

Customer Relations Rules Database Application

Searching for and understanding customer relations rules, including credit, billing, and disconnection issues is a major undertaking for any competitive telecom provider. Why spend hours trying to find and organize this information? Inteserra has done it for you in this interactive database!

Inteserra's **Customer Relations Rules App** is a comprehensive database containing consumer protection and billing rules in each state and at the FCC as they apply to telecom providers. The **Customer Relations Rules App** includes public utility/public service commission rules applicable to LECs, IXC's, and OSPs.

All entries in the **App** are quoted verbatim from the actual rule or statute text. Information is clearly identified as pertaining to IXC's, OSPs, or LECs and Residential or Business customers. Appropriate rule citations are provided.

Inteserra has designed this database Application so that you will understand *credit, deposit, and advance payment policies* and conditions for *disconnection of service*. Each state's requirements for *bill form and content, billing frequency* and the handling of *billing inquiries* and *payment disputes* are included.

BONUS SECTION:

Also included as a special addition to this **App** is: Inteserra's 50-state **Deposit and Interest Rate Table**.

The **Deposit and Late Payment Interest Rate Table** includes CLEC and IXC customer deposit and late payment interest rates for all 50 states and the District of Columbia, pursuant to state commission rules.

The App is updated on a near real time basis.

This database App is a must-have tool for regulatory departments, customer service organizations, and billing personnel. Any carrier that does its own billing will find it indispensable. Telecom companies now have instant access to reports and summaries of changing rules and regulations at their fingertips.

Need more info?

407-740-8575



App Categories

Regulatory Framework/Definitions

Service Initiation

- Establishment of Credit
- Re-establishment of Credit
- Refusal/Denial of Service
- Customer Disclosures

Deposits/Advance Payments

- When Allowed: Includes additional deposits
- Amount
- Form of Payment: Includes installment payments
- Receipt/Records
- Interest
- Refunds
- Advance Payments

Bill Detail

- Form/Content
- Required Text

Billing and Collection

- Billing Frequency
- Bill Due Date
- Late Fees
- Past Due Date
- Partial Payments
- Return Check Charge
- Aging/Backbilling

Billing Inquiries

- Payment Disputes
- Investigation
- Record Retention
- Service Interruption Credits

Recurring Customer Notice

- Quarterly
- Semi-Annually
- Annually
- Biennially
- Other

DA Exemptions & Disabled Discounts

- DA Call Allowance
- All Customers*
- Disabled*
- Disabled Discounts
- Toll Discounts*

Inteserra makes locating rules and statutes easy because we have reorganized each state's rules into clearly defined consistent categories. Search on carrier type, state, and other criteria!