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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, October 22, 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 September 17, 2013 meeting notes * Review September NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc | * Sept meeting minutes approved * Rosemary to send to John Manning for update to NANC chair website |
| **September Deliverables Report**  **Distributing invoices**  The monthly invoices for carriers were mailed by September 12, 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**  Statement of accounts were mailed September 3, 2013 for carriers with an outstanding balance greater than $5. Statements for outstanding balances will be sent out the first week of October. We are continuing with collection calls to carriers with outstanding balances.  **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 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. 68 calls were received in September. Most calls were questions about the invoice received, the late filing fee, how to pay, request for copies of invoices, why are they red lighted, change of address, they are out of business or requesting a W9 and about the date ofthe 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 have created a program that will let us batch process debt so that delinquent debt can be uploaded to Treasury. We have finished submitting write off requests of uncollectible debt to the FCC. There is one batch still outstanding waiting for FCC approval. Approval should be received in October. |  |
| **Next Call:**  **Tuesday, November 19, 2013**  **10:00am Eastern 1 hour**  *Verizon Bridge*  **Bridge Number: 866.798.6697**  **Pass Code: 286.3906#**  ***Proposed Agenda:***    **Open Portion:**   * Approve October 22, 2013 meeting notes * Review October NANP Report (Welch)   **Closed Portion:**   * Deliverable Doc (Sept and Oct) | |