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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, July 16, 2013** | **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** | | **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** | Faith Marcott, Garth Steele, **Heather Bambrough** | | | |
| **Author:** | **Rosemary Emmer** | | |

| Meeting Notes | Action/Due Date |
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| ***Proposed Agenda:***  **Open Portion:**   * Approve June 25, 2013 meeting notes * Review June NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc | * June meeting minutes approved * Rosemary to send to John Manning for update to NANC chair website * The PA contract has been awarded. Heather will find out what the difference is between last year and this year and will email us. * Tim and Rosemary to send NANC Chair email to send to the NANC regarding the change in red light rule process |
| **Red light rule audit underway –** Welch sends invoices to the FCC when the balance is 25.00 or greater. The auditors think we should be sending invoices for any amount that is overdue, even under 25.00. Welch will confirm with the FCC. If this is the case, Heather will send proposed language indicating exactly what the change will be, and then Rosemary and Tim will prepare a notice for the NANC Chair to send to the FCC to communicate this new process.  **Deliverables Report**  **Distributing invoices**  The monthly and annual invoices for carriers were mailed by June 20, 2013.  **Processing Payments**  Payment information from the lockbox service at Mellon Bank is now downloaded on a daily basis. The deposit information is recorded daily.  **Late/Absent Payments**  Statements were mailed June 14, 2013. We are continuing with collection calls to outstanding balances.  **FCC Red Light Notices**  The new process for the red light is now in effect. 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 voice mailbox. The information is transferred to an Access database. The date, nature of call, name of caller, Filer ID, who responded and on what date and the resolution is tracked. Calls are returned usually within 3 business days. 73 calls were received in June.  Most calls were questions about the invoice received, the late filing fee, how to pay, request for copies of invoices, change of address, they are out of business or requesting a W9 and about the date of the invoice.  **Staffing Changes**  Nothing new to report.  **Contract Renewal**  The contract expired October 1, 2009. Welch LLP is on the USGSA list. Welch LLP received an 8 month interim contract which includes a 2 1/2 month transition which will cover the period from April 1, 2013 to November 30, 2013.  **Accounts Receivable**  We are creating a program that will let us batch process debt so that delinquent debt can be uploaded to Treasury. We will be making submissions for approval to write off uncollectible debts in July. |  |
| **Next Call:**  **Tuesday, September 17, 2013**  **10:00am Eastern 1 hour**  *Verizon Bridge*  **Bridge Number: 866.798.6697**  **Pass Code: 286.3906#**  ***Proposed Agenda:***    **Open Portion:**   * Approve July 16, 2013 meeting notes * Review July & August NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc | |