

Addendum 4 Custom Billing and Collection Service

This Addendum No. 4 ("Addendum") is for provisioning Billing Services on of behalf Wisconsin Bell, Inc. ("AT&T") to State of Wisconsin Department of Administration ("Customer"), and is incorporated as a part of the Voice Network Services ("Agreement") dated 6/01/06 between AT&T and Customer.

1. Service Description

AT&T shall provide certain billing and collection services to Customer for Customer's end users also known as Customer Users as defined in Section 1 of the Agreement and Authorized Users. Details of the services to be provided are as set forth below.

2. Definition of End User

For purposes of this addendum the term End User will refer to Customer User and Authorized User as defined in the Combined Voice Network Services Agreement.

3. Payment for Services

Customer agrees to pay AT&T monthly for Billing and Collection Services provided in accordance with the guidelines set forth in Section 3, "Pricing Schedule".

4. Pricing Schedule

Table 4.1. Pricing Schedule

Price Element	Price
Billing and Collection Services	\$12,500.00 per month*
Initial One-Time Set Up Charge	\$0
Change Bill Elements	Negotiable
Miscellaneous Additional Services	Negotiable

* For up to 2,000 bills per month, including voice mail for all End Users and any ACD service provided by AT&T that is billed to End Users. Includes one (1) rate change per year for each of IIN, Hosted VoIP, Voice Mail and ACD services. Rate changes require a ninety (90) day advance written notice to AT&T. Additional rate changes or bills rendered beyond 2,000 per month to be provided at a rate of \$6.25 per bill, per month.

5. Billing and Collection Services Provided

AT&T is responsible for providing the following services at the prices set forth in the Pricing Schedule, Section 3:

- 5.1. Bill Processing Service - The integration of service order and cash activity, in preparation for monthly End User billing.

- 5.2. Bill Rendering Service - The preparation and mailing of Customer User statements for the amounts due for services provided. This includes billing Customer User agencies as described below that utilize the Customer ACD; the collecting of deposits and amounts due; record keeping (i.e., accounts processing); treating of accounts; and, implementing subsequent collection procedures which may be required from time to time. Bill Rendering Service also includes the processing of all basic account data. The following service features shall be billed to end user agencies that utilize the State of Wisconsin ACD:

Table 4.2. Pricing for Billing ACD

Description	Monthly Charge
Common Equipment Charge	\$800.00
Network Charge	\$300.00

- 5.3. Inquiry Service - The acceptance, referral and/or resolution of End User communications and claims regarding billing per the written instructions provided by Customer.
- 5.4. Purchase of Accounts Receivable - AT&T shall purchase Customer's receivables on AT&T billed Customer accounts and render integrated bills showing a single balance due. The purchase of accounts receivables shall be limited to amounts due the Customer. Customer is prohibited from assigning, transferring, selling, exchanging, or giving the accounts receivable to any other entity or person, without the written consent of AT&T.
- 5.5. Denial of Service - Where legally permitted and consistent with AT&T policy, AT&T shall provide Denial of Service to disconnect the End User's local exchange service in cases of insufficient payment of the full amount of the bill which shall set forth a single balance due for AT&T and Customer services. AT&T shall determine the necessity for denying End User access by an AT&T procedure consistent with regulatory requirements.

6. AT&T Billing and Collection Procedures

- 6.1. Account File Maintenance - AT&T shall provide Account File Maintenance Services, establishing and maintaining end user accounts for all Customer services for which AT&T has billing responsibilities. These billing responsibilities are limited to the IIN Line Charge, ACD, Hosted VoIP, Voice Mail services provided unless otherwise mutually agreed upon by AT&T and Customer. The Account File shall contain standard AT&T information such as, but not limited to:
- 6.1.1. Billing telephone number
 - 6.1.2. Status of the service (active, final, etc.)
 - 6.1.3. Effective date of service status, and

- 6.1.4. AT&T Service order activity shall be processed to maintain billing integrity for End User accounts.
- 6.2. Bill Rendering - AT&T shall provide Bill Rendering Services for those End Users for which AT&T establishes and/or maintains an account and shall provide an integrated End User bill with separate charge elements for each serving entity.
 - 6.2.1. AT&T shall retain billing data (bills, etc.) for a period of time consistent with applicable regulatory or legal requirements or as otherwise negotiated.
 - 6.2.2. AT&T shall perform Bill Rendering Services at a level consistent with AT&T service measurement criteria.
- 6.3. Payment and Remittance Processing - AT&T shall provide Payment and Remittance Processing Services for all End Users for which AT&T performs Bill Rendering Services for Customer.
 - 6.3.1. AT&T shall apply all cash transactions to a single balance due on an End User account. End user designation of payment to a specific portion of the balance due shall not be permitted except where mandated by the Public Service Commission of Wisconsin.
 - 6.3.2. AT&T shall perform Payment and Remittance Processing Services at a level consistent with AT&T service measurement criteria.
- 6.4. Late Payments - Late payments from End Users shall be subject to the provisions of Section 16.528 of Wisconsin Statutes, "Interest on Late Payment".
- 6.5. Inquiry - The Inquiry Services provided to Customer by AT&T include, but are not necessarily limited to, the following post-billing inquiries:
 - 6.5.1. Dispute of billing charges
 - 6.5.2. Explanation of billed charges
 - 6.5.3. AT&T shall follow standard AT&T procedures by which it shall perform inquiry Services related to End User charges for the Customer's service.
 - 6.5.3.1. AT&T shall provide standard procedures for its Business Office to handle, resolve, and/or refer End User inquires and claims to Customer.
 - 6.5.3.2. AT&T shall perform standard claim investigation functions for customer in order to resolve inquires.
 - 6.5.3.3. Following standard procedures, AT&T may determine an adjustment is necessary / appropriate and enter the adjustment into the billing system.
 - 6.5.3.4. AT&T Inquiry Service provided to Customer shall include interactions with other AT&T functional groups, such as the

Customer Name and Address (CNA) and Message Error Correction (MEC) groups.

- 6.5.3.5. AT&T shall perform inquiry Services for Customer at a level consistent with AT&T service measurement criteria.
- 6.6. End-User Adjustments - AT&T shall provide Customer the criteria by which AT&T shall handle adjustments and enter the adjustment into the billing system according to these criteria. If Customer subsequently determines an adjustment is not warranted, Customer shall advise the End User and send AT&T the appropriate notification to re-bill End User for previously adjusted services. On Customer bills subsequently disputed, AT&T may refer End User back to Customer with no adjustment, unless prohibited by the Public Service Commission of Wisconsin. AT&T and Customer shall ensure that adjustments properly reflect the entity on whose behalf the charges were originally billed. AT&T shall handle End User adjustments at a level consistent with AT&T service measurement criteria.
- 6.7. Disputed Billed Amounts - Disputed Billed Amounts are charges in the End User's bill for which there is disagreement between the End User and Customer. An End User claim on charges for Customer's services becomes a Disputed Billed Amount when the End User informs AT&T of a dispute with respect to a Customer charge. AT&T shall initially refer the End User to Customer for resolution of the Disputed Billed Amounts. If the End User refuses to contact Customer or upon receipt of a second inquiry from the End User regarding the same Disputed Billed Amount, AT&T shall immediately adjust the Disputed Billed Amounts from the End User bill and submit Recoursed Adjustments for such Disputed Billed Amounts to Customer without supporting data.
- 6.8. Recoursed Adjustments - Recoursed Adjustments are amounts that AT&T removes from End User balances and charges back to Customer via a deduction on the Purchase of Accounts Receivable Statement. They may be initiated by Customer, AT&T or the End User and include, but are not limited to, adjustments made to the End User balances to correct charges on current or prior bills; amounts removed from End User balances at the direction of Customer; and amounts removed from the End User balances by AT&T to comply with legal or regulatory requirements. If, after conducting its own investigation, Customer believes an adjustment is not warranted, Customer may resubmit the Disputed Billed Amounts to AT&T for re-billing, provided that the re-bill is accompanied by proof satisfactory to AT&T that the charges were proper or authorized.
- 6.9. End-User Bill Format - Customer's portion of an integrated End User bill, with separate pages for AT&T and Customer, shall be implemented by AT&T. All charges shall be considered owed to AT&T and shall be reflected in one total balance due.
- 6.9.1. When provided, Customer's logo shall be displayed on Customer's page of the End User bill.


- 6.9.2. The integrated bill shall contain one payment document, with one total amount due, and one return envelope.
- 6.9.3. A billing inquiry telephone number and a contact telephone number shall be displayed on Customer's portion of the End User bill.
- 6.9.4. Bill detail for Customer shall begin on a new page, and the last page of Customer detail shall not include entries for any other entity.
- 6.9.5. Customer's charges shall be subtotaled.
- 6.9.6. A bill message shall be provided on Customer's portion of the bill based upon terms and conditions separately negotiated.
- 6.9.7. The End User bill format is subject to any changes mandated by law or order of any court or agency having jurisdiction over either of the parties.
- 6.10. Statement of Amount Due Customer - A Statement of Amount Due, e.g., the Purchase of Accounts Receivable Statement, shall be provided to Customer by AT&T on a monthly basis.
- 6.11. Payment Method - Any payment to Customer from AT&T may be paid by check, or draft to the payee's lockbox address, or by electronic funds transfer to a designated bank account. Payment must result in immediately available funds on the Payment Date. If any portion of the Net Purchase / Collected Amount is received by Customer in funds which are not immediately available to Customer, then a late Payment Penalty shall be due Customer. AT&T shall have full responsibility for ensuring that payment is received by the Payment Date.
- 6.12. Payment Detail - Any payment to Customer from AT&T must identify the Purchase/Collection of Accounts Receivable Statement being paid.
- 6.13. Change Requests - Modifications of existing AT&T systems or procedures may be required to implement billing changes for new or revised Customer services. In such cases, Customer shall provide complete written specifications or definitions for the requested change to:

AT&T CBS
Attn: State of Wisconsin Account Manager
316 W Washington Avenue
Room 403
Madison, WI 53703

When both parties agree that the specifications accurately describe the work to be performed, Customer shall authorize the specifications in writing. AT&T shall provide a written time and cost estimate of the work effort involved. Customer shall have up to thirty (30) calendar days from the receipt of the time and cost estimate to authorize implementation. Any changes to the original request shall be subject to reevaluation by AT&T and Customer.

IN WITNESS WHEREOF, the parties have entered into this Amendment

**The State of Wisconsin Department of
Administration**

By: 

Printed
Name: Gina Frank-Reece

Title: Deputy Secretary

Date: 6-26-06

AT&T Global Services

By: 

Printed
Name: Steve Mitchell

Title: VP - GEM

Date: 6/01/06