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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, February 23, 2016** | **Time**:  |  **10:00-11:00pm Eastern** |
| **Type** **of Meeting/Location:** | **Conference Call**  |
| **Meeting Attendees:** |

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| **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** |
| **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 |

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| **Author:** | **Rosemary Emmer** |

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| ***Agenda:*****Open Portion:*** Approve January meeting notes
* January NANP Report (Welch)
* Draft NANC report

Notes:* The FCC issued an RFI for the B&C Agent role on February 12th, interested vendors reply is due February 25th.
* The current B&C Agent contract has been extended until June 30th.
* The 2015 operational review has been completed and will be delivered to Welch.
 |  * January meeting notes approved.
* Rosemary to send final meeting notes to John Manning for posting to NANC Chair web site.
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| **Deliverables Report****Distributing invoices**The monthly invoices for carriers were emailed on January 12th.**Processing Payments**Payment information from the lockbox service at Mellon Bank is downloaded on a daily basis. The depositinformation is recorded daily.**Late/Absent Payments**Statement of accounts were emailed and mailed on January 5th to carriers with outstanding balances greaterthan $10.**FCC Red Light Notices**At a minimum, an updated red light report is posted to the FCC server for processing once a week. Whenrequired, 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 theresolution is tracked. Queries are returned usually within 3 business days. Nine calls were received in January. Most calls are questions about how to make changes to their email billing address, notification about closingtheir 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 January we received $3,766.73 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 isas 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, March 29, 2015****10:00am Eastern 1 hour***Bridge:****Proposed Agenda:*****Open Portion:*** Approve February 23, 2016 meeting notes
* Review February NANP Report (Welch)

**Closed Portion:*** January and February Deliverable report
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