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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, Sept 20, 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** | **Tim Decker, 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 |

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| **Author:** | **Rosemary Emmer** |

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| ***Agenda:*****Open Portion:*** July meeting notes approved.
* Heather delivered the July and August NANP report.
* **Contract Renewal**

The contract expired October 1, 2009. Welch LLP is on the USGSA list. Welch LLP received an extension to the contract that runs until December 31, 2016 |  Rosemary to send meeting notes to John Manning for posting to NANC Chair website |
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|   **Deliverables Report – July 2016****Distributing invoices**The monthly invoices for carriers were emailed on July 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 July 5th 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. Whenrequired, additional updates are posted.**Helpdesk Queries**All queries are directed to a helpdesk voicemail inbox or email inbox. The information is transferred to anAccess database. The date, nature of query, name of filer, Filer ID, who responded and on what date and theresolution is tracked. Queries are returned usually within 3 business days. Nine calls and 34 emails werereceived in July. Most queries were about how to make changes to their email billing address, notification aboutclosing their business, asking what the invoice was for, asking how to make a payment or asking when the 2016invoices will be available.**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**In July we did not receive any funds from Treasury for debts collected.**Budget Timeline**Due to the change in the funding year, the anticipated timeline for the budget and billing for 2016 isas follows:- Preliminary budget and contribution factor presented to B&C Working Group - April 26 meeting- Final budget and contribution factor presented to B&C Working Group - May 24 meeting- Final budget and contribution factor presented to NANC - June 30 NANC meeting- Final budget and contribution factor filed with FCC - July 5- Invoices prepared and sent to carriers - September 12- Payment due - October 12 |
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| **Next Call:****Tuesday, October 18, 2016****10:00am Eastern 1 hour***Bridge:***913-315-1921 pin 88058916*****Proposed Agenda:*****Open Portion:*** Approve September 20, 2016 meeting notes
* Review September NANP Report (Welch)
* Discuss Budget and Contribution Factor Status

**Closed Portion:*** September Deliverable report
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