



Billing Services for Local & Access Wholesale Customers

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Billing Systems

Carrier Access Billing System (CABS)—processes service orders for UNE CLECs and Interexchange carriers, price services, renders bills and other billing media, posts payments and adjustments.

DPI—is the billing system for local wholesale billing. DPI receives information from other systems, process that information and produces customer bills. DPI gathers, sorts, and verifies customer account information including usage data, payment information, adjustment information, monthly and one-time service charge information, and applies taxes. DPI uses the industry standard format, BOS (Billing Output Specifications) to format bills. Bills generated through DPI are available online for viewing purposes using Globys. To gain access to Globys, contact our Billing Center at 1-888-488-0062.

How to Read Your Bill

For information on how to read your local bill, please refer to the job aid titled: ***How to Read Your Bill*** available from the billing page at: <https://wholesale.ziplyfiber.com/wholesale/billing>.

Inquiries, Claims & Adjustments

CABS

If a CLEC has a billing claim, Zply Fiber shall request that the CLEC submit the claim using the provided Zply Fiber Claims Template document. The form should be emailed to ZplyClaims@csscabs.com.

Claims will be acknowledged within 2 days of receipt; and a resolution provided within 30 days of receipt.

If a CLEC has an inquiry or a general question about bill copy requests, or bill explanations, they may call 1-512-330-0810.

Local Billing (DPI)

If a CLEC has a billing claim, Zply Fiber shall request that the CLEC submit the claim using the provided Zply Fiber Claims Template document. The form should be emailed to wholesale.claims@zplyfiber.com.

Claims will be acknowledged within 2 days of receipt; and a resolution provided within 30 days of receipt.

If a CLEC has an inquiry or a general question about bill copy requests, or bill explanations, they may call 1-888-488-0062.

Local Summary Bill Master

CLEC's receive a single Summary Bill Master (SBM) bill per billing cycle, which includes charges for MRC/NRC and usage charges. The End User (EU) number serves as the billing number for the CLEC account; resold charges are transferred to the SBM based on the EU billing cycle.

Note: Billing of installation charges on multiple billing statements, often referred to as installment billing, is prohibited.

BDT Delivery

Billing Data Tape (BDT) for Local services billed from the Legacy OSS will be delivered via paper unless BDT via FTP or NDM has been previously established. BDT via CD is no longer available.

If you wish to establish an electronic delivery connection, please visit the Getting Started page of the Wholesale Operations Website.

Local Billing Escalation Process

- To begin Escalation Process, call 1-888-488-0062 to speak with your Billing Administrator (BA) to discuss the issue. Your BA should be able to resolve the issue or make a commitment to get back to you with a resolution.
 - If the BA cannot assist with the issue or the commitment time is unacceptable you may request to speak to the Billing Specialist.
 - If the Billing Specialist is unable to resolve the issue or the commitment time is unacceptable you may request to speak to a Manager.
 - In the unlikely event the Manager is unable to resolve the issue; the escalation will be referred to the Vice President for review and response.
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Local Collections Process

The CLEC must pay all undisputed Ziplly Fiber charges when due. Ziplly Fiber reserves the right to take any lawfully available action (including without limitation the assessment of late payment charges or security deposits, and suspension or termination of service, as applicable) for failure to pay undisputed charges in a timely manner. Contact your Billing Center at 1-888-488-0062 with any questions.

Change Log

Date	Page Number	Change

Note: The terms and conditions of certain of the services described above are set forth in full detail on private agreements. The above summary is provided for your information and reference only. However, the actual terms, conditions, restrictions, limitations and the like for private agreements will be those set forth in the agreement between the customer and Zply Fiber and shall govern over any inconsistent provisions set forth herein. All services are not available in all areas, and are subject to availability of facilities and equipment. Please contact your Account Manager for details.