

# Dispute Type & Required Information

DISPUTE TYPE	DESCRIPTION	REQUIRED SUPPORTING INFORMATION
Circuit Start Date	The bill begin date for a circuit is prior to the customer requested due date.	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>➤ Customer's requested due date</li> <li>➤ Customer's Credit Calculation</li> </ul> <p><b>Requested</b></p> <ul style="list-style-type: none"> <li>➤ Correspondence pertaining to req. due date</li> </ul>
Late Disconnect	Charges related specifically to a disconnect order are incorrectly appearing on the invoice or service was not disconnected in contracted interval.	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>➤ Any Correspondence with NetFortris on this Issue</li> <li>➤ Date circuit was to be disconnected (per the customer)</li> <li>➤ Disconnect Request Form circuit ID(s)</li> <li>➤ Customer's credit calculation</li> </ul> <p><b>Requested</b></p> <ul style="list-style-type: none"> <li>➤ Correspondence pertaining to req. due date</li> </ul>
Rates — Data	Rates appearing on invoice do not match the customer's contractual agreements; data products.	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>➤ Any correspondence with Sales on this issue</li> <li>➤ Customer's credit calculation</li> </ul> <p><b>Requested</b></p> <ul style="list-style-type: none"> <li>➤ Documentation supporting customer pricing</li> <li>➤ Specify domestic or international</li> </ul>
Rates — NRC (Non Recurring Charges, Installation or Equipment)	Rates or charges for equipment, installation or other one time charges appearing on invoice do not match the customer's contractual agreements.	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>➤ Any correspondence with Sales on this issue</li> <li>➤ Customer's credit calculation</li> </ul> <p><b>Requested</b></p> <ul style="list-style-type: none"> <li>➤ Documentation supporting customer pricing</li> </ul>
Rates — Voice	Rates appearing on invoice do not match the customer's contractual agreements; pricing is based on minutes of use or monthly recurring charges for voice products.	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>➤ Any correspondence with Sales on this issue</li> <li>➤ Customer's credit calculation</li> </ul> <p><b>Requested</b></p> <ul style="list-style-type: none"> <li>➤ Documentation supporting customer pricing</li> <li>➤ Specify domestic or international</li> </ul>

<b>DISPUTE TYPE</b>	<b>DESCRIPTION</b>	<b>REQUIRED SUPPORTING INFORMATION</b>
Call Detail Issues	Billed call details (duration, completion, charges specific to Directory Assistance, etc.) do not match customer's records. The customer does not acknowledge services or calls being billed.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ 10 Call Examples</li> <li>➤ Customer's credit calculation</li> </ul>
Service Issues	Customer experienced problems with service such as outage or maintenance.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Circuit ID(s)</li> <li>➤ Trouble ticket numbers</li> <li>➤ Customer's credit calculation</li> </ul>
State and Local Taxes	Customer is tax exempt and state and local tax charges are appearing on the invoice.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Customer's credit calculation</li> <li>➤ Exemption forms</li> </ul>
Universal Service Fund	FUSF charges applied to the customer account are in error.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Customer's credit calculation</li> <li>➤ Exemption forms</li> </ul>
Federal Taxes	Federal tax charges are appearing on the invoice for customer who is exempt.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Customer's Credit Calculation</li> <li>➤ Exemption forms</li> </ul>
Early Termination	Charges related to minimum term requirements or early termination are in dispute or circuit is disconnected but still billing.	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Any Correspondence with NetFortris on this Issue</li> <li>➤ Customer's Credit Calculation</li> </ul> <b>Requested</b> <ul style="list-style-type: none"> <li>➤ Circuit Disconnect Acknowledgement Letter</li> </ul>
Other	Dispute type not covered above	<b>Required</b> <ul style="list-style-type: none"> <li>➤ Customer's Credit Calculation</li> </ul>