



BILLING IN PRTC

6.0

Billing in PRT

Billing Information

An assurance of payment, upon contract agreement, may be required to become a Reseller, refer to the specific contract agreement.

This section details Reseller Bills including Reseller Accounts, Bill Content, Bill Cycles, Reseller Treatment and Collections, End User Sub-Account and End User Treatment.

Reseller Bill

A Reseller will receive a bill summary each month for each billing period of the month with a cartridge including a complete detail of the charges billed to each Reseller Sub-Accounts in that billing period. There are ten (10) billing periods; Reseller Sub-Accounts are distributed among these periods. The Billing cycles for Reseller Bill Telephone Number (RBTN) Accounts are as follows: 1, 4, 7, 10, 13, 16, 19, 22, 25 and 28. Billing Cycle 1 belongs to Government Accounts.

The Summary Invoice includes the following Items with its total charges, if any.

Network Services	FCC Access Line
Measure Services	WATS
411 Services	Non-Recurrent Charges for Network items
Intra-Lata	Inter-Lata
Current Charges Total	Arrears
Total Amount Due	

Each Reseller BTN (RBTN) Cartridge will carry the charges for every end user Sub-Account having that bill period and will itself have the same bill period. The bill period determines which RBTN Account to which the Sub-Account is linked.

End User Sub-Accounts

Every end user account migrated to Reseller billing is linked to a RBTN Account according to its own bill period. When an end user account is migrated to a Reseller, the PRTC bill period will be unchanged.

Each converted end user account automatically becomes a Reseller Sub-Account. Each Reseller Sub-Account will carry the following identifiers:

- Original end user's BTN
- Network Services, its Accounting and Alpha Codes, quantity, its monthly rent and a current total

I. Reseller Treatment Procedure

Reseller Invoice

- Bill Due Date All Resellers invoices are due thirty (30) calendar days after the last billing cycle bill date.
- Bill Delayed If the customer does not receive the invoice five (5) working days after the last billing cycle date, the bill is considered late or delayed. The customer may request that the due date be extended by the number of days the bill was delayed. The Reseller must provide to PRTC evidence of the late receipt of the invoice.
- Payment Rules If a payment date occurs on a Saturday, Sunday, or a Legal Holiday, the following rules will apply:
 - A. Payment date falls on a Sunday or on a Legal Holiday, which is observed on a Monday, the payment will be the first non Holiday day following the Sunday or Legal holiday.
 - B. Payment date falls on a Saturday or on a Legal Holiday, which is observed on a Tuesday, Wednesday, Thursday or Friday, the payment date will be the last non-Holiday pay preceding the Saturday or the Legal Holiday.
- Payment Penalty The Payment Penalty will be according to the agreement.

II. Reseller Collection Treatment

- A. If the payment is not received within thirty (30) days of the last billing cycle invoice date, a letter should be send to the Reseller by Certified Mail indicating the following:
 - Amount that is past due
 - Applicable late charges
 - Give additional 30 days to remit payment of past-due balance plus late charges
 - Advice that if payment is not received after such additional period (termination date), PRTC will disconnect all end-users customers of the Reseller
 - Indicate that letter is invalidated if payment is received prior to the termination date.
 - Copy of the letter should be send to the Puerto Rico Telecommunications Regulatory Board (PRTRB).
 - PRTC contact person and telephone number
 - A **charge** per circuit will be applied if the service is disconnected.
- B. If full payment is not received within the termination date, PRTC disconnects all the circuits or service lines of the Reseller.
 - A disconnection **charge** applies per circuit.
- C. The balance due by the Reseller will be addressed to PRTC Legal Affairs Department for additional collection procedures.

III. Billing Disputes

- Any dispute regarding the obligation to pay within thirty (30) days, shall be raised within twenty (20) calendar days of receipt of respective billing cycles invoices.
- Parties agree to negotiate in good faith regarding any amounts, which are in dispute. Such good faith negotiations shall include the obligation of the billed party and the billing party to provide respectively full information regarding the basis for any dispute and the basis for any charges.
- Reseller has the option of making full payment of all disputed charges or deducts the amount disputed from the payment.
- PRTC will refund any overpayment plus interest at the rate established in Section I.D., if a billing dispute is resolved in favor of a Reseller and the Reseller has paid the total amount billed.
- Reseller should pay PRTC the amount disputed plus interest at the rate established in Section I. D., if a billing dispute is resolved in favor of PRTC and the Reseller has deducted he amount disputed from the payment.

IV. Claims and Adjustments

This section explains the procedure for submitting a claim for any billing problems that may occur.

Resellers may initiate inquiries by submitting a written claim to the Long Distance and Interconnection Contracts Adm. Division (LDICA). All billing disputes are handled by the LDICA. Adjustments will be processed and a request for credit will be send to the Business Contact Center when appropriate.

When a claim is submitted, the LDICA Specialist will:

- Validate the information
- Explain the charges
- Request an adjustment if appropriate
- Confirm the status of the claim to the Reseller by mail, fax, e-mail or phone

Disputes are handled as promptly as possible. If disputes cannot be handled within 30 days, the representative will notify the Reseller of the reason for delay and indicate an expected date for resolution.

Late payment charges, as regarding claims, will be calculated and applied in accordance with the Reseller's agreement.

V. End User Treatment

Once a PRTC end user converts to a Reseller, all billing and collection activity becomes the responsibility of the Reseller. However, PRTC has agreed to provide service assistance for some collection activities. This section provides a brief description of the various types of service suspension and service re-activations that can be performed on end user accounts by the Reseller, the request transaction processes, and an important list of considerations requiring the Resellers' awareness.

PRTC currently performs traditional collections activities, such as: Suspension for Non-Payments (SNPs), Disconnects for Non-Payment (Bajas), Re-activations of SNPs. In the Reseller arena, these types of transactions will continue to be performed on end user accounts at the Reseller's written request. If, after discontinuance of service to an end user of Reseller, Reseller requests that PRTC restore the end user's service, re-activations charges will apply and will be the responsibility of Reseller.

The following processes manage the flow of Collections Activities request transactions:

- Notification to PRTC of the requested collections transaction
- PRTC notification to the Reseller that the requested transaction has been received and completed
- PRTC notification to the Reseller of invalid requests and/or discrepancies.

Reseller's awareness:

-PRTC will not be responsible for maintaining information for the Reseller on the number of end user accounts that are SNP, disconnected for non-payment or re-activations of SNP.

-PRTC shall have no liability to the Reseller or its customer for processing requests for the Reseller that may be deemed incorrect or improper.