Handling Call Detail Billing Disputes-1725

Introduction

Customer Care Agents handle all call billing disputes

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

Resolution Steps

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

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