Tab 28 Unbillables
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BILLING INFORMATION
UNBILLABLES (TOLL MESSAGE DATA)

Detailed Process

Unbillables consist of messages that have been sent to AT&T Telco for processing that AT&T Telco cannot bill for various reasons. These messages are returned to the B&C Customer so that these revenues can be accounted for.

Messages can be deemed as unbillable in two different places in AT&T Telco's billing system. The error code assigned can be detected Message File Processing, or the error code can be assigned out of AT&T Telco's pre-bill investigation process known as MTECS. (Mechanized Toll Error Correction System - see "EMS" section of this binder.)

Unbillables will consist of all messages that are unbillable: return codes assigned by the data entry programs as well as MTECS.

The B&C Customer may correct the errors in these messages (if possible), pack them as new messages and resend them to AT&T Telco for processing. The Customer must put blanks in the Return Code field (positions 70-71) before resending. (See the "Data Processing" tab, "Fixing Input Data" for procedures for resending these messages.)

Processing

Packs of messages that pass front-end edits are stripped of their header and trailer records and sent to Program IC001, referred to as Message File. Once reaching Message File, messages are treated individually, not as a pack.

Message File verifies that the message does not trigger an error condition by checking basic information such as record type, format, data within the record, etc.

If an error condition is encountered, a return code is populated in the message in positions 70-71 to aid the B&C Customer in determining what is wrong with the message. Return codes are listed in Attachment I.

Return codes assigned by Message File apply if AT&T Telco does not provide any further investigation regarding the error condition. (MTECS return codes are also listed and indicated by an "*". These are not populated by Message File.) Messages populated with Message File return codes do not go on to AT&T Telco's pre-bill MTECS investigation service. (See "MTECS" section of this binder for additional information on error conditions out of MTECS.)

If the message does not generate an error condition, Message File verifies that a file guide for the account exists. A file guide is an instrument that conveys account information to AT&T Telco's billing system to allow the message to bill to the proper account.

File guides exist for both working and billing telephone numbers. File guides are created when an account is established or has service order activity.

Message File uses the file guide information for a telephone number and populates billing information in the message. The message is retained until the scheduled billing day for the particular account.

If a file guide for the account cannot be found by the system, Message File passes the message to AT&T Telco's pre-bill MTECS system for investigation. MTECS will use additional resources that are available to assist them in trying to determine information in AT&T Telco's billing system which will allow AT&T Telco to bill the message. If MTECS cannot find an account to bill the message, the MTECS investigator will assign a return code to the message and return it to the B&C Customer. (See the "MTECS" section of this binder for information regarding the MTECs process.)

Reports

Unbillable messages appear on the IC650-600 Unbilled Message Data report; this is also referred to as the unbillable report. (See Attachment II for the report format.) The B&C Customer will receive one report created in Dallas for all unbillable messages within AT&T Telco territory. This report will be separated by RAO and cycle date within the RAO.

The unbillable report is supplied to all B&C Customers that subscribe to billing service.

This report displays messages in EMI format. The records on the unbillable report are the same as records sent to AT&T Telco from the Customer except for four altered fields:

- A two-digit return code is populated in the Return Code field (Positions 70-71).
- A 3-position (Julian) Date Stamp will be populated in the record indicating the cycle date that AT&T Telco processed the record as unbillable. This date will match the date printed on the Customer's Settlement Report under "Returns". The date stamp will appear in positions 173 - 175 in all records except the 41-50-01, 42-50-01, and 42-50-02, where it will be populated in positions 169-171
- Position 172 on EMI record types 01-XX-XX, 41-XX-XX and 42-XX-XX will contain an AT&T Telco code flagging the internal program that identified the error. This "flag" appears in Position 168 on EMI record types 41-50-01, 42-50-01 and 42-50-02.
- The 5-position *text code* originally transmitted in Positions 168 - 172 on EMI record types 42-50-01, 42-50-02 and 41-50-01 (Promotional Credit records only) will appear in Positions 135-139.

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A fifth field, the LSPID, will be populated with the 4-digit OCN (Operating Company Number) if the return code on the message is "50" (meaning the customer has left AT&T Telco to use another CLEC).

This report will be distributed to the B&C Customer based upon the frequency and media type selected. Currently four frequencies are offered: daily, weekly, semi-monthly or monthly. Media types available are paper or electronic transmission.

If a B&C Customer chooses to have this report on paper, a report will always be created for each RAO, whether there is volume or not. If the Customer chooses to have the report on electronically, AT&T Telco will not create a report without volumes.

An example of a paper report is provided in Attachment II. The record corresponds to the standard EMI format as sent in by the Customer.

Reports provided by electronic files will be in a format consistent with the standard EMI format in which the file was sent to AT&T Telco.

Charges

Charges for provision of unbillable detail are assessed on a per-message basis. These charges can be found under the rate element of "Standard CRIS Billing Information" in the current B&C Agreement.

A magnetic tape charge is assessed if applicable.

Implementation Time Frames

AT&T Telco schedules the implementation of Billing Information Services for Customers on a monthly basis. Tables are updated during the second week of each month to accommodate these changes.

Billing Information Services must be requested through a completed Implementation Form which should be sent to the Customer's Account Manager. These services will be implemented according to the Implementation Schedule included in the "Ordering Services" section of the binder.

AT&T Telco's Account Manager must also ensure that the Customer has subscribed to Billing Information Services in the B&C Agreement. If the Customer wishes to add this service, the appropriate paperwork must be completed before the service will be implemented. (See the "Ordering Services" section of this binder for information on how to order additional contractual services).

Attachment I

RETURN CODES

The following is a list of error conditions and the associated return codes that may be populated if Message File determines an error condition. The appropriate code will be populated in positions 70-71 of the EMI Record.

Return Code	Error Condition
* 01	No record of this billing telephone number in the billing system or the maximum allowable number of cycles in CRUDE has been surpassed and the adjustment is being returned.
* 05	The message date is prior to the effective date of the account. Messages will error to MTECS if the message date is prior to the account effective date contained on AT&T Telco records. If the MTECS investigator determines the call was placed by the account, the investigator will force the message to bill. If the MTECS investigator cannot prove the message should be billed to the account, he will assign a return code of 05 to the message.
* 06	The message date is after the ending effective date of the account. Messages will error to MTECS if the message date is later than the account effective date contained on AT&T Telco records. If the MTECS investigator determines the call was placed by the account, the investigator will force the message to bill. If the MTECS investigator cannot prove the message should be billed to the account, he will assign a return code of 06 to the message.
* 07	Bill-on telephone number found, but no main account is found or the maximum allowable number of cycles in CRUDE has been surpassed and the adjustment is being returned.
* 10	No account - there is no record of this billing telephone number in the billing system and the MTECS investigator cannot determine a valid account number for the message.
11	Customer does not subscribe to bill processing service according to AT&T Telco records.
19	The call is unbillable due to SelectCard calling restrictions.
20	TRIMS restricted. The account was toll restricted at the time the call was made.
* 21	Proprietary Card - Did not meet criteria for pre-bill investigation. Usage was billed to an AT&T LD proprietary card, but there is not a live cross-reference or pending/erred service order to establish the card
30	Cellular # - message is billed to a line number assigned to a cellular customer and is not billable by the EC.

*   These Return Codes are assigned by MTECS. More information on how these are
    assigned can be found in the MTECS Section.

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Attachment I-cont.

Return Code	Error Condition
31	Toll Billing Exception/Billed Number Screening. Message is unbillable due to restriction imposed by Billed Number Screening such as no collect calls accepted, no bill-to-third-number calls accepted, no CallNotes® messages accepted, etc.
32	Invalid Module (Customer Association Module) – Sub Account Billing module contains invalid data.
33	Misdirected WATS usage – Duplicate recorded WATS message being returned to an IC, or toll message being billed to a WATS customer and is not billable by the EC.
34	The record contains a disallowed terminating telephone number in the TO NUMBER field. Specific terminating telephone numbers are disallowed if the service or message provided by the terminating telephone number is judged to be contradictory to the AT&T Telco Company Policy Statement.
35	The latest date of the record categories on an invoice is greater then the BILL BLOCK DATE. Texas Senate Bill 560 Deniable/Nondeniable.
36	Collect call time/duration restriction. Occurs when collect calls are under 5 minutes and greater than $35.
40	EMI record type is not allowed for this Customer. Only certain EMI record types are accepted by AT&T Telco. The B & C Customer must notify AT&T Telco of the record types he will be sending when service is established and then coordinate any request to send additional record types.

This code will also be populated on a record that contains a 700/900 NPA in the "TO NUMBER" field and the record type is not an 01-01-16 or 41-01-16. This return code is also assigned if the call has been placed to a number that has been blocked from billing within AT&T Telco because the service accessed at that number does not conform to the AT&T Telco requirements documented under the "Billing Policy Guidelines" tab. |
41	The date contained in the message is invalid. Either the date does not exist or the date is beyond the time frame allowed for the age of the message (usually 90 days), per the Customer's contract.
44	The "TO NUMBER" length is invalid for this record type.
	This code will also be populated on a Personal 800 message that does not contain an '800' number in the TO NUMBER field.
50	The account has been resold to a re-seller and cannot be billed by AT&T Telco.
52	Billable time cannot equal zeroes.

*   These Return Codes are assigned by MTECS. More information on how these are
    assigned can be found in the MTECS Section.

Return Code	Error Condition
59	Invalid Message type. Message type is populated in position 80 of the EMI record. Refer to the Telcordia EMI document for valid values. On 01-01-17 and 01-02-17 (Voice Messaging Service), message type MUST equal 3; otherwise, the record will be returned.
65	Working number NPA/NXX is not listed on an internal AT&T Telco table that lists valid NPA/NXX combinations for the Revenue Accounting Office RAO). A '65' return code also will be assigned if the record's EMI format is 90-01-01, 90-01-02, 90-02-01 or 90-02-02 and the working number is not in the billing system. These record types are not sent to MTECS for further investigation.
74	Invalid Indicator 27. Valid values are 0, 1, 6, 7 and 9.
80	Duplicate message residing on AT&T Telco's billing system.
81	Used to return Old 1+ Coin Charges.
82	Conflict in Indicators. If Indicator 27 is 6, 7 or 9, then Indicator 13 cannot be 1, 2 or 3.
83	Text Code Invalid. On 43-50-02, 42-50-01, 01-01-17, 01-02-17, 01-01-18 and 01-02-18 records, the text code must be found on the text code/phrase table.
84	The NUMBER OF OCCURRENCES field in the 45-50-02 must be greater than 0.
86	Usage can not be resolved for rebilling. The investigator cannot determine a valid telephone number for rebilling the usage. This is a post-billing return code.
* 87	The message had been in MTECS over 45 days and did not exceed the minimum threshold required for manual investigation, or the record is a type 42 record (miscellaneous charge) that had resided in MTECs over 15 cycles of mechanical investigation but did not receive manual investigation.
88	Maximum number of 3 marketing message records (43-50-02) already exist for this working telephone number.
89	This marketing message was to be printed on an account that is PIC'd to the sending carrier, or the end-user account is in 'final' account status.
90	This marketing message could not be generated on the end-user bill due to the absence of any other charges for the end-user that would generate a bill page for the B&C customer.

* These Return Codes are assigned by MTECS. More information on how these are assigned can be found in the MTECS Section.

Record code	Error Condition
* 91	The message cannot be billed because the end-user customer account has been written off (gone to uncollectibles), or this account no longer exists in AT&T Telco's billing system (account has aged off the system).
92	The message was to be rebilled but its NPA/NXX is not listed as valid for this RAO in AT&T Telco's internal table. A rebilled message is one that is adjusted off one end-user account and then billed again to another account. This message may be able to be billed in another RAO.
* 93	The message is billable but needs to have the BTN changed to an NPA/NXX in a different AT&T Telco RAO. Example: Customer moved from one AT&T Telco RAO to another AT&T Telco RAO.
94	Bill to a different RAO. The investigator has determined that the usage should be rebilled to a telephone number in a different RAO. This is a post-billing return code similar to return code 93, which is a pre-billing return code.
95	Message was to be billed to a coin account, i.e., the message's working number is a coin telephone number. These records are returned to the Customer since the end-user cannot be identified.
96	Billing for 800 Information Services Calls restricted for this working telephone number.
97	Message is an intrastate message to be billed in Kansas, Arkansas or Oklahoma and the Customer/Sub-entity is not certified for intrastate billing in that particular state. A '97' return code also will be assigned if the date of an intrastate message is prior to the effective date of the Customer/Sub-entity's certification.
* 98	Suspected fraud. The investigator cannot force bill this message, but it appears from the nature of this message that it may be associated with fraud.
99	A '99' return code will be assigned if the AT&T Telco records indicate the Customer has subscribed to third party billing, and a message dated after the third party effective date does not contain a third party billing module. A '99' return code will also be assigned if the third party billing module does not contain a valid Secondary Billing Entity Number, a valid Alternate Billing Entity Indicator, or a valid Billing Entity Identifier.

Return Code BF   Customer Initiated Bill Block for message ready non-affiliate charges

See "MTECs" Section for additional return codes.

*   These Return Codes are assigned by MTECS. More information on how these are assigned can be found in the MTECS Section.

Attachment II

Report IC650-600: Unbilled Message Data

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REPORT- IC650-600 0000962000                    UNBILLED MESSAGE DATA FOR KAN
REF- RACP IC650                                 Alpha Sigma Telecommunications, Inc.              RUN DATE- 03-27-97
AT&T DP CTR- DALLAS                             BP-21                                             RETENTION- 3 MONTHS
         1         2         3         4         5         6         7         8         9         0
....5....0....5....0....5....0....5....0....5....0....5....0....5....0....5....0....5....0....5....0  COMMENT

PROPRIETARY INFORMATION FOR  Alpha Sigma Telecommunications                                                   FOOT
                                                END OF REPORT
REPORT- IC650-600 0000962000                    UNBILLED MESSAGE DATA FOR ARK
AT&T DP CTR- DALLAS                             BP-21                                             RETENTION- 3 MONTHS

                                                END OF REPORT
REPORT- IC650-600 0000962000                    UNBILLED MESSAGE DATA FOR OKC
AT&T DP CTR- DALLAS                             BP-21                                             RETENTION- 3 MONTHS

                                                END OF REPORT
REPORT- IC650-600 0000962000                    UNBILLED MESSAGE DATA FOR DAL
AT&T DP CTR- DALLAS                             BP-21                                             RETENTION- 3 MONTHS
AT&T DP CTR- DALLAS                             BP-21 214-330-6792                                RETENTION- 3 MONTHS
0101019703151021433067920001051292280473000031000000000230442000200002501490003410001001070000045 0002
092397267149214330 6792DALLAS    TXAUSTIN    TX0089620000000000000000076573080
0101019703151021433067920001050456270540003380000000002339390025000025014900034100010010700000450 002
092397267149214330 6792DALLAS    TXCONVENT   LA00J923000000000000000000076573080
AT&T DP CTR- DALLAS                             BP-21 817-665-0897                                RETENTION- 3 MONTHS
0101019703141081766508970001021437408350000350000000001417390001000025015000141000100107000004500 05
092397267150817665 0897GAINESVL  TXDALLAS    TX0089620000000000000000076573080
0101019703141081766508970001021425862560000350000000001418390001000025015000141000100107000004500 05
092397267150817665 0897GAINESVL  TXIRVING    TX0089620000000000000000076573080
0101019703141081766508970001021474732780000350000000001513180001000025015000141000100107000004500 05
092397267150817665 0897GAINESVL  TXDALLAS    TX0089620000000000000000076573080
0101019703151081766508970001097252940390003660000000001456300019000250150003410001001070000045000 5
092397267150817665 0897GAINESVL  TXMCKINNEY  TX0089620000000000000000076573080
0101019703151081766508970001081748468540000140000000001515510001000025015000341000100107000004500 05
092397267150817665 0897GAINESVL  TXDENTON    TX0089620000000000000000076573080
0101019703151081766508970001021425862560002100000000001516540001000025015000341000100107000004500 05
092397267150817665 0897GAINESVL  TXIRVING    TX0089620000000000000000076573080
0101019703151081766508970001040522637310000120000000001520030001000025015000341000100107000004500 02
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Attachment III

Key to the IC650-600 Unbilled Message Data

Report IC650-600 Unbilled Message Data displays messages in EMI format. This report contains the following types of information:

1) Unbillable Records: records that cannot be billed due to an error in the record. These messages have been populated with a return code, notifying the entity why they are unbillable.

2) Old Toll: records for a Coin 1+ carrier that are dated prior to the previous collection date. These records are the 34XXXX record type and are only applicable to Coin 1+ carriers.

Unbillable records on the Unbilled Message Data report are the same as records sent to AT&T Telco from the entity except that a two-digit return code is populated in the RETURN CODE field (EMI positions 70-71) and a date stamp indicating when the message was identified as unbillable (see page 2 of this section for the position of the date stamp). Paper reports sort the records by Main RAO and cycle date with a page break after each RAO. After each RAO a summary page is printed which includes the total number of messages and revenue for the RAO.

1. REPORT IC650-600: report programming name.

2. Entity code (000999900) for whom this report is being generated. 9999 represents the three or four digit Customer CIC code.

3. Unbilled Message Data for XXX: report title where XXX represent the three character designation of the RAO.

4. PAGE: report page number.

5. REF: practice where information on this report is documented. "MPCG ICBS" refers to the Interexchange Carrier Billing System section of the Message Processing Clerical Guide.

6. Entity name for whom this report is being generated.

7. RUN DATE: month, day and year on which this report was generated.

8. AT&T DP CTR: data center in which this report was created.

9. BP: billing period on which this report was created.

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Attachment III-cont.

10. Master billing number of the first record to appear on this report page. An example of the format is 999-999-9999.

11. RETENTION: data center retention for this report.

12. Record position ruler. The top line contains the tens digit. The second line contains a dot, 5 or 0 to indicate the ones digit.

13. Report data: these are actual unbillable records in EMI format.

The Unbilled Message Data report is distributed directly to the entity. Comptrollers will not receive a copy of this report. Dallas Comptrollers can monitor issuance of the Unbilled Message Data report by use of report IC650-005, IXC Data Distribution Report. The entity will receive unbillable records if it subscribes to bill processing.

The entity may choose to have the Unbilled Message Data report issued in the form of paper or electronic media. The entity may choose how often the report is created: Daily, Weekly, Semi-Monthly, or Monthly.

AT&T Telco guarantees recreation of the Unbilled Message Data report for two weeks after initial issuance (i.e., the entity has two weeks to notify AT&T Telco if it did not receive the Unbilled Message Data report, or if it did not receive complete report information.)