

Carl Lumley

From: Jennifer Rinesmith [jrinesmith@bigrivertelephone.com]
Sent: Monday, May 21, 2007 2:51 PM
To: jjennings@bigrivertelephone.com
Subject: FW: ~Big River UNE-P Dispute~

Information from Debbie Josephson...

From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Wednesday, May 31, 2006 4:23 PM
To: 'JOSEPHSON, DEBBIE (SWBT)'
Subject: RE: ~Big River UNE-P Dispute~

Thanks for the heads up... I'll give this to John and Jerry and let them make the final decision

From: JOSEPHSON, DEBBIE (SWBT) [mailto:da8575@att.com]
Sent: Wednesday, May 31, 2006 4:17 PM
To: Jennifer Rinesmith; GUSTAVESON, ROBIN R (SBCSI)
Cc: LSC BILLING
Subject: ~Big River UNE-P Dispute~

Jennifer. In case any of your folks there at Big River have not told you, Big River went from UNE-P to LWC which went into effect January 1, 2006. All UNE-P lines are included; it's all or nothing. I know we traded a couple of emails back and forth about Big River keeping what they had under UNE-P, but, AT&T Missouri (f/k/a SBC Missouri) and Big River are actually bound by the Preliminary Injunction Order ("Order") entered on September 1, 2005 in Case No. 4:05-cv-01264-CAS, pending in the U.S. District Court for the Eastern District of Missouri (copy of this order is attached). A letter dated March 10, 2006 explained all of this to Mr. Howe (a copy is attached). Since the March 10 letter, I have made several phone calls and send emails to Big River with alternative options and I have not had any response from BRT at all on this issue.

There are several consequences associated with filing these disputes (for this particular issue) as well as short-paying:

- BRT's new LWC agreement allows you to file billing disputes; however, disputes in this case will be denied. There is also a \$25.00 charge (for each billing dispute) in the new agreement for any billing disputes "sustained" (denied).
- There is a discount that BRT is entitled to as long as payments are made **in full** (and not short-paid) **AND** that are paid within 30 days or less. This discount is \$1.00 per LWC line. For each day that the LWC bills are short-paid causes BRT to lose this discount.

So as you can see, I would hate for BRT to miss out on these discounts, as well as be charged for each 'denied' occurrence. I hope this information helps. If not, feel free to give me a call. Thanks!

Debbie Josephson
Account Manager
Industry Markets Sales

AT&T Wholesale
Four AT&T Plaza, Room 720.03
Dallas, Texas 75202
(214) 464-4438 / ofc.
(214) 464-5150 / fax
email: da8575@att.com

-----Original Message-----

From: Jennifer Rinesmith [mailto:jrinesmith@bigrivertelephone.com]
Sent: Wednesday, May 31, 2006 11:41 AM
To: GUSTAVESON, ROBIN R (SBCSI); JOSEPHSON, DEBBIE (SWBT)
Cc: LSC BILLING
Subject: ~Big River UNE-P Dispute~

I wanted to let you both know that I'm filing this dispute with the LSC this morning. Robin this dispute was short-paid on account 110 559 0017 501 account so I wanted you to be included in this email so you would know why our aged list isn't fully paid.

~Jennifer Rinesmith~
Finance Manager
Big River Telephone
JRinesmith@BigRiverTelephone.com
(573) 651-3373 x123

Real People. Real Service. Real Simple.

5/21/2007

| Customer Claim Number | Account Identifier | Bill Date | CKT ID / WTN | USOC | Claimed Amt |
|-----------------------------|--------------------|-----------|--------------|------|----------------|
|-----------------------------|--------------------|-----------|--------------|------|----------------|

110 559 0017 501 3/25/2006 573-392-4497 29423.04

110 559 0017 501 3/25/2006 573-335-1281 257.24

110 559 0017 501 3/25/2006 573-392-4497 79162.32

110 559 0017 501 3/25/2006 573-335-1281 120.1

| Customer Comments | SO Causing Claim | PON | CLLI |
|-------------------|------------------------|-----|------|
|-------------------|------------------------|-----|------|

Per our interconnection agreement, we are allowed to still do business with the UNE-P rates indicated in the federal section 271 for pricing. This pricing was put into effect on our June 25, 2005 invoice. We should NOT be at the blanket rates indicated by the Local Wholesale Complete agreement. This LWC agreement only covers a very small amount of our end user lines, but the entire invoice was impacted by LWC pricing. Please research and correct! This line item is for monthly recurring charges

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| Carrier cause | X-Ref BAN | Rcvd DT | Rcvd Time | Acknowledge Date | Worked By | Initiated By | Received Via | SS Single Claim Ind |
|------------------|--------------|---------|--------------|---------------------|--------------|-----------------|-----------------|------------------------|
|------------------|--------------|---------|--------------|---------------------|--------------|-----------------|-----------------|------------------------|

| ISSUE CODE | CAUSE CODE | CORR SO | Provision ing Rep | Resolution | Resolved Date | Closed Date | Amt denied | ADJ non SO |
|---------------|---------------|---------|----------------------|------------|------------------|----------------|---------------|---------------|
|---------------|---------------|---------|----------------------|------------|------------------|----------------|---------------|---------------|

| ADJ SO | Amt short pd | Paid Back Amt | Project Indicator | Project ID | Referred | Referred To | Follow UP | Service Type |
|--------|-----------------|------------------|----------------------|------------|----------|----------------|--------------|-----------------|
|--------|-----------------|------------------|----------------------|------------|----------|----------------|--------------|-----------------|

| Product Type | Non- Standard Ind. | SS File Identifier | Entered By | Short Pay Indicator |
|-----------------|--------------------------|-----------------------|---------------|------------------------|
|-----------------|--------------------------|-----------------------|---------------|------------------------|

DES

| FIELD NAME | OPTIONAL or REQUIRED |
|-----------------------|----------------------|
| Customer Claim Number | Optional |
| Account Identifier | Required |
| Bill Date | Required |
| CKT ID/WTN | Required |
| USOC | Required |
| Claimed Amount | Required |
| Customer Comments | Required |
| SO Causing | *Required |
| PON | *Required |
| CLLI | *Required |

DESCRIPTION of FIELDS

| DESCRIPTION |
|---|
| Claim number assigned by CLEC. This must be provided on every line of the spreadsheet where it applies, not just on the first row. |
| The Account Identifier is the BAN/CBA/ESBA/Invoice Number on which the disputed item was billed. Enter the complete account identifier, up to 13 characters (except for invoice numbers) including the Customer Code on all lines of the spreadsheet. A separate spreadsheet must be used for each BAN/CBA/ESBA/Invoice Number. |
| Date of bill on which disputed item was charged. If claim covers multiple dates this field must be populated with the earliest bill date in which the disputed amount first appeared. |
| The end-user account will be either a Working Telephone Number (WTN) or Circuit Identifier (CKT ID). If charges are billed to a specific CKT or WTN, then this field is required. Exceptions would be Late Payment Charges (LPC), or other types of miscellaneous charges that do not bill to a specific CKT or WTN. If CKT ID/WTN is not available the PON or SO related to the charge must be provided. |
| List of billing USOC's that are incorrectly billing. This is required on all USOC generated charges. |
| Dollar amount in dispute. This amount must be the actual amount in dispute, not the incorrect rate. IE. Rate billed was \$1.00 and CLEC claims rate should be .50. The Claimed Amount should be .50, not \$1.00. Customer Comments must fully explain billed rate and what CLEC feels correct rate should be and why. |
| Customer explanation of problem (e.g. Repair Ticket Number, Number of Days Out-of-Service, Why toll/usage should not be billed, Why rate is incorrect). If disputing rate provide source of rate. IE. What ICA or tariff rate is being billed and where and what rate should be billed. Note: This field is limited to 254 characters. |
| *Service Order number that billed the charges, if available on the bill. |
| *PON Number that generated the charges, if available on the bill. |
| *CLLI Code additional information, if available on the bill. |

Where To

IL,IN,MO,OH,WI

CA/NV

AICS-TC.Billing@ameritech.com

LSCBill@camail.sbc.com

Send the Form

Connecticut

MO,OK,KS,AR,TX

SNETDISP@sbc.com

LSCBILL@txmail.sbc.com

