



BILLING PLAN

AT&T's Billing plan will fulfill requirements to assure that the underlying systems, processes and procedures provided will effectively support timely and accurate billing of services to DIR and its customers.

AT&T Key Personnel:

- Tasha Byerly – Billing Services Manager, Austin, TX 512-421-8471
tasha.byerly@att.com
- Maria Salazar – Billing Service Manager, Austin, TX, 512-463-9300,
maria.salazar@att.com

The AT&T Customer Care Team in Austin, TX is comprised of dedicated employees responsible for all billing issues for State of Texas Agency customers. They are familiar with the State of Texas contracts and handle all inquiries at 1-800-773-4688 or 512-421-5099.

The AT&T escalation list is provided below:

- Tasha Byerly – Billing Services Manager, Austin, TX 512-421-8471
tasha.byerly@att.com Maria Salazar Billing Services Manager, Austin, TX , 512-463-9300, maria.salazar@att.com
- David Spradlin, Area Manager, Austin, TX 512 421-5084 david.g.spradlin@att.com
- George Spencer, Sales Center Vice President ~~Director Sale~~ – State of Texas, 512-421-5033, george.spencer@att.com

AT&T Billing Process Description:

For services billed directly to DIR as the billing agent, AT&T will provide a single monthly consolidated invoice electronically as required. The invoice will initially be provided in a tab delimited format which includes all services where DIR is the customer of record within ninety (90) days of contract execution. Invoices will be provided in this way until such time as AT&T and DIR mutually agree on XML interface specifications.

For customers billed directly by AT&T will be billed using AT&T standard billing systems with a media option that include Compact Disk Read Only Memory (CD-ROM), Magnetic tape (cartridge tape only), Electronic Data interchange (EDI), Electronic Bill (eBill), and File Transfer Program (FTP).

AT&T Dispute and Adjustment Process:

AT&T requires DIR to provide AT&T with a workbook detailing disputes. The Customer Care Team reviews the disputes and provides a response back to DIR generally within three days.



Customers with service billed to local users can contact the billing and inquiry center by email or phone with the details of their dispute information. Customers can contact their account team to gain access to tool and have the 800 numbers loaded for data to be captured.

AT&T Back Billing and Rate Changes:

1. AT&T's time limit for back billed usage is 120 days; Monthly Recurring Charges the time limit is six months. The Next Generation contract should be used to reconcile billing disputes.
2. AT&T will provide rate changes In accordance with the contract.

AT&T Billing Increments by Service:

Billing increments for long distance services are listed in the table below.

Service	First Increment	Additional Increment
SDN IntraLATA	18 seconds	6 seconds
SDN InterLATA	18 seconds	6 seconds
SDN Interstate	18 seconds	6 seconds
International-Mexico Schedule 2	Per minute	
International-All Other Countries	18 seconds	6 seconds
Toll Free Dedicated-Domestic	30 seconds	1 second
Toll Free Switched-Domestic	30 seconds	1 second
Toll Free Canada/Mexico and Overseas	30 seconds	1 second
SDDN Intrastate	18 seconds	6 seconds
SDDN Interstate	18 seconds	6 seconds
SDDN-International	30 seconds	6 seconds
Calling Card-Intrastate	Per minute	
Calling Card-Interstate	18 seconds	6 seconds
IP Flex Reach	30 seconds	1 second

AT&T Billing by CKR:

The CKR is provided by DIR on each Work Order released for service billed to DIR. The CKR is permanently inventoried from the Work Order screen. BusinessDirect eBill has multiple tracking fields that can be used to inventory the CKR identifier after the order is completed. After the CKR is added to eBill, it becomes part of the customer billing record and a data field of the monthly eBill Customer Service Record (CSR).



AT&T Station Level Detail Processing:

AT&T will provide inbound and outbound CDR records. Outbound usage is delivered on a daily basis Monday through Friday. Weekend records are delivered on Monday. Inbound CDR detail is provided weekly. The CDR is collected directly from a Software Defined Network feed and then reformatted to meet the State of Texas requested format. AT&T currently deposits the CDR using a File Transfer Protocol (FTP) to a designated server that can be accessed by DIR. AT&T will work with DIR to develop different processes should they be required. AT&T Access to DIR for real time billing and call data:

Inbound 1-800 Service call data is available on an ad hoc basis. Analyze and Monitor Call Data is a flexible and powerful web-based tool that provides reports on your network activity, based on call data from the AT&T network. The call data is for all attempts to call your AT&T Toll-Free numbers, whether or not they reach your premises equipment. Customers can contact their account team to gain access to tool and have the 800 numbers loaded for data to be captured.

AT&T Electronic Billing Formats:

For direct billed customers, AT&T provided several media options for billing, which include

- Compact Disk Read Only Memory (CD-ROM)
- Electronic Data Interchange (EDI)
- Electronic Bill (eBill)
- File Transfer Protocol (FTP)

AT&T Additional Reporting Options:

In addition to the required reports which we be provided to DIR as specified, three categories of reports are available through AT&T BusinessDirect® eBill: **Main Reports**. Include "At a Glance" summaries and the other most commonly used reports

- **Usage Reports.** Provide summary and detail reports that show your usage of services and features
- **Trending and Variance Reports.** Gather information that can help you analyze charges over time

Main Reports include

- **At a Glance.** Summary of Accounts, Summary of Services, and Summary of Subaccounts
- **Charges and Credits.** Charges and Credits Summary, Circuit Details, Circuit Summary, Circuit/Port Location, Interruption Activity Summary, Monthly Charges, One Time Charges, PVC Summary, and Port Summary
- **Discounts.** Discount Summary by Subaccount



- **Payments and Adjustments.** Adjustment Details and Payment Details
- **Regulatory Fees.** Regulatory Fees and Regulatory Fees Summary
- **Taxes, Fees, and Surcharges.** Taxes, Fees and Surcharges by Subaccount

Usage Reports include

- **Coded Calls.** Account Code Summary, Calling Card Summary, and Department Separator Code Summary
- **Consolidated Inbound and Outbound.** Connected Usage Summary, Cost Per Minute Analysis, International Usage Summary, Pay Phone Charges Summary, Summary of Usage by Service ID, and Summary of Usage by Service Type
- **Features.** Inbound Feature Details and Local Feature Details
- **Local.** Local Product Details and Local Usage Summary
- **Outbound.** Originating Number Summary, Outbound Call Detail, Outbound Number Summary, and Outbound Service Details
- **Toll-Free.** Inbound Product Details, Toll-Free Call Detail, and Usage by Toll-Free Number

Trending and Variance Reports include

- **Trending.** Account Charges Trending, Circuit Charges Trending by Location, and Subaccount Charges Trending
- **Variance.** Account Charges Variance, Circuit Charges Variance by Location, and Subaccount Charges Variance

AT&T Samples of Standard Bills and Reports:

Various sample reports are available for AT&T BusinessDirect® eBill.

Following are several samples of BusinessDirect eBill standard reports. They include a Tax Detail report, Account Charges Trending reports, and an Account Charges Variance report.

Note: Report availability is dependent upon the AT&T service you have. Not all services have each report.

The first sample, a Detailed Tax report, shows the fine level of detail you can readily access through BusinessDirect eBill. In this case, the report separates the tax charge into its component parts for a specific sub-account.



Bill | Analysis | Payment | Dispute | Functions | Administration

userdemo > Account Number: 18001234567

Detailed Tax

Account Number: [18001234567](#)

Subaccount Number: [All](#)

Service Type: [All](#)

Invoice Month: [Nov 2003](#)

Show Dispute Icon

Account Number	Account Label	Subaccount Number	Subaccount Label	Service Type	Tax Description	State	Charge
18001234567	YORK, PA	10001234295	YORK, PA	Regulatory Charges - Federal	FEDERAL TAX; FEDERAL EXCISE TAX	UNKNOWN	\$0.03
18001234567	YORK, PA	10001234295	YORK, PA	Regulatory Charges - Federal	OTHER TAX; NEW YORK/FED REG FEE & PROPER	New York	\$0.01
18001234567	YORK, PA	10001234295	YORK, PA	Regulatory Charges - Federal	OTHER TAX; NEW YORK/NY GRS RCPT TX SURCH	New York	\$0.04
18001234567	YORK, PA	10001234246	YORK, PA	Regulatory Charges - Federal	FEDERAL TAX; FEDERAL EXCISE TAX	UNKNOWN	\$0.01
18001234567	YORK, PA	10001234246	YORK, PA	Regulatory Charges - Federal	OTHER TAX; CALIFORNIA/UTILITY USER'S TAX	California	\$0.03

Figure 1. Direct Tax Report. The graphic above is a view of a typical AT&T Direct Tax Report.

The second sample, an Account Charges Trending report, shows spending (by AT&T service type) of various groups—which you can define—over a three-month period.

Home | Bill | Analysis | Payment | Dispute | Functions | Administration

Account Charges Trending

Invoice Month: [Apr 2004](#)
 Group: [Multiple Selected](#)
 Service Type: [All Service Type Values](#)
 Filter 1: Total Charges GT 0

Service Type	Invoice Month		
	FEB, 2004	MAR, 2004	APR, 2004
	Total Charges	Total Charges	Total Charges
Group 000001			
Calling Card	\$1,816.28	\$1,282.16	\$1,126.22
INTEGRATED SERVICES DIGITAL NETWORK SERVICE	\$403.52	\$403.52	\$403.52
Switched Local Service		\$9.07	\$64.42
T1.5 ACCESS TO MEGACOM SERVICE	\$3,589.91	\$3,190.40	\$3,190.40
Total:	\$5,999.71	\$4,865.15	\$4,776.58
Group 000009			
AT&T Digital Link Service	\$145.70	\$112.80	\$103.12
Total:	\$145.70	\$112.80	\$103.12
Group 000010			
Dedicated Circuit	\$10,101.07	\$0,000.00	\$0,000.00



Figure 2. Account Charges Trending Report. *The graphic above is a view of a typical AT&T Account Charges Trending Report.*

And, to display trending information more visually, you can easily generate an Account Charges Trending Graph.

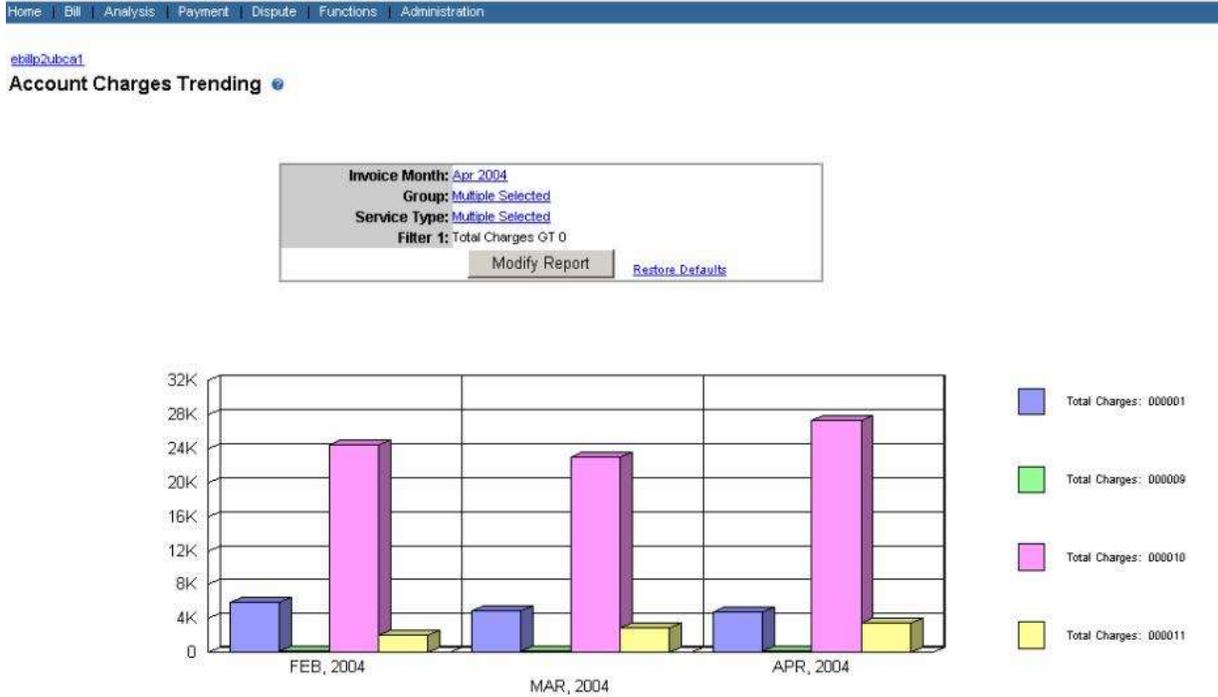


Figure 3. Account Charges Trending Graph. *The graphic above is a view of a typical AT&T Account Charges Trending graph..*

The final sample—an Account Charges Variance report—shows spending information (by group and AT&T service type) by comparing current charges to those of the previous month, calculating the difference, and expressing it as a percentage.



Home | eBill | Analysis | Payment | Dispute | Functions | Administration

[eBillSubcat](#)

Account Charges Variance

Invoice Month: [Apr 2004](#)
 Group: [Multiple Selected](#)
 Service Type: [All Service Type Values](#)
 Filter 1: Total Charges Pct. Change NE 0

Service Type	Total Charges Current	Total Charges Previous	Total Charges Variance	Total Charges Pct. Change
Group 000001				
Calling Card	\$1,128.22	\$1,262.16	-\$133.94	-10.61%
Switched Local Service	\$54.42	\$9.07	\$45.35	500.00%
Total:	\$1,182.64	\$1,271.23	-\$88.59	-6.97%
Group 000009				
AT&T Digital Link Service	\$103.12	\$112.80	-\$9.68	-8.58%
Total:	\$103.12	\$112.80	-\$9.68	-8.58%
Group 000010				
Dedicated Outbound	\$9,339.77	\$9,006.14	\$333.63	3.70%
Dedicated Toll-Free	\$14,158.44	\$13,419.11	\$739.33	5.51%
Switched Outbound	\$6,141.33	\$2,873.33	\$3,268.00	113.74%
Switched Toll-Free	\$3,395.99	\$2,925.77	\$470.22	16.07%

Figure 4. Account Charges Variance Report. The graphic above is a view of a typical AT&T Account Charges Variance Report.

You can customize reports like this one in various ways. For example, you can apply filters, sort and highlight certain areas, and restrict access to various portions of the report. Once you've customized a report, you can save the format for reuse.

In addition to AT&T BusinessDirect® eBill reports, other reports are also available. A sample CSR report is shown below. A sample of the CSR detail, which has been exported to an Excel spreadsheet, can be seen in the example below:

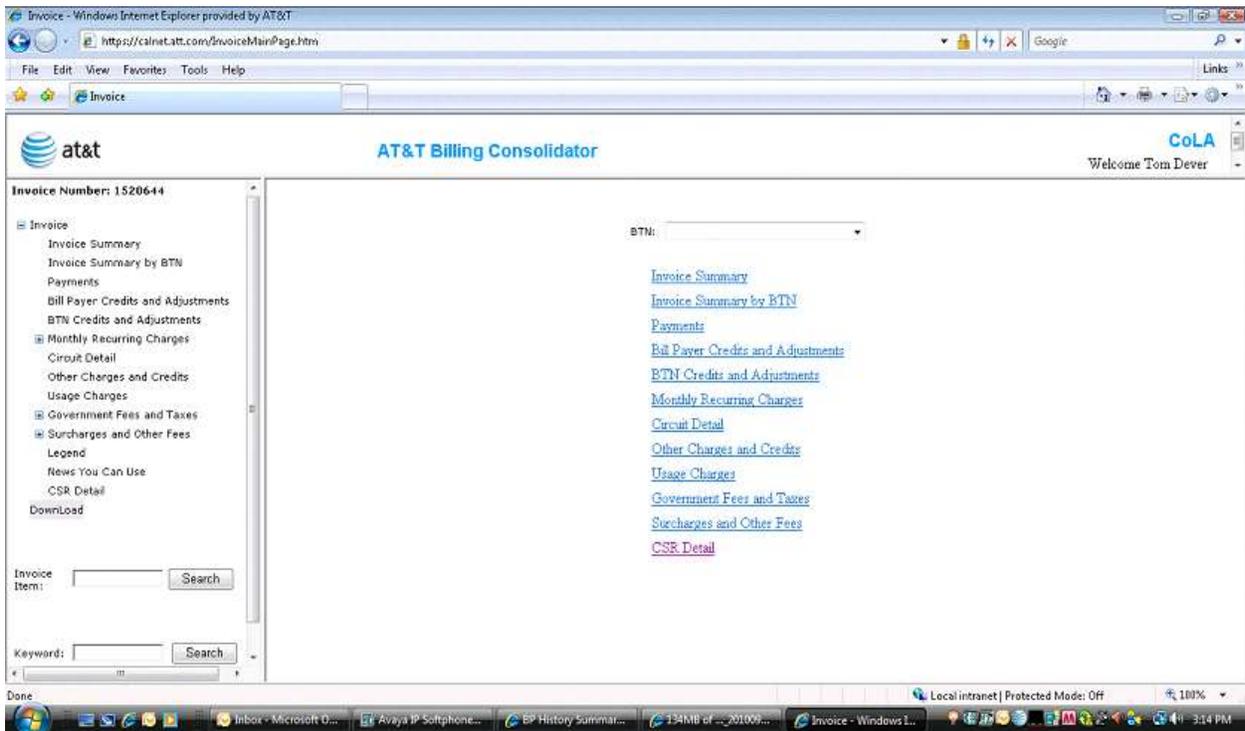


Figure 5. AT&T Billing Consolidator. The graphic above is a screenshot of the AT&T Billing Consolidator.

AT&T Systems data export capabilities:

Billing Data on the web is a billing information tool that you access through the AT&T BusinessDirect® portal. The tool displays billing data in the same currency as your monthly paper bill. You can download the billing information in HTML, text, or comma-separated value (.csv) file format. In addition, you can choose (from within the tool) to receive the data via email in either encrypted or unencrypted form.

You can use the tool to access summary billing data at the account level or the user ID level for the current month and the six prior months. The most recent information is available on the fifth of each month.

The tool provides you with four kinds of reports:

- Aggregated billing data for the “charge to” account
- Aggregated billing data for the “invoice to” account
- Summary billing data broken out by user ID
- Summary billing data for a specific user ID



AT&T Access to PBX CDR data processing services:

Station Identification (SID) is similar to ANI except it is provided only on private networks such as Software Defined Network Service and is provided by the premises-based PBX or ACD. It is the station number from which the caller is calling. It can be sent over the D-channel through AT&T's Common Channel Signaling System #7 and picked up by the billing system for station billing, and or sent to the receiving location for purposes of identifying the calling party.

AT&T Technique for prorating services:

Multiply the total Monthly Recurring Charge by the adjustment factor for the number of days requiring adjustment.

Example: \$500.00 (MRC) x 0.566667 (17 days) = \$283.33 (amount to adjust).

Number of Days	Adjustment Factor	Number of Days	Adjustment Factor
1	0.033333	16	0.533333
2	0.066667	17	0.566667
3	0.100000	18	0.600000
4	0.133333	19	0.633333
5	0.166667	20	0.666667
6	0.200000	21	0.700000
7	0.233333	22	0.733333
8	0.266667	23	0.766667
9	0.300000	24	0.800000
10	0.333333	25	0.833333
11	0.366667	26	0.866667
12	0.400000	27	0.900000
13	0.433333	28	0.933333
14	0.466667	29	0.966667
15	0.500000	30	1.000000

AT&T Technique for rounding charges or units:

OneNet Rating / Rounding Logic

OneNet biller logic is programmed to rate both Toll Free Inbound and SDN Outbound usage on a per call basis. The rates loaded into the biller are the pre-discounted cost per minute broken into initial and additional increments based on the customers OneNet Pricing Schedule and/or the OneNet Service Guide. In most cases, Section 7 of the OneNet Pricing Schedule indicates the



"Pre-discounted" cost per minute, which is used to calculate and load the rates by timing increment (i.e., 18/6, 30/1, 6/6, etc.). The biller calculates each call by applying an initial period plus the applicable additional periods to cover the length of the call. All increments/charges are then totaled together to determine the pre-rounded cost per call. Because the OneNet biller can only bill in whole cent increments (i.e., \$.01), each call is then individually rounded up or down to the nearest whole cent.

OneNet biller has a rounding logic for all SDN/OneNet outbound usage to ensure a minimum of \$.01 per completed call would bill regardless of call length/rate. The mechanized per call minimum logic was not implemented for SDN/OneNet Toll Free inbound usage, so the \$.01 per call minimum must be applied via the pre-discounted cost per minute regardless of timing increments.

AT&T Process for Reconciling other areas of the CTSA that have an impact on billing:

The Next Generation contract should be used to reconcile billing disputes. AT&T will negotiate with DIR in good faith to come to a mutual agreement. DIR should contact the AT&T Customer Care Team in Austin, Texas at 1-800-773-4688 or 512-421-5099.

AT&T Billing Specifications:

AT&T will provide a secure billing database that DIR can access via a web browser. Methods and procedures for accessing this browser can be obtained by contacting Maria Salazar, Billing Service Manager..

AT&T will invoice DIR at the allowable Rates under the CTSA.

AT&T Addition of DIR Cost Recovery Fee (CRF):

CRF will be added to the direct billed price to direct billed customers.

AT&T Services ordered directly from AT&T:

AT&T will:

- A. bill the customer directly
- B. be responsible for the assessment and collection of the DIR cost recovery fee for these services and will remit the fee to DIR as specified in the CTSA

AT&T Daily CDR Feed:

AT&T currently provides DIR with a daily CDR feed Monday through Friday for the outbound call detail using a File Transfer Protocol that deposits the data in a specified server. The incoming Toll Free service detail is delivered once per week. AT&T will work with DIR if a daily feed is required for Toll Free services.

AT&T agrees to work with DIR to amend the CTSA to alter the billing and remittance responsibility as decided by DIR. AT&T will negotiate in good faith to accomplish this desired transition Within ninety (90) business days of DIR notification.

AT&T Invoices:

AT&T's invoice will allow DIR to



Create a single Detailed Monthly Consolidated Invoice File;

- A. Reconcile the Detailed Billing Files to the Monthly Consolidated Invoice File;
- B. Verify billing information back to an Order;
- C. Validate the accuracy of each charge in the Detailed Billing File;
- D. Verify accuracy of the Adjustment Billing File (including Credits) at the detail level;
and
- E. Support the management of inventory.