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| ***MEETING MINUTES*** |  |

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| **Meeting Name/Subject**: | **Billing and Collection Agent Oversight Working Group (B&C WG)** | | |
| **Date**: | **Tuesday, April 5, 2016** | **Time**: | **10:00-11:00pm Eastern** |
| **Type** **of Meeting/Location:** | **Conference Call** | | |
| **Meeting Attendees:** | |  |  | | --- | --- | | **Company** | **Participant List/ Attendance in Bold** | | AT&T | **Mark Lancaster** | | **Century Link** | **Mary Retka, Phil Linse** | | **Cox Communications** | **Beth O'Donnell** | | **Sprint** | **Rosemary Emmer,** **Karen Riepenkroger, Heather Weiss** | | **T-Mobile** | **Michele Thomas** | | **Verizon Communications** | **Tim Decker** | | **FCC** | Ann Stevens, Gary Remondino | | **NANC** | Chairman Betty Ann Kane | | **Welch LLP** | Garth Steele, **Heather Bambrough**; Kim Nadeau, Mark Jackson | | | |
| **Author:** | **Rosemary Emmer** | | |

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| ***Agenda:***    **Open Portion:**   * Approve February meeting notes * February NANP Report (Welch)   Notes:   * The FCC issued a notice of Intent in February to any vendors who may be interested in being the B&C Agent. * There are reports that we measure in the deliverable report that Heather sends directly to the FCC. The B&C WG does not (and should not) have access to these reports. In order for the B&C WG going forward to measure the deliverables for these reports, Heather will send an email to the B&C WG once the reports have been sent each month, this will be the new measurement the B&C WG will use. | * February meeting notes approved. * Rosemary to send final meeting notes to John Manning for posting to NANC Chair web site. * Action item for Mary, Rosemary and Michele to talk to Marilyn or whomever to discuss how to make the B&C Agent filing’s more transparent perhaps with the new contract. (right now an email is sent to different organizations within the FCC) |
| **Deliverables Report**  **Distributing invoices**  The monthly invoices for carriers were emailed on February 12th.  **Processing Payments**  Payment information from the lockbox service at Mellon Bank is downloaded on a daily basis. The deposit information is recorded daily.  **Late/Absent Payments**  Statement of accounts were emailed and mailed on February 2nd to carriers with outstanding balances greater than $10.  **FCC Red Light Notices**  At a minimum, an updated red light report is posted to the FCC server for processing once a week. When required, additional updates are posted.  **Helpdesk Queries**  All queries are directed to a helpdesk voicemail inbox or email inbox. The information is transferred to an Access database. The date, nature of query, name of filer, Filer ID, who responded and on what date and the  resolution is tracked. Queries are returned usually within 3 business days. Six calls were received in February. Most calls are questions about how to make changes to their email billing address, notification about closing  their business, asking what the invoice was for or asking how to make a payment.  **Staffing Changes**  Nothing new since last month's report.  **Contract Renewal**  The contract expired October 1, 2009. Welch LLP is on the USGSA list. Welch LLP received an extension contract that runs until June 30, 2016.  **Accounts Receivable**  In February we received $761.87 from Treasury for debts collected.  **Budget Timeline**  Due to the change in the funding year, the anticipated timeline for the budget and billing for 2016 is as follows:  - Preliminary budget and contribution factor presented to B&C Working Group - April 26 meeting  - Final budget and contribution factor presented to B&C Working Group - May 24 meeting  - Final budget and contribution factor presented to NANC - June 30 C meeting  - Final budget and contribution factor filed with FCC - July 5  - Invoices prepared and sent to carriers - September 12  - Payment due - October 12 |  |
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| **Next Call:**  **Tuesday, April 26, 2015**  **10:00am Eastern 1 hour**  *Bridge:*  ***Proposed Agenda:***    **Open Portion:**   * Approve April 5, 2016 meeting notes * Review March NANP Report (Welch)   **Closed Portion:**   * March Deliverable report | |