



FREQUENTLY ASKED QUESTIONS (FAQ)

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What do I need to do to qualify as a Reseller ?

- ◆ In order to do business as a Reseller, you need to obtain certification from the PRTRB by adhering to their legal and regulatory requirements. In addition, industry standard codes must be obtained in order to become a Reseller for PRTC.

Is there a Reseller contract?

- ◆ Resellers can purchase PRTC products/services for resale either through an applicable resale tariff or SGAT or through a negotiated contract or agreement.

What's the difference between an agent and a Reseller?

- ◆ An agent is an extension of our PRTC retail sales channel. An agent makes a sale on behalf of PRTC and gets paid a commission. The end user remains a customer of PRTC. PRTC bills and collects for an agent. The Reseller becomes PRTC's customer of record. The Reseller earns a margin by purchasing at the wholesale rate and reselling to its end user. The Reseller sells through its own channel using its own brand. The Reseller is responsible for all end user customer care functions, including additional services, billing inquiries, repair requests, complaints, etc.

I am ready to resell. What do I need to do to electronically interface with PRTC?

- ◆ You will need equipment and software. Section 3 provides you with detailed technical specifications.

Does PRTC have a certification process to become an "authorized" Reseller?

- ◆ No. Any company who has met the Reseller requirements, defined by the Telecommunications Act, and is approved by the appropriate state commissions are authorized as a Reseller of PRTC services. All Resellers will be treated in a nondiscriminatory manner.

What, if a customer wants to return to PRTC Retail for Local Exchange Service, does it have to do?

- ◆ The Reseller does not have to do anything. They can direct the end user to call the appropriate PRTC business office.

Is there any notification to a Reseller if they lose their resold account (i.e., if an end user changes from one Reseller to another)?

- ◆ Yes, the loss of line report is available. Contact your Account Manager for more information.

What are the wholesale discount rates for resold services?

- ◆ Discount rates are available in Section 2 of this handbook.

What is a Reseller's liability for taxes and surcharges when they purchase products for resale?

- ◆ In general, taxes and surcharges for Resellers shall apply in accordance with policies and rulings within a particular state. Refer to the Resale Agreement or applicable tariffs or SGATs for more details.

Will I learn how to access a Customer Record electronically during Product training?

- ◆ Yes. Based on Reseller feedback, product training has been enhanced to include the use of the RFI System

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How does a Reseller interface with PRTC?

- ◆ Via RFI-GUI

Can I resell a business service to a residential customer or a residential service to a business customer?

- ◆ Per the retail tariff, Plain Old Telephone Service (i.e., POTS) residential service cannot be provided to a business class of service customer. PRTC does not prohibit a business service from being provided to a residential end user. If a business service is offered to a residential end user, all usage and additional features are also at the business rates.

What are some examples of class of service restrictions?

- ◆ A "class of service" restriction limits the availability of certain resold services to a particular type of customer. These restrictions have evolved over time to serve public interest objectives. An example of a restriction would be that Resellers should not be permitted to resell wholesale-priced residential service to business end users. In addition, Resellers should not resell Lifeline service to end users not eligible to subscribe to such service offerings

Can I route my directory assistance traffic and operator services traffic to a provider other than PRTC?

- ◆ Yes. A Reseller may utilize customized Routing Service to an alternate OS & DA provider.

Will PRTC list a Reseller's customer in their directories?

- ◆ Yes. All directory listings will be submitted as part of a service order, including requests for additional listings.

Are agency agreements currently available to Resellers for PRTC Yellow Page Advertising?

- ◆ Not at this time.

Will PRTC maintain a Reseller's customer in its E911 database?

- ◆ Yes. All E911 information will be included as part of the service ordering process. The Reseller will be held responsible for the accuracy of the information and also for updating the E911 database through the service order process.

Is the Reseller responsible for remitting payments to the municipalities for E911 service?

- ◆ PRTC charges a surcharge to the Reseller for E911 service. The Reseller pays PRTC for this charge allowing PRTC to remit payment to the municipalities for E911 service. Although the Reseller may list a detailed line item on the end user's bill for the E911 surcharge, it is PRTC's responsibility to remit payment for the surcharge to the appropriate municipality.

Does PRTC offer billing and collection services for Resellers?

- ◆ No. The Reseller is responsible for all end-user customer care functions, including billing and collections. Please see Section 6, which explains how PRTC does provide service assistance for some collections activities.

If I have a billing and collections contract with PRTC in my capacity as a Long Distance Carrier, will PRTC perform billing and collections for me as a Reseller?

- ◆ No. PRTC Billing and Collections contracts are only applicable when the Long Distance Carrier and PRTC have a mutual customer. In the resale scenario, the Reseller would own the end user's and would be responsible for billing both local and long distance calls

What is the billing medium for the daily usage?

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- ◆ Connect: Direct (also known as NDM)
Cartridge

What is the billing medium for the monthly bills?

- ◆ Connect: Direct
Cartridge
FTTP: Internet
CD-ROM

What is the format of the Summarize bill?

- ◆ Please see Section 6

Is the daily usage provided at the RBTN (i.e., Reseller Billing Telephone Number) level?

- ◆ No, RBTN information is only provided on the monthly bills.

I am having trouble understanding my Reseller bill. How can I learn more about my billing statement?

- ◆ Refer to Section 6

Can PRTC recommend a billing service provider?

- ◆ PRTC does not recommend or endorse billing service providers.

What type of charges can claims be made for?

- ◆ Claims may be made for three types of charges:

- Recurring Charges
 - Non-recurring Charges
 - Usage Charges

Each of these types of charges may be individual or general.

How are claims submitted?

- ◆ Claims may be faxed in or sent via email. PRTC provides a form for faxing claims.

How will I know the status of my claim?

- ◆ PRTC produces a variety of reports after the claim is received. These are designed to keep the Reseller abreast of the status of its claims.

The balance on my current bill doesn't reflect the payment I mailed in. Why?

- ◆ If your payment was received, it was received after the current bill was rendered. While your payment is not reflected on your current bill statement, it is reflected on ours. You will see it as a payment made on your next statement.

How will I be billed by PRTC?

- ◆ In PRTC, the Reseller will receive one bill for each billing period of the month with each bill covering all the Reseller Sub-Accounts in that billing period. There are 10 billing periods for 1, 4, 7, 10, 13, 16, 19, 22, 25, 28 (Billing Period 1 is for Government Accounts), and the Reseller Sub-Accounts are distributed among these 10 periods.

At what point does the late payment charge get applied to the account?

- ◆ The late payment charge applies to all amounts previously billed that remain unpaid at the time the next bill is prepared, excluding the previous month's local service charge, but including arrears and late payment charges.

How long after a call is made will it be sent to the Reseller?

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- ◆ Depending on the switch capability, it will take from 4 to 7 business days

In the Daily Usage Feed, what usage is rated? What is unrated?

- ◆ The basic rule is that if the call is a PRTC call and a tariff call, it will not be rated. Calls other than these types will be rated. The general rule on rating is that if the calls come in to PRTC rated, that rating will be passed along. The exception here is that calls made through

Information Providers do not arrive at PRTC, but are rated by PRTC processing by looking the rating up in a unique table.

What type of usage should I as a Reseller not expect to receive?

- ◆ The basic rule is that if there is no charge for the call, it will not be sent as part of the usage feed. Calls that are not charged include: calls not completed, such as incompletes and hang-ups, free calls such as those with an 800 area code, and emergency calls.

Will the usage on my Daily Usage Feeds be associated with the end user or the Reseller Billing Telephone Number (RBTN)?

- ◆ The usage data, rated and un-rated, is sent to the Reseller in a single transmission in Exchange Message Interface (EMI) format. The usage data in the daily transfer does not relate to a specific Reseller bill.

What type of maintenance will PRTC provide?

- ◆ PRTC provides the same maintenance on resold lines as it does on lines/service provided in the retail channel. Inside wire maintenance is not provided on resold lines.