied incorrectly, all charges are adjusted and a credit is issued to customer. When a dispute is resolved and CenturyLinkissues a credit, the credit dates back to inception of error.

CenturyLink's policy is to bill its customers in a timely and accurate manner. Requirements vary significantly by state. In cases where a state does not specify a time limit on billing adjustments, or where contractual arrangements are silent on the issue of billing adjustments, retroactive credits will not go back further than two years from the date the billing error was identified. Note that service location and not bill payer location is the basis for determining the applicable state.

Process for Back-Billing and Vendor-Initiated Rate Changes

Upon discovery of a need to recover under billing or in situation when back-billing is applicable, CenturyLinkwill invoice DIR the entire amount on the next invoice date.

All date ranges for back-billing will be clearly defined and CenturyLinkwill make every effort to provide DIR with advance notice via email of the back-billing. Pursuant to Texas Statute §16.004, CenturyLinkwill recover up to 6 months of back or under billed services.

Process for reconciling areas of the CTSA that have an impact on billing;

It is the responsibility of the dedicated Account Team and directly the Account Consultant to ensure that all areas of the CTSA that impact billing are adhered to during implementation and the life of the contract. Upon award, the Account Consultant will work with the CenturyLinkbilling Operations group to establish pricing tables for all services awarded in the CTSA and will monitor accurate pricing with pre-bill audits, draft invoices and first bill reviews.

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- Pre-bill Audit: Review all accounts for accurate contract information
- Review all billing components for each service for accuracy as the services are added to the DIR account.
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Billing Increment(s) by Service

Voice Service	Initial Billing Period (seconds)	Incremental Billing Period (seconds)
US Domestic	18	6
Outbound U.S. to International	30	6
Outbound Canada to U.S.	30	6
Outbound U.S. to Mexico	60	60
ITFS	30	6

How DIR shall be billed by CKR

Each circuit/service will be on its own product account under a main account. This product account will be named with the location or circuit ID depending on how DIR or its customers would like it seen. On the monthly invoice, this product account will show the circuit and a breakdown of the services, discounts, rates, call detail, etc.

Process Station Level Detail for CDR Records

CenturyLinkprovides CDRs in two methods to CenturyLinkcustomers, monthly or daily. If the customer's needs demand CDRs provided daily, CenturyLinkwill setup with the customer to deliver the CDRS to a secure download location and provide those daily records in an ASCII format only. If the customer's CDR requirements are only needed monthly, then CenturyLinkcan provide the CDRs via the Control Center webportal with Bill Analyzer in a XML, CSV, or PDF format. If the Web portal is not an option, CenturyLink is will work with DIR to provide monthly reports in the format requested by DIR.

Real Time Billing and Call Data

CenturyLinkoffers billing via paper format and on-line with Control Center's eBilling Manager. Call Detail is available on Monthly ASCII CD and in a Daily Extraction dial up file.

Bill Analyzer is a robust online bill reporting and analysis solution that allows you to transform your billing data into valuable business information that can be leveraged throughout your entire organization. Bill Analyzer allows you to:

Create standard and customized invoice reports specific to your organizations' analysis needs. View, download, and analyze invoices in multiple formats including PDF, XML, or CSV for offline use. Email notifications will alert you of new bills, new accounts added, and scheduled reports that are ready to view and download.

Features

- *Bill Presentment*
    - View current statements and 12 months of historical statements for all CenturyLinkaccounts

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  - View detail data for 4 months for all CenturyLinkaccounts
  - View single statement or consolidate multiple statements to easily see total costs
  - Compare current costs to historical data to quickly identify unanticipated variances and analyze cost and usage trends
  - Print or export (PDF, CSV, XML)
- *Bill Analysis:*
  - Gain immediate access to pre-defined Summary and Detail reports:
    - Inventory Reporting
    - BTN Summary
    - RSB Summary
    - USOC Reporting
    - Product Summary
    - Call detail reports: Toll free and Long distance, Intrastate calling, and Interstate calling
  - Develop customized reports to meet specific reporting needs
  - Develop customized filters to quickly extract specific information from high volumes of data (Examples: calls made to a specific number, costs greater than a specific value, calls made during a certain timeframe)
  - Schedule automated reports for recurring delivery to user and additional recipients
  - Run reports against multiple levels of the organizational structure (corporate, departmental, individual, geographical)
  - Print or export table and graph reports (PDF, CSV, XML, JPG, PNG)
- *Cost Allocation*
  - Allocate accounts and services to a unique organizational hierarchy with built-in hierarchy functionality
  - Run a monthly Cost Allocation report with just a few clicks
  - Print or export (PDF, CSV)
- *Paperless Billing*
  - Eliminate unnecessary paper bills by accessing all statements online
  - Receive email notifications when new statements are available
- *Setup & Options*
  - Add and manage users by selecting permissions and aligning visibility to a specific area within the organizational hierarchy.
  - Apply customized mark-ups to reports for re-billing
  - Define account descriptions and time periods make reports more meaningful

Ebill Companion

CenturyLinkprovides at no charge a powerful software analysis tool to assist with analyzing the State's billing data called eBill Companion. The Software is PC based and is designed to be either single user or Server/Client based.

eBill Companion is a powerful, flexible software analysis tool that helps customers manage their communications costs. The basic system provides a wide range of reports. It also includes an ad hoc reporting tool that uses an intuitive software interface to help customers tailor reports to their specific requirements. In addition, eBC supports user-defined libraries, where customers define the variables to be included in the reports they wish to run on a regular basis.

Key to eBC is an information repository called the billing tree. The billing tree groups billing information into cost center levels containing account codes and billing IDs. Customers can tailor the billing tree using a virtually unlimited number of organizational levels for cost allocation purposes. eBC also manages rebilling to internal departments while specifying a variety of details and overhead charges.

It is capable of processing two million monthly call detail records depending on the eBC format The State uses. eBC is capable of handling multiple groups and lead accounts on one CD as long as all accounts are in the same billing cycle. Customers have the flexibility of maintaining their own groups and account numbers via the eBC Web page on CenturyLinkControl™.

Customers receive the eBC application, manual and monthly call data via either CD-ROM or Web-site download. They can generate predefined call summary and call detail reports to potentially help control costs, improve performance, monitor telephone fraud and generally provide insight into the daily operations of their virtual enterprise.

eBC reports can also be customized to the needs of specific businesses using ad hoc reports generated from customer-defined variables. At the billing tree, where billing information is grouped into cost centers, customers can assign a virtually unlimited number of organizational levels for cost allocation, ensuring eBC's detail will grow with their business.

Features

- Customizable user interface
- 88 standard, pre-defined reports
- Two ad hoc report templates
- Ability to customize reports
- A hierarchy of accounts via the billing tree
- Multiple viewing and data management options

Benefits

- Increased usability and productivity
- Enhanced cost control, charge allocation and fraud prevention
- Customized account relationships
- Extended cost control over data and voice communications
- Ability to balance eBC data to paper invoice (provided all invoice groups are signed up for the eBC monthly data file)

Calling card management

Customers can manage calling card usage, monitor for fraud and re-bill departments or external clients for calling card charges.

Consolidation of information

eBC can help eliminate the need for customers to manually track monthly call detail records, that can be hundreds of pages long. Customers receive monthly call detail data on CD-ROM or via Web download.

Cost allocation

Customers can re-bill internal departments or external customers for 1+ usage.

Data safeguarding

eBill Companion protects customer monthly call detail information by archiving it on a monthly CD-ROM or the Web. Data is encrypted and can only be accessed after entering the master account number.

Decision support

Customers may use their telephone usage patterns as a benchmark for making general management decisions about staffing needs, scheduling and productivity.

Fraud control

Audits on telecommunications usage can be conducted monthly to prevent fraud.

Marketing analysis

The effectiveness of marketing/advertising campaigns can be analyzed using the many reporting tools available.

Online access

Customers can eliminate the delivery of monthly CD-ROMs by downloading their monthly call detail data off the Web.

Operations management

Customers can turn their monthly call detail into a series of reports that can help control costs, improve performance, monitor telephone fraud and provide in-depth insight into daily operations.

Phone usage control

eBC can monitor telephone usage for interstate, intrastate and international calling calls made through switched, dedicated, travel card or worldcard® platforms.

Cost efficient

Customers can achieve cost efficiencies by monitoring telecommunications usage and responding quickly to changing needs.

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Saving time

Customers save time by helping to eliminate the need to hunt through lengthy paper invoices and re-enter information into spreadsheet programs for analysis.

Balance to your invoice

Balance CenturyLinkeBC data back to the CenturyLinkinvoice (provided all invoice-grouped accounts are signed up for the eBC).

eBill Companion summary reports

- Toll-free daily usage summary
- Toll-free switched service hourly usage summary (by date and hour)
- Toll-free dedicated access hourly usage summary (by date and hour) test
- Frequently called/calling cities (by service ID)
- Dedicated access calls by called number (by account code)
- Travel card / worldcard® calls by called number (without account code)
- Toll-free switched service calls by calling number (by account code)
- Toll-free switched service calls by calling number (without account code)
- Excessive call duration (by service and account code)
- Excessive call duration (by service, calls without account code)
- Long distance summary (by line number)
- Inter-location summary/inbound (by line number)
- Inter-location summary/outbound (by line number)
- Originating local access and transport area (LATA) summary
- Originating number plan area (NPA) summary
- Terminating LATA summary
- Terminating NPA-NXX summary
- Terminating NPA summary
- Terminating state summary
- Current charges (by cost center and service type)
    - eBill Companion distributed tax reports
- Call detail / dedicated usage (calls without account codes)
- Call detail / dial one (by line number)
- (Toll free) dedicated usage summary (by toll-free number)
- (Toll free) switched service summary (by toll-free number)
- worldcard summary (by authorization code)
- Long distance summary (by line number)
    - eBill Companion detail reports

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- Toll-free switched services

- Call detail/toll-free switched service (calls without account codes)
- Call detail/toll-free switched service (by area code)
- Call detail/toll-free switched service (by date)
- Call detail/toll-free switched service (by account code)
- Call detail/toll-free switched service (by toll-free number)
- Call detail/toll-free switched service summary (calls without account codes)
- Call detail/toll-free switched service summary (by area code)
- Call detail/toll-free switched service summary (by account code)
- Toll-free switched service summary (by toll-free number)

- Toll-free dedicated services

- Call detail/toll-free dedicated access (calls without account codes)
- Call detail/toll-free dedicated access (by area code)
- Call detail/toll-free dedicated access (by date)
- Call detail/toll-free dedicated access (by account code)
- Call detail/toll-free dedicated access (by toll-free number)
- Call detail/toll-free dedicated usage summary (calls without account codes)
- Toll-free dedicated usage (by area code)
- Toll-free dedicated usage summary (by account code)
- Toll-free dedicated usage summary (by toll-free number)

- Toll-free caller ID

- Call detail/toll-free caller ID (calls without account codes)
- Call detail/toll-free caller ID (by area code)
- Call detail/toll-free caller ID (by date)
- Call detail/toll-free caller ID (by account code)
- Call detail/toll-free caller ID (by toll-free number)
- Toll-free caller ID summary (calls without account codes)
- Toll-free caller ID summary (by area code)
- Toll-free caller ID summary (by account code)
- Toll-free caller ID summary (by toll-free number)

- Dial one

- Call detail/dial one (by line number)
- Call detail/dial one (calls without account codes)
- Call detail/dial one (by area code)
- Call detail/dial one (by account code)

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- Dial one summary (by line number)
- Dial one summary (calls without account codes)
- Dial one (by area code)
- Dial one summary (by account code)

  - Dedicated usage

- Call detail/dedicated usage (calls without account codes)
- Call detail/dedicated usage (by account code)
- Dedicated access summary (by line number)
- Dedicated usage summary (calls without account codes)
- Dedicated usage summary (by account code)

  - worldcard®

- Call detail worldcard (by authorization code)
- worldcard summary (by authorization code)

  - New services

- Call detail/new services (by line number)
- New services summary (by line number)

  - Other charges

- Service detail – dedicated service charges
- Service detail – dial service charges
- Service detail – VPN service charges
- Service detail – equipment/other charges
- Service detail/access line charges
- Taxes and surcharges
- Discounts, promotions and fees
- Payments and adjustments

  - Ad hoc reports
  - The ad hoc reporting feature allows customers to group and summarize relevant information from their call detail data into reports that meet their specific needs. Customers choose the elements by which they would like to group or sort data, and add variables they build themselves through the user defined libraries feature.
  - Graphs
  - eBill Companion also allows customers to produce a number of bar graphs and pie charts that can be viewed, printed or copied to the

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Windows clipboard for use in other software applications. eBC graphs can show a specific period of time, the date and the hour of day.

- The following graphs are available:
  - Percentage of usage based on total calls
  - Percentage of usage based on total duration
  - Percentage of usage based on total charge
  - 10 most frequently called states (all outbound service, except local)
  - 10 most frequently called states (all inbound service)
  - 10 most frequently called cities (all outbound service)
  - 10 most frequently called cities (all inbound service)
  - Long distance usage by area (all services, except local)
  - Inbound hourly call distribution (8 a.m. – 6 p.m., by period)
  - Inbound hourly call distribution (6 p.m. – midnight, by period)
  - Inbound hourly call distribution (midnight – 8 a.m., by period)
  - Outbound hourly call distribution (8 a.m. – 6 p.m., by period)
  - Outbound hourly call distribution (6 p.m. – midnight, by period)
  - Outbound hourly call distribution (midnight – 8 a.m., by period)
  - Inbound hourly call distribution (8 a.m. – 6 p.m., by date)
  - Inbound hourly call distribution (6 p.m. – midnight, by date)
  - Inbound hourly call distribution (midnight – 8 a.m., by date)
  - Outbound hourly call distribution (8 a.m. – 6 p.m., by date)
  - Outbound hourly call distribution (6 p.m. – midnight, by date)
  - Outbound hourly call distribution (midnight – 8a.m., by date)

Control Center is a proprietary Web-based application that provides complete management control over a broad range of CenturyLinkservices, including iQ Networking, nationwide ATM, Dedicated Hosting, nationwide Frame Relay, Managed Firewall VPN, and Toll Free. Control Center allows customers to access a wide variety of network management, billing and reporting tools via a secure Web site. For a customer to manage their communications with Control Center they need a PC with Internet access, a certified browser, and a user name and a password.

eBilling Manager

Control Center eBilling Manager is an online service that offers five modules that will allow the State complete control of invoice information. the State can download reports to your PC for analyzing bill data.

- *eBills*
  - View eBill goes to your online bills (eBills)

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- Pay Bills lets you pay your bills online, with an option to go paperless. Also, you can see your most recent payment history.
- Delivery Options - you can specify how you want your bill delivered: paper, paperless, or summary.

Control Center is a secure website that requirees login credentials to access.

The administration manager is the command center for your enterprise.

With administration manager, your company's system administrator can:

Add new and manage users of Control Center®.

Control the permissions of each user:

For example, you may only want some of your employees to be able to reroute your toll-free networks.

For eBilling, assign which billing accounts a user can access.

View and update details about your Control Center enterprise.

The administration manager provides the right level of access for as many users as necessary to keep your network running smoothly through the secure environment of Control Center.

- *Reports*
  - eBill Summary Report is a summary of charges across multiple billing accounts.
  - QTA Reports - a view of your spend reports for customers using the CenturyLinkTotal Advantage contract.
  - the State may specify the thresholds or values for the custom reports online and may cut and paste any of the information in the eBill into their desktop applications such as MS Word, Excel, etc.
- *Analysis*
  - eBill Companion downloads and converts billing data into a series of management reports.
  - LEC Data File downloads local services billing and customer service record data for many accounts. Files are created monthly.
- *Service records:* Access to customer service records (CSRs) provides a detailed description of your CenturyLinklocal services.
- *Add accounts:* With a copy of a paper bill you can add more billing accounts to Control Center.

Bill Analyzer

Bill Analyzer is a bill reporting and analytics web application in Control Center that helps transform complex bills into simple sources of actionable information for your business.

Bill Analyzer easily allows for description modification of each service product and cost center.

Consolidate statements for easy review and analysis - Generate cost allocation reports with just a few clicks - Set powerful features to serve your unique needs - Single or consolidated statements include summary and detailed billing data - Create billing, inventory and call detail reports for local and long distance service - Canned or user defined reports with multiple designs, delivery methods, file types and distribution preferences.

Bill Analyzer is an extremely robust bill reporting and analysis solution that allows you to transform your CenturyLinkbilling data into valuable business information that can be leveraged throughout your organization.

- Build standard and customized reports
- Create reports to fit your organizations' specific analysis needs
- View consolidated statements
- Create a single statement from multiple accounts
- Allocate charges among cost center

EDI

CenturyLinkcan provide billing data in an EDI format, using 811 transactions. This information will be available to the State on a secure CenturyLinkserver (QPID), which will allow for the State access to retrieve the data.

ASCII

ASCII is available in a daily CDR extraction via FTP or Web download.

Samples of Standard Bills and Reports

Please see the sample bills and reports immediately following this Billing Plan.

System Data Export Capabilities

The State may specify the thresholds or values for the custom reports online and may create standard and customized reports from Bill Analyzer in PDF, XML, or CSV formats.

Customer Access to PBX CDR Data Processing Services

CenturyLinkwould not be able to access DIR's PBX for CDR data processing services. All CDRs for services provided by CenturyLinkwould be acquired through the CenturyLinknetwork switches on which the customer's specific service is hosted.

Pro-Rating Services

If a service is installed or usage begins in the middle of a bill cycle, CenturyLinkwill invoice the portion of the month back to the begin date of the first invoice after installation. The customer will be billed only for the dates the services were utilized.

Rounding Charges/Units

Natural Rounding

Each call is rounded to four decimal places.

Calls then use natural rounding principles. A call rated between $0.0400 and $0.0449 will be rounded down on the invoice to $0.04. A call rated between $0.0450 and $0.0500 will be rounded up on the invoice to $0.05.

This is the rounding methodology applies on all retail contract types

Billing example

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A customer generates four calls, all rounding up to one minute, and the rate per minute is $0.0525. A series of one-minute calls shows up on the call invoice and has the corresponding total cost:

Time		Charge	
Call 1	1:00	$0.05	
Call 2	1:00	$0.05	
Call 3	1:00	$0.05	
Call 4	1:00	$0.05	
Total	4:00	$0.20	Average = $0.0500 ($0.20 / four minutes)

Invoice DIR at the Allowable Rates under the CTSA

CenturyLink agrees to invoice DIR at the allowable rates under the CTSA. CenturyLink will correctly invoice all toll traffic on the designated billing accounts/subaccounts at the contractual rates. CenturyLink will provide the related CDRS for all toll traffic billed to the State via the FTP Portal requirements. In the event that toll traffic is errantly invoiced by the local exchange carrier (LEC) or a carrier invoice not associated with the Customers master billing account, then the traffic will be credited to the State for those calls. The State or the end user customer will correctly supply the new numbers to CenturyLink on a timely basis to avoid these types of charges.

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- Review all billing components for each service for accuracy as the services are added to the DIR account.
- Draft invoices will be generated to view actual billing records before the invoice is generated.
- A complete First Bill Review will be performed with DIR to review the final billing of new services
- CenturyLinkprovides secure billing databases with Ebill and Bill Analyzer through the CenturyLinkweb portal called Control Center. Access is provided to DIR through the secure Website which requires creation of a user profile, user authentication, and additionally requires system administrator approval to view or access to all or specific account billing records.

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Addition of DIR Cost Recovery Fee (CRF) to the Rates

CenturyLinkwill work with DIR to establish the appropriate Cost Recovery Fee and will add this amount to any accounts designated by DIR. Upon billing the CRF, CenturyLinkwill calculate the amount due DIR and return the amount of the CRF to DIR by check or account credit within 45 days from the billed date of the CRF.

Customer Billing

CenturyLinkshall bill the Customer directly for Services ordered directly from CenturyLink.

DIR Cost Recovery CRF

For Services ordered directly from CenturyLink, CenturyLinkshall be responsible for the assessment and collection of the DIR Cost Recovery CRF for these Services and shall remit the fee to DIR as specified in the CTSA.

Monthly Consolidated Invoice

CenturyLinkwill provide DIR with a single electronic monthly consolidated invoice, which includes all Services provided.

Batch Loading Monthly Consolidated Invoice

CenturyLinkwill batch load the monthly consolidated invoice into a DIR-designated system per the required formats in Appendices B-11 through B-14.

Billing System Nomenclature/Description

CenturyLink's billing system shall utilize the unique nomenclature/description of each billing element for each Service.

Daily CDR Feed

CenturyLinkwill provide the State with a daily CDR feed.

Monthly Consolidated Invoice Calculation

CenturyLink's Monthly Consolidated Invoice will be calculated the same way as the daily CDR feed.

CenturyLinkmonthly billing will provide a unique invoice number for each month with a summary page which will include current rates, adjustments and payments.

Detail billing will be provided for each customer which will include circuit ID and all services related to the circuit.

Long Distance and Toll Free billing details will include the call detail and verified each month for accuracy.

A billing adjustment summary will be provided referencing any billing credits or adjustments and will include original invoice number, billing period and corresponding circuit ID.

Any adjustments not related to a specific customer ID additional detail will be provided for explanation.

A monthly memorandum will included providing any changes, issues or concerns that need to brought to DIR’s attention.

1 The TEX-AN NG Monthly Consolidated Invoice to DIR shall include:

A. Unique Invoice Number (for each month's billing).

B. Monthly Invoice File: A summary of current Rates, Adjustments and payments.

C. Detailed Billing File(s):

   1. Detail supporting the Invoice File which includes the Customer Circuit Record Code (CKR) which ties all billing elements and location information together under one Service instance.

   2. Long Distance and Toll Free billing details shall contain the price per billing increment. The Vendor shall verify that the correct contracted Rate is applied and submit a written statement of verification to DIR.

D. Adjustment Billing File: File showing all Adjustments and Credits (including SLA Credits) for the given billing period.

   1. Detail shall include the original unique Invoice number, the original billing period, the corresponding CKR and the billing element adjusted.

   2. For Adjustments not related to a CKR, detail shall be sufficient for DIR to validate the Adjustment.

E. Monthly Consolidated Invoice Informational Memorandum: Explains any changes, issues or concerns regarding the current Monthly Consolidated Invoice.