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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, May 26, 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 April 28, 2015 meeting notes * Review April NANP Report (Welch) * NANC Report review * NPAC Transition – will this group be impacted?   **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. * A question was raised as to if the NPAC transition is expected to impact this budget. This was discussed and at this time we are not aware of any impact. | * April 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 April 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 mailed on April 8th 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. Eleven calls were  received in April Most calls are questions about how to pay, requests for copies of invoices, why they are  red lighted, and why they received a demand for payment. | | **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. | | |
| **Next Call:**  **Tuesday, June 30, 2015**  **10:00am Eastern 1 hour**  *Verizon Bridge*  **Bridge Number: 866.798.6697**  **Pass Code: 286.3906#**  ***Proposed Agenda:***    **Open Portion:**   * Approve May 26, 2015 meeting notes * Review May NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc | |