

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**ATTACHMENT C TO  
REQUEST FOR PRODUCTION,  
ITEM NO. 3**

**REDACTED**

CMP \_\_\_\_\_  
COM \_\_\_\_\_  
CTR \_\_\_\_\_  
ECR \_\_\_\_\_  
GCL \_\_\_\_\_  
OPC \_\_\_\_\_  
RCA \_\_\_\_\_  
SCR \_\_\_\_\_  
SGA \_\_\_\_\_  
SEC   1    
OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

00276 JAN 10 6



**The Bill Processing Service  
Clearinghouse Operating Agreement**

Between  
BellSouth Telecommunications, Incorporated  
And  
ILD Telecommunications, Incorporated

Effective 10/01/05 – 09/30/07

2005.clghs Version of Agreement  
6/1/2005

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**AMENDMENT NO. 1**

**PAGES  
1 OF 4 THROUGH 4 OF 4**

**PROPRIETARY**

---



BellSouth Interconnection Services  
Rita Jones  
Regional Account Manager  
10<sup>th</sup> Floor  
600 North 19<sup>th</sup> Street  
Birmingham, AL 35203

BellSouth Billing Services

November 16, 2005

Kathy McQuade  
VP -ILD Teleservices  
3230 W Commercial Blvd.  
Suite 360,  
Oakland Park, FL 33309

Subject: Amendment No. 1

Dear Kathy:

Enclosed for signature is an Amendment (two originals), to the Bill Processing Service Clearinghouse Operating Agreement ("Agreement") between BellSouth Telecommunications, Inc. and ILD Teleservices, Inc. (signed by BellSouth).

This document serves to add language and rates to Exhibit A and Exhibit C of the Agreement for the purpose of including a new *Administrative Fee Associated with Billing and Collection Performance Requirements*.

Please sign both Amendments and return one original to me at the address listed above. The remaining document should be retained by you and filed with the original Agreement.

Feel free to call me should you have questions or wish to discuss.

Sincerely,

Attachments



**The Bill Processing Service  
Clearinghouse Operating Agreement**

Between  
BellSouth Telecommunications, Incorporated  
And  
ILD Telecommunications, Incorporated

Effective 10/01/05 – 09/30/07

2005.clghs Version of Agreement  
6/1/2005

## Master Table of Contents

The Bill Processing Service Clearinghouse Operating Agreement between Customer and BellSouth Telecommunications, Inc. is collectively comprised of the following documents, which are in the order that they are attached to this Master Table of Contents.

1. **The Principal Document**, which sets forth the terms and conditions for the basic contractual relationship, and for the application, calculation, billing, and reporting of the Clearinghouse Customer's Taxes relating to Customer's billed revenue in the BellSouth End-User Bill.
2. **Exhibit A**, which sets forth the terms and conditions governing:
  - a. BellSouth Qualitative Processing Requirements,
  - b. BellSouth Security Requirements for Net Amounts Due BellSouth,
  - c. Customer Management and Oversight Tools,
  - d. Transmission standards for CONNECT:Direct<sup>®</sup> ('C:D'),
  - e. Investigation and Resolution of Customer Inquiries regarding Settlements and the B&C Services Bill, and
  - f. Claims.
3. **Exhibit B**, which sets forth the terms and conditions governing the Standard and Optional Billing and Collection ('B&C') Services provisioned under this Agreement, which include, but are not limited to:
  - a. Billing Environment Services of Message Processing and Bill Rendering,
  - b. Optional Services [e.g., Category 41 Service (Credits), Pack Thresholding, and Spanish Language Bills],
  - c. Optional Billing Information Services Custom Reporting, which is a sub-set of Optional Services (e.g., Daily Unbillables Data File, and Electronic Settlement Reporting),
  - d. Post-Billing Environment Services (e.g., Treatment and Collections, Without Inquiry Service, and Uncollectibles),
  - e. Settlement Reporting and Payment; and
  - f. The B&C Services Bill Content, Rendering, and Payment.
4. **Exhibit C**, which sets forth:
  - a. The rates and charges,
  - b. Billing of the rate element quantities,
  - c. Journalization of the B&C Services revenue, and
  - d. The interest rate applicable to a Cash Settlement Reserve; the interest rate applicable to a Claim payment associated with an Audit or Examination and to late payment of a Settlement or B&C Services Bill Net Amount Due; the formulas used to calculate the interest amounts to be paid.

## Master Table of Contents (Cont'd)

5. **Exhibit D**, which sets forth the terms and conditions governing 'Conflict of Interest'.
6. **Appendix 1**, which sets forth a list of the acronyms and a list of the abbreviations used throughout this Agreement.
7. **Appendix 2**, which is the Glossary, sets forth the definitions of words and terms used throughout this Agreement in describing the B&C Services, processes, etc.
8. **Attachment 1**, which sets forth the BellSouth Standby Bank Letter of Credit form that the Customer and BellSouth may execute if the Customer is required to establish a Security Reserve in the form of a Bank Letter of Credit during the term of this Agreement and pursuant to SEC. A.3, *BellSouth Settlement Security Reserve Requirements*, of Exhibit A.
9. **Attachment 2**, which sets forth the BellSouth Surety Bond form that the Customer and BellSouth may execute if the Customer is required to establish a Security Reserve in the form of a Surety Bond during the term of this Agreement and pursuant to SEC. A.3, *BellSouth Settlement Security Reserve Requirements*, of Exhibit A.

**Principal Document**  
Of The  
**Bill Processing Service**  
**Clearinghouse Operating Agreement**  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005



**Clearinghouse Principal Document  
Table of Content**

<u>Section</u>	<u>Page</u>
1. SCOPE OF AGREEMENT.....	2
2. TERM OF AGREEMENT.....	3
3. HEADINGS .....	3
4. REGULATORY ACTIONS IMPACTING SERVICES.....	4
5. CUSTOMER AND CLIENT SERVICES .....	4
5.1 SERVICES BELLSOUTH WILL AND WILL NOT BILL.....	4
5.2 CUSTOMER/CLIENT SINGLE BILL FEE.....	5
5.3 END-USER INQUIRIES ABOUT CUSTOMER/CLIENT SERVICES AND NETWORK.....	6
6. LAWFUL USE OF SERVICES.....	7
7. BELLSOUTH END-USER BILLS .....	7
7.3 BILLING INTERVALS FOR CUSTOMER/CLIENT SERVICE PROGRAMS AND BELLSOUTH END-USER BILLS .....	8
7.4 BILLING REQUIREMENTS FOR CUSTOMER/CLIENT ADD-ON CHARGES .....	10
8. BELLSOUTH SERVICES.....	10
8.1 SERVICE PROVISIONING.....	10
8.2 END-USER SERVICE DEPOSITS.....	11
8.3 END-USER LATE PAYMENT CHARGES.....	11
8.4 AUTHORIZATION TO DENY END USER'S SERVICE FOR NON- PAYMENT .....	12
8.5 NOTIFICATION OF CHANGE IN BELLSOUTH SERVICES OR PERFORMANCE REQUIREMENTS .....	12
8.6 IMPACT OF CUSTOMER/CLIENT CHANGES TO BELLSOUTH SERVICES.....	14
9. SETTLEMENTS.....	14
10. TAXES.....	15
10.1 GENERAL.....	15
10.5 TAX INDEMNITY AND RECOURSE.....	22
10.6 TAXES IMPOSED ON BILLING AND COLLECTION SERVICES.....	23
10.7 MUTUAL COOPERATION.....	27
11. PROPRIETARY INFORMATION; NON-DISCLOSURE; PUBLICITY .....	27
11.1 PROPRIETARY INFORMATION.....	27
11.2 NON-DISCLOSURE .....	28
11.3 PUBLICITY .....	31
12. TRADEMARKS, TRADE NAMES AND SERVICE MARKS .....	31
13. SOFTWARE .....	32
14. LICENSES .....	32
15. LIMITATIONS ON ASSIGNMENT OR TRANSFER OF AGREEMENT .....	32
16. AMENDMENTS; ADDENDUMS; WAIVERS.....	33
17. PROVISION OF INFORMATION TO COURT, REGULATORY BODY, OR GOVERNMENT AGENCY .....	34
18. LIABILITY AND INDEMNIFICATION .....	34
18.8 BILLING DATA PROCESSING ERRORS .....	38
19. NOTICES AND DEMANDS.....	41

Clearinghouse Principal Document  
Table of Content

20. NO THIRD-PARTY BENEFICIARIES .....	43
21. AUTHORIZATION TO CONDUCT BUSINESS.....	43
22. INDIVIDUAL MEMBER OBLIGATION.....	44
23. CUSTOMER OBLIGATIONS AS BILLING AGGREGATOR.....	45
24. DISCLOSURE OBLIGATION WHEN CUSTOMER/CLIENT BILLING UNDER MULTIPLE NAMES/AFFILIATES.....	45
25. TERMINATION OF BILLING FOR CLIENT.....	47
26. TERMINATION OF AGREEMENT UPON AN EVENT OF DEFAULT.....	49
27. DISCONTINUANCE OF SERVICES UPON AN EVENT OF NON-COMPLIANCE 52	
28. TERMINATION OF AGREEMENT FOR CONVENIENCE.....	53
29. OBLIGATIONS THAT SURVIVE TERMINATION OF AGREEMENT.....	53
30. SEVERABILITY OF PROVISIONS.....	55
31. FORCE MAJEURE .....	55
32. GOVERNING LAW; VENUE .....	56
33. ENTIRE AGREEMENT.....	56
Signatures.....	57

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**PRINCIPAL DOCUMENT  
OF THE  
BILL PROCESSING SERVICE  
CLEARINGHOUSE OPERATING AGREEMENT**

**PAGES  
1 OF 57 THROUGH 57 OF 57**

**PROPRIETARY**

---

**Exhibit A:**  
Qualitative Processing Requirements, and  
Customer Management and Oversight Tools

Of the  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

## Content

Section A.1	Qualitative Processing Requirements .....	1
A.1.1	Federal and State Certification/Authorization Requirements .....	1
A.1.2	Establishment of Sub-CIC Processing for Clients .....	1
A.1.3	BellSouth ISAT .....	2
A.1.4	BellSouth Age Limitations for Service Charges .....	3
A.1.5	Billing Block Requirements .....	4
A.1.5.1	BellSouth's Miscellaneous Charges Billing Block Service for End Users .....	4
A.1.5.2	Customer Obligation to Honor Billing Block Requests from Large Business Customers (i.e., End Users) .....	4
A.1.6	Optional Billing Block Notification Service .....	5
A.1.7	New Service Provider Notification Requirements .....	6
A.1.8	Retention Requirements for Customer Billing Data and BellSouth MSS Confirmation Reports .....	7
A.1.9	Billing and Collection Performance Requirements .....	8
A.1.9.1	Requirements for All Customer/Client Text Messages .....	8
A.1.9.2	BellSouth Service Program Approval Requirements .....	9
A.1.9.3	Occurrence of Unapproved Billing .....	14
A.1.9.4	Thresholds for Occurrences of Unapproved Billing Performance Violations .....	15
A.1.9.5	Terms and Conditions Governing an Occurrence of Unapproved Billing and Thresholds .....	15
A.1.9.6	Customer Obligation to Bill Only Authorized Charges .....	17
A.1.9.7	Customer Responsibilities for Billing Unauthorized Chrgs ....	20
A.1.9.8	Percentage of Adjustments to No. of Billed E-U Accounts .....	24
A.1.9.9	State PSC, FCC, & BellSouth Executive Level Complaints ...	25
A.1.10	Testing Requirements .....	26
A.1.11	Pay-Per-Call ('900') and Similar Services .....	27
A.1.11.1	Definition .....	27
A.1.11.2	BellSouth Billing Policy for 900 Services .....	28
A.1.11.3	Customer Responsibilities .....	30
A.1.11.4	Applicable B&C Service Charges .....	30
A.1.11.5	End-User Bill Format .....	31
A.1.11.6	Post-Billing Environment .....	31

<b>Exhibit A</b>	<b>BellSouth/ILD</b>
<b>Bill Processing Service Clearinghouse Operating Agreement</b>	

A.1.11.7	Compliance .....	31
A.1.11.8	Non-Compliance .....	32
Section A.2 Data Transmission Requirements .....		33
Section A.3 BellSouth Settlement Security Reserve Requirements		34
A.3.1	General Terms and Conditions .....	34
A.3.2	Periodic Review and Requirements .....	35
A.3.3	Cash Settlement Reserve .....	36
A.3.4	Bank Letter of Credit or Surety Bond.....	36
A.3.5	Multiple Uses of the Reserve for Payment of Outstanding Net Amounts Due BellSouth .....	37
Section A.4 Customer Management and Oversight Tools .....		39
A.4.1	The Open Billing Request ('OBR') Process .....	39
A.4.1.1	Scope and Definitions of Terms.....	39
A.4.1.2	BellSouth Responses and Guideline Timeframes .....	41
A.4.1.3	Response Timeframes .....	42
A.4.1.4	Customer Authorization and BellSouth Concurrence on All POs.....	43
A.4.1.5	PO Pre-Authorization .....	43
A.4.1.6	BellSouth Cancellation of POs Due to Lack of Response .....	44
A.4.1.7	Re-Submitting POs after Cancellation .....	44
A.4.1.8	PO Test Files.....	44
A.4.1.9	Sample of PO Results .....	45
A.4.1.10	Customer-Initiated Changes and Cancellations .....	45
A.4.1.11	Completion and Confirmation.....	46
A.4.1.12	Consultative POs for Complex Custom Svcs or Changes .....	46
A.4.2	Customer Options for Conducting an Audit, Examination, and/or Joint Recourse Study.....	47
A.4.3	Audits and Examinations .....	48
A.4.3.1	Scope .....	48
A.4.3.2	Miscellaneous .....	48
A.4.3.3	Handling and Use of Materials .....	49
A.4.3.4	Written Notification and Timeframe Requirements.....	49
A.4.3.5	Final Report and Claim Payment .....	50
A.4.4	Joint Recourse Studies.....	52

A.4.5 Optional Monthly Multi-Jurisdictional TAR Codes (MKIS) Rprt .. 52  
    A.4.5.1 Description of Service ..... 52  
    A.4.5.2 General Provisions ..... 53

Section A.5 Investigation and Resolution of Service Errors ..... 54

    A.5.1 Customer Inquiries Regarding Settlements and  
          The B&C Services Bill ..... 54  
        A.5.1.1 Scope and Limitations ..... 54  
        A.5.1.2 Inquiry Documentation..... 55  
        A.5.1.3 Resolution of the Inquiry ..... 56  
        A.5.1.4 Documentation of the Inquiry Resolution..... 57

    A.5.2 Self-Reporting of Errors By BellSouth..... 57

Section A.6 Claims..... 58

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**EXHIBIT A**

**PAGES  
1 OF 58 THROUGH 58 OF 58**

**PROPRIETARY**

---



**Exhibit B:**  
Services Provisioned Under this Agreement,  
Settlements, and the B&C Services Bill

Of The  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

## Content

Section B.1	Summary of Services .....	1
B.1.1	Services Provisioned Under this Agreement .....	1
B.1.1.1	Introduction.....	1
B.1.1.2	Standard Services .....	1
B.1.1.3	Optional Services .....	2
B.1.2	Services Not Provisioned Under This Agreement.....	3
Section B.2	Message Ready Billing Environment.....	4
B.2.1	Description and Scope of Service.....	4
B.2.2	Customer-Provided Billing Data .....	5
B.2.3	BellSouth Processing from Initial Entry Editing to Bill Date.....	5
B.2.3.1	Initial Entry Editing and Confirmation Reporting .....	5
B.2.3.2	After Initial Entry Editing - Processing of Billing Data to Bill Date .....	7
B.2.3.3	Reporting of Unbillables and Misdirects to Customer.....	8
B.2.4	Bill Format to Bill Rendering .....	9
B.2.4.1	Formatting of the Customer/Client Billing Data .....	9
B.2.4.2	Bill Presentation Errors and Omissions.....	9
B.2.4.3	Bill Rendering .....	9
B.2.5	Optional Services.....	9
B.2.5.1	Introduction.....	9
B.2.5.2	Customer Logo .....	10
B.2.5.3	Pack Thresholding .....	10
B.2.5.4	Six-Second Billing .....	10
B.2.5.5	Category 41 Service (Credits).....	11
B.2.5.6	Category 42 Service (Misc. Flat-Rate Charges).....	12
B.2.5.7	Pay-Per-Call ('900') and Similar Services .....	13
B.2.5.8	Spanish Language Bill.....	13
B.2.5.8.1	Service Names and Bill Presentation .....	13
B.2.5.8.2	Spanish Informational Messages .....	14
B.2.5.9	Informational Messages.....	15
B.2.5.10	Sub-CIC (i.e., Client) Helpful Number .....	15

**Section B.3 Post-Billing Environment** ..... 16

**B.3.1 Introduction** ..... 16

**B.3.2 Adjustments** ..... 16

        B.3.2.1 General Terms ..... 16

        B.3.2.2 Customer Obligation Regarding Adjustments ..... 16

        B.3.2.3 BellSouth Limitations Regarding Initiating Adjustments ... 17

        B.3.2.4 BellSouth Requirements Regarding Adjustment Amounts.. 17

        B.3.2.5 Customer-Initiated Adjustments via CAT 41-xx-xx  
        Credit Records ..... 18

        B.3.2.6 BellSouth-Init: Initial and Final SP/BOC Memo Process..... 19

        B.3.2.7 BellSouth-Init: Final Only SP/BOC Memo Process ..... 20

        B.3.2.8 Customer's Total Adjustment Threshold Amount for  
        Residence and Business Accounts ..... 20

        B.3.2.9 Paper and Internet SP/BOC Memo Methods ..... 21

        B.3.2.10 Paper SP/BOC Memo Method – Provision of Copies  
        to the Customer ..... 24

        B.3.2.11 Recourse of Adjustments through Settlements ..... 24

        B.3.2.12 Reporting of Adjustments to the Customer ..... 24

**B.3.3 Without Inquiry Service** ..... 25

        B.3.3.1 Introduction ..... 25

        B.3.3.2 Customer Helpful Number Printed with Customer's  
        Billing Data ..... 26

        B.3.3.3 Clearinghouse Customer – Optional Svc of Printing the  
        Client's Helpful Number with Client's Billing Data ..... 26

        B.3.3.4 State-Specific Customer and Client Contact Number  
        Requirements ..... 26

        B.3.3.5 End-User Inquiries that are Exceptions to  
        Without Inquiry Service ..... 27

        B.3.3.6 End-User Disputes with Customer/Client ..... 27

        B.3.3.7 Unresponsive Customer/Client Service Centers ..... 27

**B.3.4 Treatment and Collections** ..... 28

        B.3.4.1 BellSouth Treatment Activities ..... 28

        B.3.4.2 Rendering of a Revised Final BellSouth End-User Bill ..... 29

        B.3.4.3 Uncollectible End-User Accounts ..... 29

            B.3.4.3.1 Recourse of Uncollectible Revenue ..... 29

            B.3.4.3.2 Reporting of Uncollectible Revenue  
            to the Customer ..... 31

            B.3.4.3.3 Collection Obligations After Recourse ..... 31

**B.3.5 End-User Bankruptcies** ..... 31

- B.3.6 End-User Charges Identified as Fraud..... 32
  - B.3.6.1 BellSouth Responsibilities..... 32
    - B.3.6.1.1 Subscription Fraud ..... 32
    - B.3.6.1.2 All Other Types of Fraud..... 32
  - B.3.6.2 Customer Responsibilities..... 32
  
- B.3.7 Optional Services Performed by the IPOC ..... 33
  - B.3.7.1 Wire Checks..... 33
  - B.3.7.2 Suspected LEC Error Investigation ..... 34
  - B.3.7.3 Investigation of Billed Charges ..... 34
  - B.3.7.4 After-Hours Payment Verification Service ..... 35
  - B.3.7.5 Customer-Initiated Special Projects ..... 35
  
- Section B.4 Billing Information Services..... 36
  - B.4.1 Summary of the Types of Optional Billing Information Services  
 Custom Reporting..... 36
  
  - B.4.2 Service Requirements..... 37
    - B.4.2.1 Ordering Optional Billing Information Services  
 Custom Reporting ..... 37
    - B.4.2.2 Service Provisioning..... 37
    - B.4.2.3 Proprietary Information ..... 39
    - B.4.2.4 Re-creates ..... 39
  
- Section B.5 Settlements and the Journal Report..... 40
  - B.5.1 General Terms and Conditions..... 40
  
  - B.5.2 Settlement Reporting via Paper Statements..... 41
  
  - B.5.3 Electronic Settlements (EMI-Formatted Data File) ..... 41
  
  - B.5.4 Terms Applicable to Paper and Electronic Reporting..... 42
    - B.5.4.1 Calculation of Payment Due Date..... 42
    - B.5.4.2 Payment of Net Amount Due ..... 42
    - B.5.4.3 Late Payment Fee ..... 43
    - B.5.4.4 Suspension of Billing for Non-Payment..... 43
    - B.5.4.5 Customer Inquiries and Resolutions..... 43
    - B.5.4.6 Miscellaneous ..... 44
  
  - B.5.5 Settlement Entries ..... 44
  
  - B.5.6 Settlement Journal Report ..... 46

Section B.6 The B&C Services Bill ..... 47

- B.6.1 Management of B&C Services Accounts..... 47
- B.6.2 Content of the B&C Services Bill ..... 47
- B.6.3 Paper B&C Services Bill ..... 47
- B.6.4 Electronic B&C Services Bill ..... 48
- B.6.5 Terms Applicable to Paper and Electronic B&C Services Bills..... 49
  - B.6.5.1 Bill Date..... 49
  - B.6.5.2 Payment Due Date..... 49
  - B.6.5.3 Extension of Payment Due Date Due to  
Transmission Delays..... 50
  - B.6.5.4 Late Payment Fee ..... 51
  - B.6.5.5 Suspension of Billing for Non-Payment..... 51
  - B.6.5.6 Customer Inquiries and Resolutions..... 51
- B.6.6 Percent of Interstate Usage ('PIU') Factor..... 52
- B.6.7 Miscellaneous..... 52

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**EXHIBIT B**

**PAGES  
1 OF 52 THROUGH 52 OF 52**

**PROPRIETARY**

---

**Exhibit C:**  
**Rates, Charges, and Interest Rates**

Of The  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

## Content

	<u>Page</u>
Section C.1 Billing and Journalization .....	1
C.1.1 Billing and Application of The Rate Elements .....	1
C.1.2 Journalization of The B&C Services Revenue .....	1
C.1.2.1 Introduction .....	1
C.1.2.2 Message Processing Revenue .....	2
C.1.2.3 Inquiry Service Revenue .....	2
C.1.2.4 Category 42 Service Revenue .....	2
C.1.2.5 Bill Rendering Revenue .....	2
C.1.2.6 Services That Are 100% Interstate .....	3
C.1.2.7 Svcs Not Provisioned Specifically as Intra or Interstate ....	3
C.1.3 Services that Do Not Have Rates and/or Charges in Exhibit C .	3
Section C.2 Fixed Rates and Charges .....	5
C.2.1 Introduction .....	5
C.2.2 Minimum Semi-Annual B&C Services Charge .....	5
C.2.3 Message Processing and Bill Rendering Rates .....	6
C.2.3.1 Definition of the Term 'Message' .....	6
C.2.3.2 Message Processing Rates .....	6
C.2.3.3 Bill Rendering Rate .....	6
C.2.3.4 Net Bad Debt ('NBD') Surcharge .....	7
C.2.3.5 Postage Escalator Applied to Core Bill Rendering Price ....	8
C.2.4 Administrative Fees Associated with the Billing and Collection Performance Requirements .....	9
C.2.4.1 Per-Occurrence of Unapproved Billing .....	9
C.2.4.2 Sub-CIC Cramming Complaints Exceeded for the Month..	9
C.2.4.3 Post Notification Fee for Billing an Unauthorized Charge.	9
C.2.4.4 Per-Escalated Complaint in Excess of Monthly Target .....	9
Section C.3 Rates and Charges That Are not Fixed .....	10
C.3.1 Introduction .....	10
C.3.2 Agreement Establishment Charge .....	10



C.3.3	The OBR Process .....	10
C.3.3.1	Standard Services .....	10
C.3.3.2	Custom Services .....	11
C.3.4	Rate Elements Associated with the Message Ready Billing Environment .....	12
C.3.4.1	ISAT Processing .....	12
C.3.4.2	Printing of New Service Provider Notification Text Line ...	13
C.3.4.3	Category 41 Service (CAT 41-xx-xx Credit Records).....	13
C.3.4.4	Category 42 Service (CAT 42-50-01 Misc. Summary Charge Rcrds).....	14
C.3.4.5	CAT 42-50-01 and EMI 01-01-16 Value Based Billing.....	14
C.3.4.6	Informational Messages .....	14
C.3.4.7	Sub-CIC Helpful Number .....	15
C.3.5	Rate Elements Associated with the Post-Billing Environment..	15
C.3.5.1	Processing of SP/BOC Memos.....	15
C.3.5.2	Inquiry Service .....	16
C.3.5.3	Wire Checks.....	17
C.3.5.4	Suspected LEC Error Investigation.....	17
C.3.5.5	Investigation of Billed Charges .....	17
C.3.5.6	After-Hours Payment Verification Service.....	17
C.3.7	Rate Elements Associated with Optional Billing Information Services Custom Reporting .....	18
C.3.7.1	Optional Billing Block Notification Data Files .....	18
C.3.7.2	Optional Multi-Jurisdictional TAR Codes ('MKIS') Rprt....	18
C.3.7.3	Optional Billing Information Services Custom Reporting with ICB Rates and Charges .....	18
Section C.4	Interest Rates and Calculation of Payments.....	20
C.4.1	Interest Rate Paid on the Cash Settlement Reserve and Claim Payments Resulting from an Audit or Examination .....	20
C.4.2	Interest Rate Paid on Late Payments .....	20
C.4.3	Calculation of Payments .....	20
C.4.3.1	Cash Settlement Reserve.....	20
C.4.3.2	Claim Payments Resulting From an Audit or Examination .....	21
C.4.3.3	Settlement Payments.....	21
C.4.3.4	B&C Services Bill Payments.....	21

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**EXHIBIT C**

**PAGES  
1 OF 21 THROUGH 21 OF 21**

**PROPRIETARY**

---

**Exhibit D:**  
**Conflict of Interest**

Of The  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**EXHIBIT D**

**PAGE 1 of 1**

**PROPRIETARY**

**Appendix 1:**  
**List of Acronyms**

Of the  
**Bill Processing Service**  
**Clearinghouse Operating Agreement**  
Between  
**BellSouth Telecommunications, Inc.**  
And  
**ILD Telecommunications, Inc.**

2005.clghs Version of Agreement  
6/1/2005

ABEC	Alternate Billing Entity Code
ACH	Automated Clearing House
ACNA	Access Customer Name Abbreviation
AL	Alabama
ANI	Automatic Number Identification
ATIS	Alliance for Telecommunications Industry Solutions
B&C	Billing and Collection
BCCC	BellSouth Card Care Center (previously called the "BellSouth Fraud Center")
BOC	Bell Operating Company
BNA	Billing Name and Address
BS	BellSouth
BTN	Billing Telephone Number
BUS	Business
CABS	Carrier Access Billing System (Current name of the BellSouth system that generates the B&C Services Bills)
CARE	Customer (End User) Account Record Exchange
CAT	Category
C:D	CONNECT:Direct™ (Called 'NDM' before purchased by Sterling)
CDT	Central Daylight Time
CI	City
CIC	Carrier Identification Code
CLEC	Competitive Local Exchange Company
CLUE	Correction on-Line of Usage Errors
CLUB	Customized Large User Bill (A BellSouth End-User Bill)
CMDS	Centralized Message Data System
CMRS	Commercial Mobile Radio Service
CNA	Customer Name and Address
C.O.	Central Office
CSR	Customer (i.e., End User) Service Record
CST	Communications Services Tax (The name of a Florida state tax)
CWC	County Wide Calling
DA	Directory Assistance
DAB	Diskette Analyzer Bill (a BellSouth End-User Bill)
DAK	Deny All Knowledge
DDD	Domestic Direct Dialed
EC	Exchange Carrier
EMI	Exchange Message Interface
EST	Eastern Standard Time
EU	n. End User ( <i>adj.</i> E-U for 'End-User')
FCC	Federal Communications Commission
FDB	Financial Data Base
FL	Florida
GA	Georgia
GSST	General Subscriber Services Tariff
IC	Inter-exchange Carrier
ICB	Individual Case Basis
ICO	Independent Telephone Company

## Bill Processing Service Clearinghouse Operating Agreement

ICSC	Inter-exchange Carrier Service Center (BellSouth CABS Service Center)
IL	Information Letter
IND	Indicator
INT'L	International
IP	Information Service Provider
IPOC	Initial Point Of Contact
ISAT	Inter-exchange Service Authentication Table
IVF	Implementation Validation Form
IXC	Inter-exchange Carrier
KY	Kentucky
LA	Louisiana
LATA	Local Access Transport Area
LEC	Local Exchange Company
LIDB	Line Information Data Base
LNP	Local Number Portability
LOA	Letter of Authorization
MIC	Message Investigation Center
M&P	Method and Procedure
MS	Mississippi
MSS	Message Switching System
NC	North Carolina
NPA	Numbering Plan Area (Area Code)
NXX	Exchange Code
OBF	Ordering and Billing Forum
OBID	Obligation Identification
OBR	Open Billing Request
OCA	Outside Collection Agency
OC&C	Other Charges and Credits
OM	Order of Magnitude
OPH	Operator Handled
PBA	Post-Billing Adjustment
PIC	Pre-subscribed Inter-exchange Carrier
PICC	Pre-subscribed Inter-exchange Carrier Charge
PIN	Personal Identification Number
PIU	Percent of Interstate Usage
PO	Purchase Order
PON	Purchase Order Number
POS	Position
PSC	Public Service Commission
RAO	Revenue Accounting Office
RBOC	Regional Bell Operating Company
REI	Rate Element Indicator
RES	Residence
SBF	Single Bill Fee
SC	South Carolina
SP	Service Provider
SVC	Service
TAR	Taxing Area Responsibility

**Bill Processing Service Clearinghouse Operating Agreement**

TC#	(MS TC#: also referred to as 'TSC#') Telecommunications Identification Number
TCIF	Telecommunications Industry Forum
TN	Tennessee
TSC#	(MS TSC#: also referred to as 'TC#') Telecommunications Identification No.
T&C	Time and Cost
UB	Unbillable
UC	Uncollectible
UNE	Unbundled Network Equipment
URL	Uniform Resource Locator
U.S.	United States
USF	Universal Service Fund
WTN	Working Telephone Number
900	Pay-Per-Call



**Appendix 2:**  
**Glossary**

Of the  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**APPENDIX 2**

**PAGES  
1 OF 19 THROUGH 19 OF 19**

**PROPRIETARY**

**Attachment 1:**  
The BellSouth Standby Bank Letter of Credit

Of The  
Bill Processing Service  
Clearinghouse Operating Agreement  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**ATTACHMENT 1**

**PAGES  
1 OF 2 THROUGH 2 OF 2**

**PROPRIETARY**

**Attachment 2:**  
**The BellSouth Surety Bond Form**

Of The  
**Bill Processing Service**  
**Clearinghouse Operating Agreement**  
Between  
BellSouth Telecommunications, Inc.  
And  
ILD Telecommunications, Inc.

2005.clghs Version of Agreement  
6/1/2005

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**ATTACHMENT 2**

**PAGES  
1 OF 4 THROUGH 4 OF 4**

**PROPRIETARY**

BellSouth Telecommunications, Inc.  
Florida Public Service Commission  
Docket No. 060650-TL  
Staff's 1st Request for Production  
October 20, 2006  
Item No. 3  
Attachment C

**THE BELLSOUTH SERVICES LIST  
FOR THE  
6/1/2005 BILL PROCESSING SERVICE  
CLEARINGHOUSE OPERATING AGREEMENT**

**PAGES  
1 OF 2 THROUGH 2 OF 2**

**PROPRIETARY**