Electronic Data Interchange - Electronic Funds Transfer

AT&T

Value Added Networks

Payment System

• Trading Partners
• Business Customers

Building Electronic Partnerships For The Future...Today

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1. **Introduction**

AT&T Southwest is a local exchange carrier providing service to customers within the five state area of Arkansas, Kansas, Missouri, Oklahoma and Texas.

AT&T Southwest bills customers for services provided by AT&T Southwest and other service providers, such as long-distance carriers, on a recurring monthly basis.

AT&T Southwest utilizes two major billing systems to bill customers. Customer accounts are established and billed from one or both billing systems based on the type of service involved. One system bills for services offered under the local Exchange tariff and the other bills for services offered under the local Access tariff.

Both billing systems process multiple billing cycles per month in which a portion of their customers are billed. Both identify an account using a unique account number.
2 Exchange Service Billing System

The Customer Records Information System (CRIS) bills for services offered under the local Exchange tariff. National customers should be aware that different telephone companies may offer different services in their respective Exchange tariffs. A sample of the many types of services billed by the CRIS system are: Plain Old Telephone Service (POTS), Centrex, Dedicated Data, ISDN, WATS Usage and Private Line monthly service charges. The CRIS system also bills for those services provided to the Exchange service end user on behalf of long-distance carriers or enhanced service providers.

AT&T Southwest operates seven separate CRIS systems, each of which is responsible for billing the services provided in a particular geographical area of AT&T Southwest's five state territory. Each CRIS system processes fifteen billing cycles per month.

2.1 Account Number

The CRIS Account Number is made up of a telephone number and customer code, such as: 314 555-3762 123.

The telephone number can be a dialable number or special bill number. Since telephone numbers can be reused over time, the customer code makes the Account Number unique.

The components of the CRIS Account Number are:

<table>
<thead>
<tr>
<th>Component</th>
<th>Length</th>
<th>Content</th>
<th>Formats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Code (NPA)</td>
<td>3</td>
<td>Numeric</td>
<td>NNN</td>
</tr>
<tr>
<td>Exchange (COD/NXX)</td>
<td>3</td>
<td>Alphameric</td>
<td>NNN ANN NNA ANA</td>
</tr>
<tr>
<td>Line Number</td>
<td>4</td>
<td>Alphameric</td>
<td>NNNNN ANNN</td>
</tr>
<tr>
<td>Customer Code</td>
<td>3</td>
<td>Numeric</td>
<td>NNN</td>
</tr>
</tbody>
</table>

2.2 Account Number Check Digit

Printed CRIS bills will contain a check digit as single numeric character following the Account Number which is found in the left hand margin of the bill page (‘9’ in Figure 2.4). The check digit is not part of the Account Number. The check digit has been added to give AT&T and our customers the ability to validate the Account Number when it is entered into a mechanized system. See EFT Payment Reference Material, for information of the formula used to calculate the CRIS Account Number check digit.
2.3 Payment Application

The thirteen character ACCOUNT NUMBER (without the check digit) is required to properly apply a CRIS customer payment. Since the check digit may be entered by customers into their accounts payable systems as part of the Account Number, customers may choose to provide EITHER the 13 character Account Number or the 14 character Account Number/Check Digit.
3 Access Service Billing System

The Customer Access Billing System (CABS) was created after the 1984 divestiture of AT&T and bills for services offered in the local Access tariff. National customers should be aware that different telephone companies may offer different services in their respective Access tariffs. CABS services can be classified into Switched Service and Dedicated/Special Service.

Switched Service is a service which is routed through AT&T Southwest lines and is switched through public paths. Some sample switched services are: Feature Group A, B, C, D and Cellular Access.

Dedicated/Special Service is a service which is routed through AT&T Southwest lines but is not switched through public paths. There are many services which require dedicated lines/circuits, such as WATS Access and Private Line Access.

AT&T Southwest operates seven separate CABS systems, each of which is responsible for billing the services provided in a particular geographical area of SWB’s five state territory. Each CABS system processes three billing cycles per month.

3.1 Account Number

The CABS Account Number is also called Billing Access Number or BAN. It is formatted as though it were a telephone number with a customer code, but the telephone number is not a dialable number, such as: 110 555-8461 966.

Since Billing Access Numbers can be reused over time, the customer code makes the BAN unique.

The components of the CABS Account Number are:

<table>
<thead>
<tr>
<th>Component</th>
<th>Length</th>
<th>Content</th>
<th>Formats</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Code (NPA)</td>
<td>3</td>
<td>Numeric</td>
<td>NNN</td>
</tr>
<tr>
<td>Exchange (COD/NXX)</td>
<td>3</td>
<td>Numeric</td>
<td>NNN or ANN</td>
</tr>
<tr>
<td>Line Number</td>
<td>4</td>
<td>Numeric</td>
<td>NNNN</td>
</tr>
<tr>
<td>Customer Code</td>
<td>3</td>
<td>Numeric</td>
<td>NNN</td>
</tr>
</tbody>
</table>
3.2 Invoice Billing

CABS also offers invoice billing to allow for simplified tracking of monthly billed amounts, adjustments and payments. Invoice Billing is an option that may be selected by the CABS customer.

Each monthly bill is assigned an Invoice Number, which is the Invoice Date. Since the CABS system processes three billing cycles per month, the Invoice Date will either be the 5th, 15th or 25th of the month. Within the CABS system, an invoice record keeps track of the billing information by Invoice Date.

If a customer chooses Invoice Billing, then each billing cycle a new invoice record is created for the Invoice Date. All payments and adjustments for a specific billing cycle are made to the invoice record created for that Invoice Date. If a payment is made without an Invoice Date, AT&T Southwest must make a customer contact to identify the proper invoice so that the payment can be properly applied.

If a customer does not choose Invoice Billing, then all billed amounts, payments and adjustments are made to a single default invoice record.

3.3 Payment Application

The information needed to properly apply a CABS customer payment depends on the type of CABS billing selected by the customer.

(1) Invoice Billing Customer

If the customer has chosen Invoice Billing, the full thirteen character Account Number and Invoice Date are needed to properly apply the payment.

(2) Non-Invoice Billing Customer

If the customer has chosen not to use Invoice Billing, only the full thirteen character Account Number is needed to properly apply the payment.
EDI Billing

Customers may receive their CRIS or CABS bills via the Electronic Data Interchange (EDI) 811 Consolidated Service Invoice/Statement Transaction Set. Refer to AT&T Southwest EDI Implementation Guide for information on the EDI 811 Transaction Set.