|  |  |
| --- | --- |
| ***MEETING MINUTES*** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Meeting Name/Subject**: | **Billing and Collection Agent Oversight Working Group (B&C WG)** | | |
| **Date**: | **Tuesday, March 14, 2017** | **Time**: | **3:00-4:00pm Eastern** |
| **Type** **of Meeting/Location:** | **Conference Call** | | |
| **Meeting Attendees:** | |  |  | | --- | --- | | **Company** | **Participant List/ Attendance in Bold** | | AT&T | Mark Lancaster, **George Guerra** | | **Century Link** | **Phil Linse** | | **Sprint** | **Rosemary Leist,** Karen Riepenkroger,Heather Weiss | | **T-Mobile** | **Michele Thomas** | | **Verizon Communications** | **Laura Dalton** | | **FCC** | Ann Stevens, Marilyn Jones, Myrva Freeman, Darlene Biddy | | **NANC** | Chairman Betty Ann Kane | | **Welch LLP** | Garth Steele, **Heather Bambrough**; Kim Nadeau, Mark Jackson | | | |
| **Author:** | **Rosemary Leist** | | |

|  |  |
| --- | --- |
| ***Agenda:***      **Open Portion:**   * Introduction/Agenda approval * Approve February 28, 2017 meeting notes * Approve March NANC Report * Review action items from the February meeting (listed in the Feb Meeting Notes Doc) * Review February NANP Report (Welch) * Discuss Budget and Contribution Factor (Welch – describe the timeframe for this work this year)   **Closed Portion:**   * January and February Deliverable report * Update on Welch performance review   **Meeting Notes:**   1. February Meeting Notes Approved. 2. USAC – Rosemary mentioned USAC charged $15,670 this month. Heather mentioned that USAC gets 7 or 8% of the cost to administer the form 499. USAC charges on a monthly basis and true up for an actual cost usually takes place in December. The true up plus monthly cost for December was $9,916 along with the January payment of $5328 made up the total $15,670.   We are just leaving this action item on the list of things to think about.  Michele gave us some history on USAC - USAC manages universal services for FCC, they have a Board of Directors and are appointed by the FCC – they administrator for TRS, NANP, Universal Service Fund, etc.    Some of the State Commissioners (Florida Ronald A. Brise`) are on the BOD.  Perhaps Chair Kane could bring this up to the other Commissioners?  We have an obligation to perform due diligence regarding overall cost from an oversight perspective……we are considering the next steps of how to possibly save costs. We may want to share with the NANC that we are looking to see if there is possible opportunity to reduce the costs allocated to the industry by the USAC. When Heather reaches out to USAC this year for budget info, she will ask for a breakdown.   1. Heather has been contacted several times by the Caribbean countries about documentation. Where does it say other countries have to contribute to the NANP? We know that this arrangement went back to 1950’s. The basic concept is that those that benefit from the NANP pay for the NANP. These Caribbean countries (and Bermuda) would like the documentation. Heather mentioned John Manning does not have any more information on this. AT&T put this together many years ago, George took an action to get with Mark Lancaster to see if AT&T has pre-divestiture archives where they might access old information from the Bell system on this. Update: George looked in to this and there is no documentation within AT&T. Caribbean countries do not use 499, it is based on census data – for Canada the Canadian numbering consortium, owned by the Canadian carriers bill for this carriers cost for this. The British Virgin Islands is asking for something to verify they should be making these payments.   Virgin Islands are represented on NARUC telecom committee.  St Martin was the last to join back in 2007- there was a report by the FCC approving them to be part of the NANP. Maybe we can research this. Ask John Manning about that report? Shouldn’t there be a process within NANPA or INC on this? Should this be added to the red light entity?  They do not have the FRN number – there would be no way to put them on the red light cite due to that – it is like a federal tax id code.     1. The B&C WG may create a process document outlining tasks and how this process operates. List the activities and process steps. There is a statement of work for the RFP that the FCC provides that gives criteria. Marilyn will see if she can furnish that for us to begin work.   **Meeting Dates for this year:**  All calls are 3pm eastern    April 25  May 30  June 27  July 18  August no meeting (we typically don’t meet in August  - with the new billing dates we may want to revisit this – we can talk about it in November)  Sept 26  October 31  November 28  December 19 | Action: Rosemary to send John Manning completed meeting notes for posting to the NANC Chair website.  Action:  Rosemary – consider the USAC conversation and the fee we pay for that. (carryover) – Discuss this briefly at the NANC, that we are doing our due diligence to look at this fee.  Action:  Michele agreed to look at the legal NANP cost (management) - to see if there is an opportunity/scope for us to re-evaluate the rate.  From last meeting Action:  Marilyn – get with the contracting office to see if there is a statement of work she can share. |
| **Deliverables Report**  **Distributing invoices**  The monthly invoices for carriers were emailed on February 10th.  **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 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 details of the query are documented in an Access database. The date, Filer ID, nature of query, name of person making the request, who responded to query and on what date and the date of resolution is tracked in the database. Queries are returned within 1 business day or less. In February 22 calls and 24 emails were received. Most queries were  about requesting copies of invoices, 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**  No new staffing changes to report since last month.  **Contract Renewal**  The contract expired October 1, 2009. Welch LLP is on the USGSA list. Welch LLP received an extension on the contract for an additional 4 months up to April 30, 2017.  **Accounts Receivable**  In February we received from Treasury $26.01 for debts collected. |  |
| |  | | --- | |  | |  | | |
| **Next Call:**  **Tuesday, April 25, 2016**  **3:00pm Eastern 1 hour**  *Bridge:*  **913-315-1921 pin 88058916**  ***Proposed Agenda:***    **Open Portion:**   * Approve March 14, 2017 meeting notes * Review action items from the March meeting * Review March NANP Report (Welch) * Discuss Budget and Contribution Factor   **Closed Portion:**   * March Deliverable report | |

J