

## Spectrum Enterprise BILLING PLAN

Spectrum Enterprise's Billing Plan will fulfill the Requirements to assure that the underlying systems, processes and procedures provided by the Spectrum Enterprise will effectively support timely and accurate billing of Services to DIR and its Customer(s).

### Spectrum Enterprise Key Personnel

Client Services Manager:

Madlen Armstrong

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Manager of Client Services: (Escalation Level 1):

Dana Kirsch

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Director of Client Services (Escalation Level 2):

Ross Bopp

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### Spectrum Enterprise Billing process description

For services billed directly to DIR as the billing agent, Spectrum Enterprise will provide DIR with a single electronic monthly consolidated invoice in tab delimited format which includes all services where DIR is the customer of record within sixty (60) days of contract execution. Invoices will be provided in this way until such time as Spectrum Enterprise and DIR mutually agree on XML interface specifications.

Customers billed directly by Spectrum Enterprise have the option of an electronic or paper invoice.

Spectrum Enterprise will notify DIR or DIR's Customer when the service has been successfully installed and is available for use ("Service Date"). Unless Dir or DIR's customer notifies Spectrum Enterprise by the close of business on the Service Date that the service is not operational, the Service Term will commence. If DIR or DIR's customer notifies Spectrum Enterprise, then Spectrum Enterprise will coordinate as necessary to resolve any operational issues and the Service Date will be adjusted to reflect the date that the service is available for use. The Service Date will not be delayed or postponed due to problems with DIR or DIR's Customer equipment or lack of readiness to accept or use Service.

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#### Spectrum Enterprise Process description for handling Disputes and Adjustments

Should DIR or DIR customers identify a billing discrepancy;

- DIR or DIR customers will notify Spectrum Enterprise as soon as any billing discrepancy is identified via email to [madlen.armstrong@charter.com](mailto:madlen.armstrong@charter.com)
- Customers billed directly by Spectrum Enterprise will call our Client Services support line; 888-812-2591 (press 1 for ETS, **2 for Client Services**)
- Spectrum Enterprise will review and verify discrepancies within fourteen (14) business days
- Spectrum Enterprise will verify billing discrepancies against DIR contracts and will include any additional written correspondence from DIR.
- Once the discrepancy is resolved, Spectrum Enterprise will correct any impact to billing and/or service inventory upon the billing cycle following the date of correction, including any credits and/or debits
- Should a valid discrepancy exist, Spectrum Enterprise will provide written confirmation to the DIR authorized requestor advising discrepancy is resolved, including an explanation of any additional actions that will be required within fourteen (14) business days.
- Spectrum Enterprise will comply with any additional service/inventory audits that DIR or DIR customers request, at no cost to DIR or DIR customers.
- In addition, Spectrum Enterprise will initiate accuracy and quality control audits every 120 days for all DIR customers on an as needed basis. These audits will not require DIR participation, unless a discrepancy should be found and additional assistance is necessary.
- If Spectrum Enterprise identifies a discrepancy, it will notify DIR as stated above and provide any related information and description of resolution.

#### Spectrum Enterprise Process for Back-billing and Rate changes

Spectrum Enterprise allows for 120 day back billing. Additionally, Spectrum Enterprise reserves the right to audit DIR and DIR customer accounts and make any necessary changes to billing as a result of audit findings. If such changes are required, DIR and DIR customers will be notified in writing at least thirty (30) days prior to changes.

#### Spectrum Enterprise Initiated Rate Changes

Spectrum Enterprise will provide rate changes in accordance with the CTSA.

#### Spectrum Enterprise Billing increment(s) by Service;

Each service is listed clearly on the consolidated invoice, by location and by service so that a customer can see without discrepancy how much is being billed for each individual service.

#### Spectrum Enterprise Methodology explaining how DIR shall be billed by CKR;

When DIR provides Spectrum Enterprise the CKR value for each customer (or \*master record), Spectrum Enterprise will update a field on the customer account that will print on all printed and electronic billing records and used to associate DIR-only accounts for use in future electronic web hosting of DIR accounts. \*When multiple accounts are 'rolled up' to a master account that gets all billing, only the master account would receive the CKR.

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Each service location will have the CKR assigned as a unique identifier associated that will be displayed on the consolidated, third party or individual invoice. Partitioning of the consolidated invoice may also be accommodated to group like locations on a specific section as needed.

#### Spectrum Enterprise Invoice Retention

Currently 12 months of invoices are stored electronically and can be retrieved by the customer in a PDF format by contacting the email address: [madlen.armstrong@charter.com](mailto:madlen.armstrong@charter.com) . CSV or EXCEL file invoices are stored throughout the life of the contract and can be resubmitted upon customer request. Charges that occur up to the billing cycle are not viewable electronically but will be displayed on the monthly invoices.

#### Spectrum Enterprise Electronic Billing Formats

The Spectrum Enterprise billing system utilizes industry standard formats and currently provides billing statements for over 200 million video, HSD, and digital phone customers. It also has the ability to add a unique invoice number to the statement.

#### Spectrum Enterprise Additional Reporting Options

As new reporting options and features become available, Spectrum Enterprise will inform TX DIR. Spectrum Enterprise will work with TX DIR on additional reporting requirements and will evaluate their development as provide to the DIR on an as needed basis.

#### Spectrum Enterprise Samples of Standard Bills and Reports

Spectrum Enterprise Samples of Standard bills are provided at the end of this plan. Standard reports contain the following information:

#### Spectrum Enterprise System data export capabilities

The Spectrum Enterprise Customer Portal is available to customers today and provides a mechanism for customers to initiate service installation, changes, and disconnect requests. A reporting function and specific report options are available today.

#### Spectrum Enterprise Technique for prorating Services;

This first bill sets the 'from' and 'to' 30-day billing range for the forward monthly billing periods. Usage from a partial month will appear on the following month's invoice. Any charges generated by billable service changes after the first bill with a start date other than the 'from' date will generate a pro-rate thru the next 'to' date.

#### Spectrum Enterprise Process for reconciling the other areas of the CTSA that have an impact on billing;

The Tex-AN NG contract should be used to reconcile any area of the CTSA that have an impact on billing. DIR should contact via email: [madlen.armstrong@charter.com](mailto:madlen.armstrong@charter.com) to report these issues and a dedicated representative will return the call within 24 hours.

Currently the Spectrum Enterprise Portal provides a comprehensive view of every service location and the current services and pricing for each service. It does not contain the ability to retrieve and view

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monthly billing invoices but this can be obtained through the Spectrum Enterprise Payment portal. The Spectrum Enterprise Payment portal is web based and allows a customer to retrieve invoices up to 12 months in arrears and make online credit card payments as a one time or recurring option if desired. DIR or DIR Customers can access either the Spectrum Enterprise portal or the Spectrum Enterprise payment portal by obtaining a secure logon and password from Spectrum Enterprise. In addition, the Spectrum Enterprise Assigned Account Team can be reached at any time for assistance.

Spectrum Enterprise Addition of DIR Cost Recovery Fee (CRF):

CRF will be added to the direct billed price to direct billed customers as required by DIR.

Spectrum Enterprise Services ordered directly from Spectrum Enterprise 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.

Spectrum Enterprise invoices:

Spectrum Enterprise invoices will allow DIR to:

- A. Create a single Detailed Monthly Consolidated invoice File; for each DIR customer, as part of the current billing system Account Hierarchy functionality, multiple subservient accounts can be associated to a master account. All charges (or a defined subset of charges) by the subservient accounts are automatically redirected to the master account for invoicing.
- B. Reconcile the Detailed Billing Files to the Monthly Consolidated Invoice File;
- C. Verify billing information back to an Order Each order is keyed into the billing system. The components of the order taken (start date, charges, taxes) are directly used by the billing engine on the customer billing cycle to produce the billing invoice and all associated charges and any system-generated prorates.
- D. Validate the accuracy of the adjustment billing file (including credits) at the detail level; Our billing vendor is SAS70 and PCI certified. Once DIR completes all Spectrum Enterprise-required security documentation, then it is eligible for any approved audit processes; and
- E. and Support the management of inventory

Spectrum Enterprise Customer Billing

Spectrum Enterprise will work with DIR to introduce direct Customer billing options on all Services at any time with a 90 Business Day written notice. Spectrum Enterprise will cooperate with DIR to amend the CTSA as necessary to alter the billing and remittance responsibilities.