

# Handling Call Detail Billing Disputes-1725

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## Introduction

### Customer Care Agents handle all call billing disputes

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- If a customer subscribes to another carrier for Regional / LD / International, they must contact that carrier for credit

## Resolution Steps

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### Local, Regional and Long Distance Call Disputes

- Most phone customers have our **Unlimited Local, Regional and Long Distance** calling plan; credit is not necessary
- For customers requesting credit for calls due to **call quality**, [troubleshoot and resolve the issue](#)
- For issues related to our equipment or wiring, service credit may be negotiated
- Offer the **Service Protection Plan** to customers who do not subscribe
  - [California, Oregon, Washington](#)
  - [DC Metro, Illinois, Massachusetts, New York, Pennsylvania](#)
  - [Grande Texas](#)

- enTouch Texas

## International Call Disputes

- Do **not** issue credit for calls ***under*** one minute; billing is triggered when an international connection is made and **charges** are **valid**
  - **Exception:** test calls for **International** calling with an existing **Trouble Call** may be **credited**
- For customers requesting credit for calls due to ***call quality***, troubleshoot and resolve the issue
- For customers who ***cannot call out***, troubleshoot and resolve the issue
- When the issue is related to our equipment or wiring:
  - Verify the international plan and associated charges
  - Negotiate credit reach out to Floor Support with questions
- Offer the **Service Protection Plan** to customers who do not subscribe
  - California, Oregon, Washington
  - DC Metro, Illinois, Massachusetts, New York, Pennsylvania
  - Grande Texas
- enTouch Texas

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