



## BILLING PLAN

### Overview

This section contains the requirements to assure that the underlying systems, process and procedures provided by Verizon will effectively support timely and accurate Billing of services to DIR and its Customer(s). This applies to all services billed under the CTSA. The document describes Billing Management including Billing Components. Key definitions and personnel are outlined at the beginning of this section.

### Standard Billing Management

Billing inquiries and disputes should be entered via the Verizon Enterprise Center portal online.

<https://enterprisecenter.verizon.com>

### Account Team Contacts

#### Lori Molina

Client Services Manager

Phone: 714-586-7542

E-mail: [lori.molina@verizon.com](mailto:lori.molina@verizon.com)

#### Chris Fleming

Director - Client Services Management

Phone: 925-951-2687

E-mail: [christine.fleming@verizon.com](mailto:christine.fleming@verizon.com)

### Billing Process Description

Verizon will provide DIR with a single electronic monthly consolidated invoice in tab delimited format as outlined in the Vendor Reporting Guide 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 Verizon and DIR mutually agree on XML interface specifications.

### Consolidated Invoices – (Direct Billed Services)

Consolidated invoicing will be done using Verizon's Integrated Billing and Reporting Solution. It will provide invoicing and reporting hierarchies to mirror DIR's structures and allow customers to analyze costs in multiple ways. (IBRS) allows customers to choose from more than 100 optional reports. They can also choose the way invoices and reports are delivered—the preferred medium is electronic such as Electronic Data Interchange (EDI), Online Invoices, and PDF images in Invoice Report Viewer. Paper invoice delivery is available at a nominal monthly charge. Other reporting options are available.



Pages within the invoice package fall into three categories:

- 1) Basic Invoice Package (BIP), also known as a Mandatory Invoice Package (MIP) is a fixed set of pages representing the minimum invoice
- 2) Optional Invoice Reports (OIR), which offer summary and detail information
- 3) Optional Management Reports (OMR), also known as Management Information Reports (MIR) which offers an alternative view of the charges presented in the invoice.

The tables below group the available reports into categories, and provide a brief description of each report to help you assist customers in making their selections.

### Basic Invoice Package (BIP)

The Basic Invoice Package provides a summary view of the current month's charges, itemized by product, complete with taxes and discounts. The BIP is a fixed package of pages which represent the minimum monthly invoice.

#### Basic Invoice Package

BIP Page Title	Description
Banner	"Cover" page of invoice with customer address and return address.
Statement Summary	Highest level summary to show at glance the charges and payments for the current billing cycle. Paper invoices include a tear off remit form to include with payment to ensure that it is credited correctly.
Important Messages to Our Customers	General messages providing updates about services.
Statement of Account mm/dd/yyyy	Itemization of charges, payments, and adjustments applied to the current invoice, and all prior invoices having activity during the current billing cycle.
Current Charges Summary	Summary of charges, discounts, and taxes applied during the current billing cycle, separated by product category.
Additional Charges Summary	Summarizes all charges that are not tied to services, such as enhanced features and billing options; includes some of the toll free specific charges location, for example feature charges, and fees for billing options.
Tax Summary	Summary of all taxes and surcharges by type.
Discount and Promotion Summary	Summary of discounts and promotions applied during the current billing cycle.
Important Message for Our Customers	Specific messages to a unique customer or to a group of similar customers.



### Optional Invoice Reports (OIRs)

Optional Invoice Reports expand the Basic Invoice Package, providing more detailed information about the services included in the BIP. Both summary and detail OIRs are available. Summaries offer two views: across all services within the invoice, or “by account” to isolate each site or account number within a Corporate ID. OIRs may be delivered with the Basic Invoice Package to the same address, individually to an alternate address, or online in combination with a paper BIP. Online delivery is always preferred

#### OIRs Across All Accounts

Optional Invoice Report	Description
Voice Services – Outbound Usage Summary	Summarizes Outbound usage by origination: Dedicated, Switched, Local, Card, and Operator Services; and by intrastate, interstate, international within each origination type. Includes estimated discounts/promotions and taxes to provide a more complete view of charges.
Voice Services – Inbound Usage Summary	Toll Free usage by termination: Dedicated, Switched, Local; and by intrastate, interstate, international within each origination type. Includes estimated discounts/promotions and taxes to provide a more complete view of charges.
Voice Services – Interactive Voice Response Summary	Interactive Voice Response service charges, including monthly charges, enhanced charges, usage, estimated discounts/promotions, and taxes.
Voice Services – Interactive Voice Response Summary by Toll Free Number	Interactive Voice Response service charges, including monthly charges, enhanced charges, usage, estimated discounts/promotions, and taxes.
Voice Services Summary	Summary of all Voice Service products and sub-products. Summarizes usage, recurring and non-recurring charges, discounts, promotions, and taxes with subtotals for each category. Represents the roll-up from all service detail reports.
Data Services Summary	Summarizes all data and internet products; displays usage, recurring, non-recurring, discount and promotions, taxes and totals for each product and sub-product; displays Service Periods under each; represents a roll-up of all data detail pages.

### Billing Disputes and Credits

DIR or Customer(s) will submit all disputed amounts to Verizon via the Verizon Enterprise Center. DIR or Customer(s) will receive an immediate acknowledgement of the dispute/inquiry. Verizon will respond to the DIR disputes and acknowledge or approve the initial disputes within 7 business days.

Verizon verifies a Customer's contractual rates and discounts on a monthly basis. Data is utilized from the billing systems to calculate per minute and discount percentages. The audit is executed



by a Verizon billing analyst once a month for all contractual products. Any exceptions uncovered by the monthly audit are communicated to the Account Team. Exceptions requiring corrective adjustments will generally be processed prior to the next invoicing cycle. For those that will be processed beyond the next invoicing cycle, target due dates and action items will be provided to the Account Team.

DIR or Customer(s) Verizon Account Team will cooperate fully with DIR or Customer(s) to promptly attempt to resolve billing errors that have been submitted. Verizon will use its best commercially reasonable efforts to correctly resolve the dispute within sixty (60) calendar days of the dispute submittal.

### **Billing Components**

The billable charges in the DIR or Customers CTSA are classified as base charges, project charges, transition, and transformational fees. These components are further divided into the following categories as defined in the CTSA:

- Additional Charges
- Administration Fees
- Installation Waiver & Other Credits
- Internet Dedicated Service
- Access Services
- SOHO Services
- VoIP Services

### **Billing Increments by Service**

#### **VoIP**

VoIP domestic off-net (if applicable) and international usage is billed in six-second increments. Calls are billed at a minimum call length of 30 seconds. Call charges are rounded up to the nearest next whole cent (this includes fractions of a cent). Usage rates are per-minute.

#### **Internet Dedicated - Burstable Select**

For Burstable Select service, a monthly recurring overage usage charge applies per kilobit or megabit, as applicable, for Burstable Select service in each monthly period in which Customer's Measured Use Level exceeds Customer's Bandwidth Commitment for a circuit. Usage which exceeds Customer's Bandwidth Commitment will be measured in kilobit or megabit increments. If the measurement includes a fraction of a kilobit or megabit, the fraction is rounded to the next full kilobit or megabit.

To calculate Customer's Measured Use Level, Company samples Customer's Service usage periodically throughout a given month. Customer's usage at the 95th percentile of samples (i.e., samples representing the highest 5 percentiles of usage are discarded) is Customer's Measured Use Level. For example, if Company took 100 samples of Customer's T3 Service in a given month and Customer's highest 6 samples were 15.67 Mbps, 14.73 Mbps, 14.72 Mbps, 13.22 Mbps,



12.25 Mbps, and 11.39 Mbps, Customer's Measured Use Level would be 11.39 Mbps for that month.

### Technique for Prorating Services

If an install or disconnect occurs in midst of a billing cycle and the service will not be operational for the entire period:

- For non-usage based services, it will be prorated and adjusted to account for only the days it was in service.
- For usage based services, customer will be only accountable for the usage that was active during the billing period.

### Methodology explaining how DIR will be billed by CKR

The IBRS billing system will include information as CKR, P.O. numbers and departmental references on the invoice. The Account Team will responsible for confirmation of this requirement.

### Web Access to Billing

The Verizon Enterprise Center (VEC) is a one-stop portal for accessing critical information and resources on-demand. Access to important business functions is streamlined into task- oriented groupings: Orders, Invoices, Repairs, Network Tools, Resources and Enhancements. Customers are enabled to order, manage, and pay for many Verizon services online.

Below is a summary of the tools available, the related functionality, and benefits to the account manager and customer.

Feature	Description	Benefit to the Customer
Orders	The Verizon Enterprise Center enables customers to submit orders directly to Verizon using the Internet, track the status of orders, and review the history of orders. Customers can order additional services critical to their business quickly and easily using the Orders tool.	Provides customers with the ability to submit orders at their convenience, quickly check the status of those orders in one location, track order status online, and request notification when a new order is placed.
Invoices	Includes electronic delivery of the invoice, call detail and associated billing reports using the following tools:	Customers can pay online for Verizon services via Electronic Funds Transfer, integrate charges, perform cost allocation calculations, and store online invoices for up to seven years,

	<ul style="list-style-type: none"> <li>• Online Billing</li> <li>• Online Payment</li> <li>• EDI</li> <li>• Historical Invoice</li> <li>• Billing Report Inbox</li> <li>• Usage Tracking and Analysis</li> </ul> <p><b>Note:</b> Online Billing is not an option for Special Customer Agreement (SCA) customers.</p>	while helping to reduce paper storage and disposal costs.
Repairs	<p>Near real-time method of creating, viewing and updating Trouble Tickets. Circuit Testing and Analysis and Line Testing are available within the Repairs application.</p> <p>For customers that generate an average of 50 or more trouble tickets per month, e-Bonding is available. Applications include order management, trouble management, network management, invoice management and reporting.</p>	<p>Gives customers a faster, more efficient trouble resolution process via the tracking of tickets option.</p> <p>Customers can view status of tickets for 90 or 180 days, depending on the product.</p> <p>Allows customers to determine trends in trouble tickets that might require attention.</p>
Network Tools	<p>Provides tools to provision, modify, review, or report on Verizon Voice IP, Data, and Voice products.</p> <p>Network Management Tools enable routing capabilities for inbound traffic, management of features and fraud detection for outbound traffic and reconfiguration of private line networks. Tools available for Options 1, 2 and 3 Verizon Toll Free and Options 2 and 3 for outbound voice customers are:</p> <ul style="list-style-type: none"> <li>• Network Manager for Options 2 and 3</li> <li>• Outbound Network Manager</li> <li>• Toll Free Network Manager Option 1</li> </ul>	<p>Critical for call center management. Network Tools allows customers to tailor inbound call routing based on staffing considerations and call volume to maximize completions.</p> <p>Customers can assign Calling Party Number (CPN) attributes on outbound calls to control fraud/costs.</p> <p>Run statistics on their call centers, discover potential fraud situations, make more efficient use of telecom products, and determine who their target markets are geographically. Also helps customers minimize change fees.</p> <p>MPLS WAN Analysis Reporting provides customers with the ability to retrieve granular data showing the</p>

	<p>Network and Monitoring Tools can be used to report on inbound and outbound calling patterns, calls/usage statistics, traffic volumes, trunk/line utilization, data network performance, planned maintenance, IP VPN SLA monitoring, and Internet or website bandwidth and performance monitoring. Options 1, 2 and 3 are supported to various degrees. Reporting Tools include:</p> <ul style="list-style-type: none"> <li>• Event Monitor</li> <li>• Reporting Center</li> <li>• Traffic Monitor</li> <li>• Traffic Reporting</li> <li>• MPLS WAN Analysis</li> <li>• Private IP Dynamic Bandwidth Looking Glass</li> </ul>	<p>performance of network components and assets on a hour-of-day and/or day-of-week basis. On-demand reporting allows end-users to filter data.</p> <p>Dynamic Bandwidth will allow a Private IP customer to view their whole VPN network configuration. Customer can dynamically change their Private IP Port speed or CAR values based on daily needs of the business.</p>
Resources	<p>Includes updated product information, new product news, ability to update user profile information such as user name/password, technical advice and escalation paths. Houses reference material for all Verizon products.</p>	<p>Offers customers quick and easy access to product information, while providing an efficient means to update user profile and information on new products.</p> <p>Also provides advice on technical or security issues.</p>
Resources	<ul style="list-style-type: none"> <li>• Dashboard - enhances network management with service-level management and monitoring of customer-defined networks.</li> <li>• Quick Status - a brief pre-defined status on trouble tickets they may have opened.</li> <li>• Click to Chat - online help that allows customers to speak with a service representative for general or application specific questions on the Verizon Enterprise Center. Available</li> </ul>	<p>Customers can see a 360 degree view into their defined network, showing overall health and status of the network via the Dashboard.</p> <p>View information by county, state, national, and global.</p> <p>Self-manage their Verizon products, services, and access.</p> <p>Seamless access to critical data and tools.</p> <p>Improve productivity by efficiently managing their services.</p>



	<p>8:00 a.m.- 8:00 p.m., Monday through Friday.</p> <ul style="list-style-type: none"><li>• Document Management - a secure, partitioned online location where a customer, account team representative or service personnel can post documents to be shared.</li><li>• Languages available in nine different languages including - Dutch, French, German, Portuguese, Spanish, UK English, U.S. English, Cantonese, and Japanese.</li></ul>	<p>Control internal costs.</p>
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### Data Export Capabilities

Verizon has a tool by the name of Bill Manager which provides raw data via CD or direct download from the VEC.

The DIR would also have the capability to export either PDF files for invoicing purposes or standard reports via Excel spreadsheets.

### New Billing Option Requirements

DIR reserves the right to introduce direct Customer billing options on all Services at any time with a 90 Business Day written notice. The Vendor shall cooperate with DIR to amend the CTSA as necessary to alter the billing and remittance responsibilities.

### Invoices

Online Invoice is an application within the Verizon Enterprise Center (VEC) that gives customers the ability to review their global invoices online in the currency they are invoiced. The Invoices homepage contains key components that allow customers to view their invoices by account, telephone number, or account list and then print, download, and review their invoices.

### Current Invoices

The VEC electronically stores invoices in PDF format (billed in local currency) for the most recent 13 months. Current invoices can be viewed from the Invoices homepage in two ways:

- View: Customers can quickly and easily view invoices and inquiries from the "view" section on the Invoices homepage. By providing an account or telephone number and date, customers can view their invoice.
- List of Accounts: Customers can also review their invoices by scrolling down the List of Accounts. The List of Accounts provides customers with account details and features to make information easier to use. Customers can access information on accounts by:
- Sorting accounts by ascending or descending order





- Having invoice information available in PDF format
- Filtering information by account number, invoice number, or city
- Displaying as many or few rows of data as needed

### Historical Invoice

The Historical Invoice feature is easily accessible from the drop-down menu on the Invoices homepage from View Invoices. The Verizon Enterprise Center electronically stores current invoices in PDF format (billed in local currency) for the most recent 13 months. Additional invoices beyond the last 13 months are accessible 24 x 7 x 365 through Historical Invoice

### Customer Service

Customer support for the Online Invoice application is provided by Global Customer Support at (800) 569-8799 from 14:00 to 2:00 CET (8 a.m. to 8 p.m. ET) Monday through Friday.

### Billing Service Periods

IBRS invoices are dated the 10<sup>th</sup> day of the each month. The billing system evaluates customer installations and network events occurring during the prior calendar month. However, billing service periods vary as certain services may be billed in arrears and others in current month. The table below outlines at a summary level the billing periods associated to each type of service.

PRODUCT FAMILY	SERVICE PERIOD	COMMENTS
Network Access	1st - 31 <sup>st</sup> of invoice date month	Billed Current Month
Internet Dedicated	1st - 31 <sup>st</sup> of invoice date month	Billed Current Month
IP Communications	1st - 31 <sup>st</sup> of invoice date month	Generally billed current month

### Billing Start Date

Verizon 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 Verizon 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 Verizon, then Verizon 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.

Verizon will submit rate changes as prescribed in the CTSA.

### Billing, Payment, and Reconciliation

Your Account Team will work internally with various Verizon departments to correct and ensure that all discrepancies are handled in a timely and efficient manner. Verizon is dedicated to providing customer support and ensuring all discrepancies will be handled to the satisfaction of our customers and Verizon. Verizon verifies a Customer's contractual rates/discounts and tracks



revenue amounts on a monthly basis. Data is utilized from the billing systems to calculate per minute and discount percentages in addition to verifying revenue commitments. The audit is executed by a Verizon billing analyst once a month for all contractual products. Any exceptions uncovered by the monthly audit are communicated to the Account Team. Exceptions requiring corrective adjustments will generally be processed prior to the next invoicing cycle. For those that will be processed beyond the next invoicing cycle, target due dates and action items will be provided to the Account Team. Corrections to rates and discounts for future invoices are completed as soon as an error is detected to minimize any additional impact.

### **Billable Repairs Charges**

Billable repair charges are defined as those charges incurred by DIR or Customers for maintenance services not included in the monthly maintenance invoicing by Verizon. These charges include, but are not limited to:

- Services completed on assets/equipment not included in the maintenance billing
- Time spent for stand-by requests due to power outages, etc.
- User Error and/or User training
- Time spent for Telco issues

IMACD billing, including any billable repair charges (Time & Materials), will occur monthly. On a monthly basis, Verizon will prepare and present the invoices and backup along with a summary invoice rather than providing an individual invoice per Work Order. DIR or Customers will pay the invoices centrally upon receipt.

### **Trip Charges (TBP)**

Verizon will charge trip charges as indicated in Exhibit C of the CTSA.

### **Site Survey Charges (TBP)**

Verizon will charge Site Survey fees as indicated in Exhibit C of the CTSA.

### **Charges for Expedited Services**

Verizon will charge Expedited Services as indicated in Exhibit C of the CTSA.

### **Online Billing Management Tools**

Our electronic service management tools are designed to provide online access to your data, 24 hours a day, seven days a week, with key customer-to-carrier touch points and a wide choice of entry methods – from web-based desktop to system-to-system access through your own applications.

This is the essence of customer enablement and it's available through three unique services.

**Online Service Management Tools:** The Verizon Enterprise Center is a useful and environmentally-friendly online service management tool portal that helps you do business with us on your terms – when and where you need to. You can use the Center to place orders, view and pay invoices, create trouble tickets and analytical reports, and monitor and manage your



communications services. The Center provides access to near real-time information so you can make informed decisions about your domestic and global networks.

Also, with Verizon and Verizon Wireless united on the same portal, large businesses and government agencies experience a seamless online experience with single sign-on to their information via the Center.

**System Integration to Service Management Tools:** eBonding services provide a seamless system-to-system connection that integrates your enterprise activities with our infrastructure benefiting you through automation that makes processes more efficient, allowing you to handle large numbers of transactions, and providing you with access to data right from your desktop.

### Online Portal Tools

The Verizon Enterprise Center portal was designed for easy navigation and provides you with several important business functions to help streamline your business.

Feature	Description	Allows You To:
Orders	The Orders page is your one-stop shop for ordering and requesting service changes for many data and voice products.	<ul style="list-style-type: none"><li>Place online orders</li><li>Request moves, adds, changes, and disconnects to your service</li><li>Obtain account status and milestone reports</li><li>Download recent orders summary</li></ul>
Invoices	Through the Invoices homepage you can view, analyze, and pay invoices electronically.	<ul style="list-style-type: none"><li>Review current charges across many business products</li><li>View past bills</li><li>Make online payments, including a "pay now" option</li><li>Customize daily call records to monitor, trend, and analyze usage</li></ul>
Repairs	The online Repairs application gives you the flexibility to self-manage your products and services from virtually anywhere, any time, without making a phone call.	<ul style="list-style-type: none"><li>Create, view, and update trouble tickets for voice, data, IP VPN, and Internet services</li><li>Self-test your circuits without calling your service center</li><li>View open ticket status activities to stay informed of progress</li><li>View ticket history to monitor performance trends</li></ul>



Feature	Description	Allows You To:
Network Tools	The Network Tools homepage offers easy product management. With this tool you have the ability to provision, configure, and modify your voice and data networks, as well as administer Internet and e-mail accounts.	<ul style="list-style-type: none"><li>▪ Connect to our state-of-the-art tools to help you run your business and call centers more effectively and efficiently</li><li>▪ Track lost calls and help improve call-handling times</li><li>▪ Trouble shoot incomplete and blocked calls</li><li>▪ Analyze data to help determine accurate staffing levels</li><li>▪ Right-size your network</li><li>▪ Pinpoint critical information quickly and efficiently</li><li>▪ Balance heavy, toll-free traffic loads</li><li>▪ Preset routing plans for each toll-free number and modify options in a near real-time environment. Configure your routing now so it is ready to be implemented in the event of natural disasters, snowstorms, or even power outages.</li></ul>
Resources	The Resources page can help you understand your Verizon products better.	<ul style="list-style-type: none"><li>▪ Get quick and easy access to up-to-date product information through our forms shortcuts or downloadable eFTP client</li><li>▪ Find IP reference tools, service level agreements, IP domain tools, and general reference tools, including tariffs, USOC (Uniform Service Order Code) manuals, and product availability information</li></ul>

## Support

Verizon Enterprise Center delivers customizable business lifecycle, operations, and analytics support for your enterprise needs.



### **Business Lifecycle Support**

Verizon Enterprise Center makes an eBusiness solution possible that will provide support throughout your business lifecycle. These tools extend beyond network management to include customer premises equipment (CPE), orders, billing, and inventory, to name a few.

- Network management
- Order entry and tracking
- Billing – view and payment
- Entitlement management
- Inventory visibility

### **Operational Support**

To give you better command and control of your business operations, our operational support tools allow you to monitor your network, self-test circuits, and — for some applications — eBond your systems to ours.

- Network performance monitoring
- On-demand network and bandwidth control
- Network self-test capabilities
- Direct bonding

### **Analytical Support**

Diagnostics can offer insights you need to understand your business better. Our analytical support provides tools to evaluate performance, customize bill reports, use forecasting models, and more.

- Link performance to Service Level Agreements
- Contract renewals
- Customized billing reports
- Forecasting and modeling tools - including "What if?" analysis

### **Early Termination Charges.**

As stated in the CTSA,

- A) If DIR terminates a Service or Service Component other than as set forth in subsection (h) above, or Vendor terminates an affected Service or Service Component for DIR 's Material Breach, DIR will pay termination charges as follows: (a) if termination occurs before the end of the Minimum Payment Period, DIR will pay 50% ( unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service or Service Component multiplied by the months remaining in the Minimum Payment Period, plus any waived or unpaid non-recurring charges identified in the Pricing Schedule ( including, but not limited to, any and all charges for failure to satisfy a Minimum Retention Period (MRP), plus any charges incurred by Vendor from a third party (e.g., not a Vendor Affiliate) due to the termination.



- B) If a direct sales transaction Customer terminates a direct sales transaction Service or a direct sales transaction Service Component other than as set forth in subsection (i) above, or Vendor terminates as affected direct sales transaction Service or direct sales transaction Service Component for direct sales transaction Customer 's Material Breach, the direct sales transaction Customer will pay termination charges as follows: (a) if termination occurs before the end of the Minimum Payment Period, the direct sales transaction Customer will pay 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated direct sales transaction Service or direct sales transaction Service Component multiplied by the months remaining in the Minimum Payment Period, plus any waived or unpaid non-recurring charges identified in the Pricing Schedule ( including, but not limited to, any and all charges for failure to satisfy a Minimum Retention Period (MRP), plus any charges incurred by Vendor from a third party (e.g., not a Vendor Affiliate) due to the termination.
- C) The termination charges set forth in subsection (j) above will not apply if a terminated Service Component, either direct sales transaction or otherwise, is replaced with an upgraded Service Component at the same time, but only if (a) the Minimum Payment Period and associated charge for the replacement Service Component are equal to or greater than the Minimum Payment Period and associated charge for the terminated Service Component, and (b) the upgrade is not restricted in the applicable Service Publication.