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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, November 30, 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**,** Heather Weiss |
| **T-Mobile** | **Michele Thomas** |
| **Verizon Communications** | **Laura Dalton** |
| **FCC** | Ann Stevens, Marilyn Jones, Myrva Freeman |
| **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:*** Co-chair Mary Retka is retiring so we held an election for co-chair and Phil Linse was nominate by Sprint to fill the role. There were no other nominations, so Phil Linse was elected co-chair by acclimation. Congratulations Phil!
* Much thanks expressed during this call for the tremendous work Mary Retka has done not just with B&C WG but with the entire industry during her career.
* October meeting notes approved and many thanks to Phil Linse for creating those minutes last month.
* Extensive discussion surrounding B&C contract extensions and ways the B&C WG may be able to help facilitate a more permanent outcome. Mary will bring this to the Nanc chair attention as we have done in past meetings.
* Heather delivered the October NANP report.
 |  Action: Rosemary to send John Manning completed meeting notes for posting to the NANC Chair website. |
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| **Deliverables Report****Distributing invoices**The monthly invoices for carriers were emailed on October 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 October 3rd 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. Carriers who had not paid their annual invoice by October 17th wereput on the Red Light system on October 18th.**Helpdesk Queries**All queries are directed to a helpdesk voicemail inbox or email inbox. The details of the query are documentedin an Access database. The date, Filer ID, nature of query, name of person making the request, whoresponded to query and on what date and the date of resolution is tracked in the database. Queries arereturned within 1 business day or less. In October 197 calls and 378 emails were received. Most queries wereabout requesting copies of invoices, how to make changes to their email billing address, notification aboutclosing their business, asking what the invoice was for or asking how to make a payment. The volume ofqueries are higher as a result of the annual billing that occurred in September as well as the USAC notificationto carriers that they were in Red Light status.**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 extensioncontract that runs until December 31, 2016.**Accounts Receivable**We received $142.54 from Treasury in October for debts collected. |
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| **Next Call:****Wednesday, December 13, 2016****10:00am Eastern 1 hour***Bridge:***913-315-1921 pin 88058916*****Proposed Agenda:*****Open Portion:*** Approve November 30, 2016 meeting notes
* Review November NANP Report (Welch)
* Discuss Budget and Contribution Factor

**Closed Portion:*** November Deliverable report
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