

PSC No.: 2 TELEPHONE  
Windstream New York, Inc.  
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ACCESS SERVICE  
SECTION 8  
BILLING AND COLLECTION SERVICES

8.1 General

The Telephone Company will provide the following services:

- Non-Bottleneck Billing and Collection Service
- Recording Service
- Automatic Number Identification (ANI)

8.2 Reserved for Future Use

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8.3 Recording Service

The Telephone Company will provide Recording Service in association with the offering of Feature Groups B for 900 Access Service, C and D Switched Access Service for customer messages that can be recorded by Telephone Company provided automatic message accounting equipment. In addition, where the Telephone Company records the customer messages on manual tickets, the Telephone Company will provide Recording Service for the manual tickets and at offices where the Telephone Company provides Feature Group A Switched Access Service and has the ability to record Feature Group A call detail with automatic message accounting equipment and mark the recorded call detail as Feature Group A call detail for a specific customer, the Telephone Company will provide Recording Service for Feature Group A Switched Access Service. At the request of the customer, Recording Service will be provided for Feature Group D Switched Access Service on an end office and type of call basis. Type of call means message telecommunications service (MTS) including 700 and 900 Service, calls originating and/or terminating over a WATS access line, and station message detail recording for MTS and calls originating from a WATS access line.

The Telephone Company will provide Recording Service in its operating territory. The minimum territory for which the Telephone Company will provide Recording Service is all the appropriately equipped offices in a state operating territory for which the customer has ordered Feature Group A, B for 900 service, C, or D Switched Access Service.

8.4 Automatic Number Identification (ANI)

ANI provides the automatic transmission of a seven or ten digit number and information digits to the customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature is an end office software function which is associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an end office and an access tandem, and a trunk group between an access tandem and a customer's premises.

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8.5 Rate Regulations

When Automatic Number Identification (ANI) is delivered (with Feature Group D originating) and the customer is charged the recording rate as set forth in Section 17.4.2, the ANI rate does not apply. If the customer is not charged the recording rate, the ANI rate will apply for each ANI delivered to the customer.

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8.6 Billing Name and Address Service

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Telephone Company.

BNA Service is provided for the sole purpose of permitting the customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or by telephone.

The customer may not use BNA information to bill for merchandise, gift certificates, catalogs or other services or products.

8.6.1 General Description

BNA Service is provided on both a manual and a mechanized basis. On a manual basis the information will be provided by voice telecommunications or by mail, as appropriate. On a mechanized basis, the information will be entered on magnetic tape containing recorded customer messages.

BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charged to a calling card that is resident in the Telephone Company's data base. In addition, BNA information for messages originated from data terminal numbers (DTNs) of data communications services is furnished on a manual basis only.

When requested by the customer, a Master BNA List containing the end users currently presubscribed to that customer will be provided by paper or magnetic tape. The charges for each Master BNA list provided is as set forth in Section 17 following.

8.6.2 Undertaking of the Telephone Company

(A) Upon request from an authorized supervisor of the customer who furnished the Personal Identification Number (PIN) assigned by the Telephone Company, the Telephone Company will provide BNA information on a manual basis.

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8.6 Billing Name and Address Service (Cont'd)

8.6.2 Undertaking of the Telephone Company (Cont'd)

(A) (Cont'd)

Telephone requests for information on up to 16 telephone numbers will be responded to on line. Telephone requests for information on over 16 and up to 100 telephone numbers will be responded to by a call back by the next business day.

A request for information on over 100 and up to 500 telephone numbers should be mailed to the Telephone Company. The Telephone Company will provide the response by first class U.S. Mail within ten business days.

(B) Upon receipt of a magnetic tape of recorded customer messages, the Telephone Company will, at the request of the customer, provide BNA Service on a mechanized basis. The tape of messages may be provided by the customer or, where the customer subscribes to Recording Service as set forth in 8.3 preceding, may be the output from that service. The Telephone company will enter the BNA information on the recorded message tape and send the tape to the customer by first class U.S. Mail. Other methods of delivering the data may be negotiated, and charges based on cost will apply.

The Telephone Company will provide a response to customer-provided tapes by mail within six business days of receipt. The Telephone Company will process and mail tapes which are the output of Recording Service every fifth business day.

(C) The Telephone Company will specify the format in which requests and tapes are to be submitted.

(D) The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Telephone Company Customer Records Information System (CRIS), including non-published numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Telephone company will provide an indicator on the confidential records.

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8.6 Billing Name and Address Service (Cont'd)

8.6.2 Undertaking of the Telephone Company (Cont'd)

- (E) The Telephone Company will provide the most current BNA information resident in its data base. Due to normal end user account activity, there may be instances where the BNA information provided is not the BNA that was applicable at the time the message was originated.
- (F) Upon request from the customer the Master BNA List will include all presubscribed FGD end users. The Telephone Company shall use reasonable efforts to provide accurate and complete lists. The Telephone Company makes no warranties, expressed or implied, as to the accuracy or completeness of these lists.

Upon request by the customer, the Telephone Company will provide a Recent Change BNA List of changes in billing name and address for the customer's presubscribed end users which will include change of telephone numbers, moves and disconnected lines. The Recent Change BNA List will be available on a monthly basis. The charges for each Recent Change BNA List provided is set forth in Section 17 following.

8.6.3 Obligations of the Customer

- (A) With each order by BNA Service, the customer shall identify the authorized individual and address to receive the BNA information. Further, when BNA Service on a manual basis is ordered, the customer will identify in writing and include the PIN assigned by the Telephone Company of all authorized individuals who will contact the Telephone Company.
- (B) A customer which orders BNA Service on a mechanized basis and which intends to submit tapes of recorded messages for processing must provide the Telephone Company with an acceptable test tape or transmission which includes all call types for which BNA information may be requested.

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8.6 Billing Name and Address Service (Cont'd)

8.6.3 Obligations of the Customer (Cont'd)

- (C) The customer shall institute adequate internal procedures to insure that BNA information, including that related to non-published telephone numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those customer personnel or agents with a need to know the information. The customer must handle all billing name and address information designated as confidential by the Telephone Company in accordance with Telephone Company's procedures concerning confidential information. The Telephone Company will provide to the customer a statement of its procedures concerning confidential information.
- (D) The customer shall not publicize or represent to others that the Telephone Company participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA Service.
- (E) When the customer orders BNA Service for both interstate and intrastate messages, the projected interstate percentage of use must be provided in a whole number to the Telephone Company. The Telephone Company will designate the number obtained by subtracting the projected interstate percentage from 100 (100 - projected interstate percentage = intrastate percentage) as the projected intrastate percentage.

This whole number percentage will be used by the Telephone Company to apportion the rates and nonrecurring charges between interstate and intrastate in those circumstances where the recorded message detail is not sufficient to permit the Telephone Company to determine the appropriate jurisdiction. This percentage will remain in effect until a revised report is received as set forth following.

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8.6 Billing Name and Address Service (Cont'd)

8.6.3 Obligations of the Customer (Cont'd)

(E) (Cont'd)

Effective on the first of January, April, July and October of each year the customer may update the jurisdictional report. The customer shall forward to the Telephone Company, to be received no later than 20 calendar days after the first of each such month, a revised report showing the interstate percentage of use for the past three months ending the last day of December, March, June and September, respectively. Except where jurisdiction can be determined from the recorded message detail, the revised report will serve as the basis for the next three months billing and will be effective on the bill date in the following month (i.e., February, May, August and November.) No prorating or back billing will be done based on the report. If the customer does not supply the report, the Telephone Company will assume the percentages to be the same as those provided in the last quarterly report. For those cases in which a quarterly report has never been received from the customer, the Telephone Company will assume the percentages to be the same as those provided in the order for service.

8.6.4 Rate Regulations

- (A) Service Establishment Charges apply for the initial establishment of BNA Service on a manual basis and for the initial establishment of BNA Service on a mechanized basis.
- (B) A charge applies for each request for BNA information for a telephone number or DTN number on a manual basis. A charge applies for each message processed to supply BNA information on a mechanized basis.

The Telephone Company will keep a count of the requests and of the messages processed. The Telephone Company will bill the customer in accordance with these counts whether or not the Telephone Company was able to provide BNA information for all requests and messages.

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8.6 Billing Name and Address Service (Cont'd)

8.6.4 Rate Regulations (Cont'd)

(B) Cont'd)

A charge applies for each customer specific Master BNA listing provided.

(C) Where the recorded message detail is sufficient to determine a message is an intrastate message, the rates set forth in Section 17 following apply to each such message.

Service Establishment Charges and usage for which the recorded message detail is insufficient to determine jurisdiction will be prorated by the Telephone Company between interstate and intrastate.

The percentages provided in the reports as set forth in 8.6.3(E) preceding will serve as the basis for prorating the charges. The intrastate charges are determined as follows:

- (1) For the Service Establishment Charge, multiply the intrastate percent times the stated tariff rate.
- (2) For usage sensitive (i.e., requests or messages processed) chargeable rate elements, multiply the intrastate percent times actual use times the stated tariff rate.

(D) When a customer cancels an order for BNA Service after the order date, the Service Establishment Charge applies.