Truth in Billing for Video Service-9040

Introduction

- The **Television Protection Act** (TVPA) **law** requires us to **state the total monthly amount for all video charges** to all new / existing **residential** customers
    - For all **new** sales, **all** changes of service**,** downgrades **/** disconnects
    - **All brands / all groups** whether **in-person, by phone, online** and by **any** other means are responsible

Resolution Steps

- **It is mandatory** to complete the following:
    1. **State the TOTAL of all video charges** (service, equipment, taxes, fees, discounts, prorates and surcharges, etc.)
        - For ala carte video, video in bundles / packages, video equipment charges, **all video** related charges (except PPV or one-time selections)
        - Must be stated **separately** from all other services / products; for example:

          *The monthly amount for **video services, equipment, taxes and fees** is **$69.42**. The total cost of the Double Play package is **$132.49***

2. **Enter / verify the preferred email address;** if customer **refuses** to provide email address at time of install, note this in the account: ***Customer refused to provide email address***

3. **Tell customers they will receive an electronic work order notification** within **24 hours** **(example of confirmation email)**

4. **Review the order and** communicate the customer's **right to cancel the order** within 24 hours after confirmation is received

Internal Information

System enhancements help us provide the mandatory information:

- **BOLT:**
  - **Itemized Charges / Taxes Screen** is a feature on the **Services tab** that shows separate line of business charges and total package

charges

- Provides the Monthly Services and Equipment break down along with Estimated Taxes and Fees and Surcharges after work order completion
    - Monthly Services and Equipment fees
    - Government Taxes and Fees vs Company Fee's
    - Displays a total of one time charges within a pending work order
- Displays for customers with ONLY Bill Type Code S (Single or Individual Billing (Residential/Small Business)
    - Note: does **not display** for **Bill Type C** (Commercial or Contracted Billing) **OR M** (Master or Bulk Billing)

- **A hover bubble** displays for video service only, as an example of how to communicate the **total amount** and **changes to Video Service**

- **Other messages that may display on this screen:**
    - A message in bold red font appear in this table when a ***Pending Work Order Exists***
    - When the account **is BULK** and the **Tax Exempt field is null, this message displays; it can take up to 24 hours for the tax exempt code to be applied**

- **ICOMS:** during **order entry**, the **Total Monthly Prices by Category** screen displays after the Order Summary screen; it provides an estimated total of services and taxes / fees

    - To view this screen when not entering a work order, access the CM screen and type # (pound sign) P in the Task bar

- **Billing Statements:** includes an itemized amount for video service, taxes and fees and includes the **end date of the promotion**

- **eCommerce:** customers who place an online order see a screen that includes a sub-total for all video services at time of check out

- **Self Care Portals** (MyRCN, MyGrande, MyWave): information is displayed similar to eCommerce with a sub-total for video services

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