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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 28, 2015** | **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** | | |

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| ***Proposed Agenda:***    **Open Portion:**   * Approve June 30, 2015 meeting notes * Review June NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc     **Discussion:**   * Agenda Approved * Meeting notes approved * The B&C Agent contract expired October 1, 2009. Welch LLP received an extension through August 2015.. | * June meeting notes approved. * Rosemary to send final meeting notes to John Manning for posting to NANC Chair web site.   . |
| |  | | --- | |  | | |  | | --- | | **Deliverables Report** | | **Distributing invoices** | | The monthly invoices for carriers were emailed on June 12th. The annual invoices were emailed the week  of June 22nd. For those carriers for whom we did not have valid email addresses, the invoices were  mailed on July 2nd. | | **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 mailed on June 1st 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. Eighty-eight calls were received in June. Most calls are questions about how changes  to their email billing address, notification about closing their business, asking what the invoice was for. | | **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 extension contract that runs until August 31, 2015. | | **Accounts Receivable** | | We received $93.84 in June from Treasury for debts collected. | | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |
| **Next Call:**  **Tuesday, September 29, 2015**  **10:00am Eastern 1 hour**  *Verizon Bridge*  **Bridge Number: 866.798.6697**  **Pass Code: 286.3906#**  ***Proposed Agenda:***    **Open Portion:**   * Approve July 28, 2015 meeting notes * Review June NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc | |