

Summary Billing Service Implementation Guide

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INTRODUCTION

The purpose of this SBS Implementation Guide is to describe the Summary Billing Service. It describes, in detail, the procedures to follow from ordering the service to paying the summary bill transmittal.

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SUMMARY BILLING SERVICE OVERVIEW

What is Summary Billing Service?

Summary Billing Service (SBS) offers business customers like you the option of receiving one summary bill for a chosen group of billable account numbers. The chosen group can be from any one or more of the AT&T operations in Illinois, Indiana, Michigan, Ohio, and Wisconsin.

Note: SBS is for business accounts only; residential accounts cannot be included on an order. SBS is limited to accounts billed from the ACIS Billing System.

Advantages of the Summary Billing Service:

1. Eliminates the cumbersome task of paying multiple standard telephone bills
2. Saves time
3. Easy to read
4. Provides one summary bill for a chosen group of accounts that exist within the AT&T operations in Illinois, Indiana, Michigan, Ohio, and Wisconsin
5. SBS provides the variation of charges from the previous month

Restrictions of the Summary Billing Service:

1. SBS is for business accounts only; residential accounts cannot be included on SBS
2. Each order can have up to 500 account numbers
3. Payment must be made via a paper check
4. Payment via Electronic Funds Transfer (EFT) is not available
5. Payment via credit cards is not available

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SUMMARY BILLING SERVICE FUNCTIONALITY

Summary Billing Service supplies regionally consolidated information on a single paper bill. It allows AT&T business customers like you to make one payment for a grouping of AT&T billable account numbers.

There is one line of information on the bill for each billable account number and matches your standard AT&T local bill. The line item contains the following information:

- Bill Number
- Charges Billed Through Date
- Previous Bill
- Payments
- Adjustments
- Balance
- Current Charges
- Total Amount Due
- Last Month Current Charges
- Net Dollar Change
- Percentage of Change
- ID Code

A remittance page and a pre-addressed payment envelope are included with the Summary Billing Service. The remittance page includes grand totals for Current Charges and Total Amount Due. The remittance page and payment should be mailed, in the pre-addressed envelope provided, before the Payment Due Date. If the pre-addressed envelope is not used, the remittance page and payment must be sent to the following address:

AT&T SBS P.O. BOX 8101 AURORA, IL 60507-8101

Failure to send to this address can result in a delay in processing your payment.

(Appendix A contains an example of a Summary Bill.)

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THE COST OF SUMMARY BILLING SERVICE

When ordering the Summary Billing Service, there is a non-recurring initial setup fee of \$50 per grouping for the establishment of the SBS product.

After the initial setup, there is a recurring monthly transmittal fee of \$10 per SBS.

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SUMMARY BILLING SERVICE ORDERING PROCEDURES

For additional information on the Summary Billing Service, please contact your authorized AT&T Representative or Account Manager.

Here's how you, the customer, can place your AT&T order:

- Choose the AT&T billable account numbers you wish to add to your SBS order;
- Select an Effective Date on which the bill is to be processed each month;
- Provide an optional ID Code for each selected account number.

The chosen account numbers are consolidated onto one bill. Each SBS order may contain 1 to 500 billable account numbers. An AT&T Account Manager will place these numbers onto an SBS order.

The Effective Date selected must be one of 10 common billing dates: 1, 4, 7, 10, 13, 16, 19, 22, 25, and 28. The bill date selected as the effective bill date determines when the SBS is to be processed each month.

Your first bill may contain a partial listing of accounts selected due to the bill dates for the individual accounts during the first month may have passed. For example, if you placed your order on the 10th and request an effective bill date of the 28th, your first bill on the 28th will contain only accounts that bill after the 10th and up to the 28th. Accounts, which billed earlier (e.g., on the 7th) than the order date, will have already been remitted to you and should be paid in the normal fashion, separate from the SBS Bill. After the first month, all accounts will appear on the SBS bill and one payment should be made.

An optional ID Code may be provided for each billable account number. The ID Code is a 10-digit code chosen to identify each account. Examples of ID Codes are:

- Store numbers
- Department numbers
- Location numbers
- Region numbers

The ID Code could be used to identify the physical location, or department that the account number belongs to. You should provide your AT&T Account Manager with your optional ID Codes at the time you add the account number(s) to the SBS order. You may add or modify additional ID Codes by contacting an AT&T Account Manager.

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The date the first SBS transmittal is received is dependent on the chosen effective date and the day the order is made. For example, if you request an SBS order on January 2, with the chosen effective date (processing bill date) of January 28, data will be collected, starting around the January 6th (4 days after the order is placed). The first SBS bill, which will include accounts with bill dates between January 6th and January 28th will be mailed the first week of February. Standard AT&T bills you receive after the order is placed will have a “DO NOT PAY” message on the remittance page which indicates you should pay the billing account on your SBS bill.

You will continue to receive your standard AT&T bills along with your SBS transmittal; however, you do have two other options. You may request to receive the summary pages of your standard bill or simply have your standard bill suppressed. After receipt of the first SBS transmittal, the standard bills and summary pages of the standard bills for the SBS order accounts will state the following: “DO NOT USE THIS BILL FOR PAYMENT. ALTERNATE PAYMENT ARRANGEMENTS HAVE BEEN MADE.”

MODIFYING AN EXISTING SUMMARY BILLING SERVICE ORDER

You may have account numbers added to or deleted from an existing SBS order. An AT&T Account Manager should be contacted to make these modifications.

If an account is deleted from an SBS order, it will not appear on the next transmittal. If a new account is added to an SBS during a collection period, the account information may not appear on the next transmittal (e.g., if the bill date has passed for the account when the order is placed). Newly added accounts for which data is not present will appear on the SBS transmittal with the message “BILLING INFORMATION HAS NOT BEEN RECEIVED – PLEASE PAY YOUR LOCAL AT&T BILL FOR THIS ACCOUNT.” If the “Pay your local bill” message appears, you should pay their local bill.

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SUMMARY BILLING SERVICE PAYMENT PROCEDURES

Only the AT&T billing telephone numbers listed on the SBS transmittal are to be paid to the SBS Payment Center in Saginaw, Michigan. All other standard AT&T bills should be paid as normal.

Each billing account on the SBS bill reflects payments made as of the bill date for the individual account not the SBS bill date. If a payment was made after the bill date of the individual account, the payment will be reflected on the next SBS statement. If you have any questions regarding your payment posting or balances, please call the SBS Customer Support Helpdesk at 1-888-800-6325.

To pay the SBS transmittal:

1. Place the top page, **the SBS remittance page**, of the SBS bill along with the **payment** into the **pre-addressed payment envelope** provided.
2. Do not include any non-SBS bills with your payment. They should be paid in their normal manner.
3. The payment should match the total Current Charges due if payments on all accounts are up to date or Total Amount Due if payment is behind for any reason.
4. Add **postage** and **mail the payment so it is received by the Payment Due Date**.

If the payment is not received by the payment due date, the payment may not be reflected on the next SBS transmittal causing an incorrect balance for the Total Amount Due. (If this occurs pay the late charges.)

The address of the Summary Billing Service Payment Center is:

AT&T SBS P.O. BOX 8101 AURORA, IL 60507-8101

Note: Failure to send to the above address may result in up to a two period delay in processing your payment. When using an automated payment system, the Subscription ID and Reference Number must be included on the check. Please remember to include the SBS remittance page.

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PAYMENT AMOUNT DISCREPANCIES

If there is a billing discrepancy on the SBS transmittal, you should call your AT&T Billing Representative to resolve the problem. Failure to do so will cause the disputed amount to continue to bill as an unpaid balance.

You are required to pay the total current charges by the due date listed on the transmittal. Failure to pay the total current charges by the due date may result in discontinuance of the SBS service.

SBS DELIVERY SUPPORT


Any questions regarding the delivery of SBS should be directed to the ABMS Customer Support Help Desk:

1-888-800-6325 Monday through Friday, 7AM to 6PM, CST

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APPENDIX A (SAMPLE SBS)

A Single. Consolidated Bill

		Sample Company 2461 South Road Smallville, MI 12121		MAIL PAYMENT TO: AT&T SBS P. O. BOX 8101 AURORA, IL 60507-8101		Subscription ID 1234					
Reference Number 810554477906		SBC Summary Billing Service		Payment Due Date 12/01/97							
				FOR SUMMARY PERIOD 01/02/95 THROUGH 02/01/95							
Bill Number	Charges Billed Through	Previous Bill	Payments	Adjustments	Balance	Current Charges	Total Amount Due	Last Month Current Charges	Net S Change	% Change	ID Code
XXX GRAND TOTAL XXX						3447.00	3,447.00				
313 866 8861 101	11/03/97	215.30	215.30	.00	.00	100.03	100.03	215.30	4.15	3.34	Southtown
511 554 5050 976	11/07/97	50.46	50.46	.00	.00	28.12	28.12	50.46	.66	2.99	Southtown
810 864 8471 908	11/10/97	6,190.78	6,190.78	.00	.00	3,137.74	3,137.74	6,190.78	18.20	.43	
810 585 0000 107	11/16/97	110.11	110.11	.00	.00	62.74	62.74	110.11	(53.80)	(49.90)	
123 566 1367 430	11/21/97	68.87	68.87	.00	.00	68.87	68.87	68.87	.00	.00	ID 1200-3
123 355 1702 422	11/25/97	49.50	49.50	.00	.00	49.50	49.50	49.50	.00	.00	ID 1234-3
PLEASE SEND THE TOP PAGE ALONG WITH THE PAYMENT AND KEEP REST OF THE BILL FOR YOUR RECORDS.											
Late Payment Charges will apply to accounts in states within which such charges are currently authorized to be assessed. Provisions of applicable state tariffs will be used in assessing any Late Payment Charge. Please Note: Net Credit () balances are not included in the calculation of Grand Total Amounts.											
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