



Telstra Wholesale Billing Dispute Management Policy

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Telstra Wholesale (TW) has a formal billing dispute management process in place to ensure that your billing dispute is addressed at the highest level necessary. This policy describes that process.

What rights do I have under my Telstra agreements?

Telstra Wholesale manages supply of services under a range of supply contracts. Your contract(s) with Telstra may include formal billing dispute management provisions, which both Telstra and your company must comply with unless otherwise agreed. This policy does not alter those arrangements. It rather sets out a guide to how most billing disputes can be managed, and also guides how Telstra will manage billing disputes falling outside those processes.

What is a billing dispute?

TW customers are carriers, carriage service providers and internet service providers. TW will not accept or deal directly with billing disputes from the end users of its customers but will address end user billing disputes referred to it by an end user's service provider.

A customer billing dispute is any alleged inaccuracy, omission or error in relation to a charge on a bill, which falls into one or several billing dispute categories.

Lodgement of a billing dispute does not excuse you from paying the disputed bill, with the partial exception that in specific circumstances your contract terms might allow withholding of the disputed amount until resolution of the dispute.

Billing dispute process timeframes are prescribed in **Clear Business Days** (CBDs) for TW investigation and resolution. Timeframes are generally based on TW customers' contractual terms and conditions.

How do I lodge a billing dispute?

You may lodge most billing disputes by using the Telstra Wholesale **Billing Dispute Standard File Format Form** which you can download from Telstra Wholesale.com, or obtain a copy from your Telstra Wholesale Account Manager, or request a form by sending an email to Telstra Wholesale Disputes & Claims Team.

You must submit the completed Billing Dispute Standard File Format Form to the Disputes & Claims Team via one of the e-mail addresses provided below:

- Carriage Service Provider Disputes DW.Dispute@Telstrawholesale.com
- Carrier Disputes Carrier.Disputes.Team@Telstrawholesale.com
- Internet Service Provider Disputes ISP.Dispute.Management@Telstrawholesale.com.

What information is required to complete a Billing Dispute Form?

Billing Dispute Categories have been defined to assist Telstra Wholesale in processing your disputes in an efficient and timely manner.

Existing Billing Dispute categories

No.	Category	Definition	Additional information required
1	Accounts which are missing details	Billing details are not fully itemised.	A description of the detail missing on the Account.
2	Terminated Services	A Monthly Invoice Charge has been generated by a service that has been or should have been terminated.	Where [Customer] believes that the Service should have been terminated as a result of ordering and provisioning activity, provide the reference number of TW acknowledgement.
3	Terminated Accounts	Bills have been received by [Customer] for Accounts which [Customer] believed should have been terminated as part of a Transfer Request from [Customer], either into another Service Provider's name or into the name of an End User.	Demonstrate that [Customer] has requested corrective action from Telstra as part of the Accounts List alignment process (i.e the file reference name and date of the meeting in which the file was lodged with Telstra).
4		<i>This category is no longer used</i>	
5	Discount calculation	An agreed discount has not been provided e.g Xpress plan. Not used	Pricing plan. Reference to applicable contract clause.
6		<i>This category is not used.</i>	
7	Accounts unknown to [Customer]	[Customer] does not recognise an Account as part of its Account List.	[Customer] must demonstrate that it has requested corrective action from Telstra as part of the Accounts List alignment process (ie the file reference name and date of the meeting in which the file was lodged with Telstra).

8	Services unknown to [Customer]	A Service [Customer] does not recognise has generated a charge.	Service number and charges
9	Duplicate Invoice / Charges	A charge has been duplicated. [Customer] Note that you must only dispute the duplicate Charges.	Date & reference of first & duplicate charges with GIRN
10	<i>This category number is not used.</i>		
11	Old Charges	Charges have been billed which fall outside the time frame specified in your contract.	GIRN and code or contract reference supporting claim of late billing
12	ISDN/OnRamp	All queries relating to ISDN/OnRamp products, covering items such as pricing, discount, other charges & credits, call charges and service & equipment.	Refer to ISDN sub categories info 2 - Terminated Service 5 - Discount Calculation 6 - Service & Equipment and Other Charges and Credits 8 - Unknown Services 9 - Duplicated Charges 11 - Old Charges
13	<i>This category is not used.</i>		
14	Service with usage restriction applied	A Service has generated a charge for long distance usage and/or other usage where that usage should have been restricted.	Evidence of request for restriction
15	Charges for transactions not requested	Monthly Invoice charge has been incurred for activity performed on the service that was not requested, i.e reversal, barring, fee for service.	Indicate the charge by service & value including the GIRN
16	Incorrect Rating	[Customer] reasonably believes that a charge has been rated incorrectly.	Contract clause reference

How do I request a new billing dispute category?

If you believe that none of the existing billing dispute categories appropriately describe your alleged billing dispute, you may, prior to the due date for the relevant bill, submit a request for the dispute to be dealt with under the new billing dispute category process. Telstra Wholesale will take appropriate action to have the request assessed and will notify you of the outcome.

What information am I required to provide?

Telstra Wholesale requires your billing dispute to meet these requirements in order to accept and investigate it:

- Contact details are complete
- Billing dispute falls within defined billing dispute categories or is in relation to a new billing dispute category
- The dispute is legible
- The control totals reconcile
- Sufficient and correct information has been provided
- The account and or service disputed belongs to you
- Each dispute entry involves 1 x Telstra Account Number and/or 1 x Service /Full National Number.

Once the billing dispute satisfy above requirements, you will be sent an Acknowledgment Advice within **3 clear business days** (CBDs) from receipt of the dispute stating Telstra Wholesale reference number and an estimated response date. This reference number is unique to the dispute and may be used to track its progress or follow up enquiries.

Where insufficient information is provided, Telstra Wholesale may contact you to obtain further clarification to process the dispute.

If Telstra Wholesale is unable to obtain further clarification, the request will be returned for correction. The date of notification of the dispute will become the date that all information required by Telstra Wholesale to determine your dispute is provided.

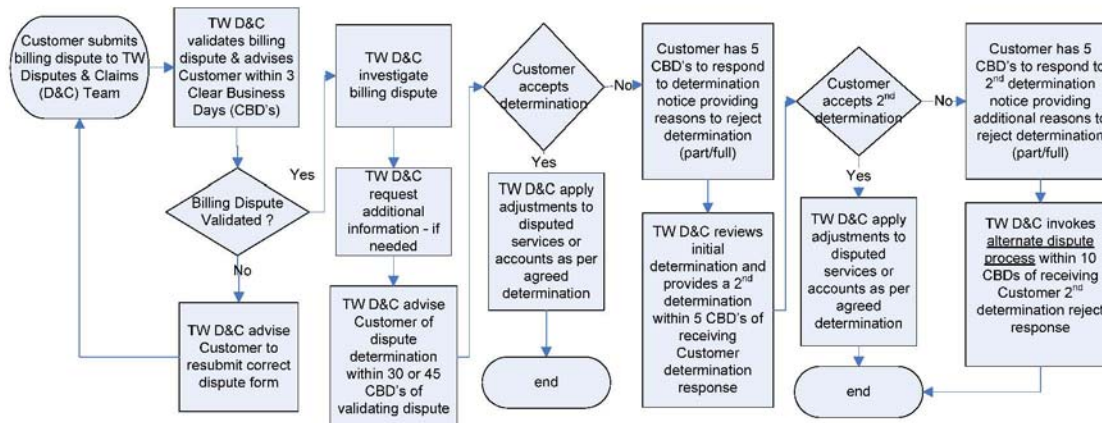
Subject to receiving this information, Telstra Wholesale will endeavour to have your billing dispute determination completed within the following timeframes from acknowledgement of your dispute.

- Carriage Service Provider – **30 CBDs**
- Carrier – **45 CBDs**
- Internet Service Providers – **45 CBDs**

If the estimated determination response date cannot be met, you will be notified of what timeframe extensions may be required.

Once Telstra Wholesale notifies you of the determination of the dispute, you must respond to accept or reject the determination **within 5 CBDs, otherwise** Telstra Wholesale will consider the dispute resolved, and where payment of a withheld amount is required, this must be made within the timeframe specified in your contracts.

Billing dispute process diagram



How can I get an update on the progress of my billing dispute?

Any question re a billing dispute can be directed to the Disputes & Claims Team, as noted in the acknowledgment letter sent to you. When calling or e-mailing regarding any outstanding billing dispute, please quote the Telstra Wholesale reference number as this will help us to locate the billing dispute quickly and respond to you promptly.

How can I escalate the billing dispute if I am not satisfied?

Our goal is to deliver quality and timely customer service. Should you experience difficulty in obtaining the resolution you desire, you have a number of options for escalation as detailed below.

If you are not satisfied with the resolution, or if you feel that you have not received a fair hearing, your complaint will be escalated to a supervisor or manager. He or she will review your complaint and resolutions offered and discuss the complaint with you. Where the complaints process described above is not successful, the formal contractual process may be available for use at the option of either party. It may also be mandatory before regulatory or legal intervention can be sought. You will need to refer to your agreements to determine what mechanisms apply.

In certain circumstances, it might be appropriate for us to agree on a customised process to resolve a particular dispute via the alternative dispute resolution process. You are welcome to discuss this with your Telstra Wholesale Account Manager.

If your dispute is not resolved to your satisfaction by Telstra Wholesale, you may refer your complaint to a number of alternate areas for resolution. Depending on the nature of your complaint, the appropriate body might be:

- the **Telecommunications Industry Ombudsman (TIO)** (www.tio.com.au)
- **Communications Alliance Ltd** (<http://www.acif.org.au>)
- The **Australian Competition and Consumer Commission (ACCC)** (<http://www.accc.gov.au/content/index.phtml/itemId/142>)
- The **Australian Communications and Media Authority** (<http://www.acma.gov.au/acmainter>)

Telstra Wholesale Disputes and Claims Contact Details

Please note the contact details below are for Service Providers ONLY and do not apply for Telstra residential or business customers

Phone number: (02) 9298 4406

Business hours: 8:30am to 5.00pm Mon-Fri

Email Addresses:

- For Carriage Service Providers DW.Dispute@Telstrawholesale.com
- For Carriers Carrier.Disputes.Team@Telstrawholesale.com
- For Internet Service Providers ISP.Dispute.Management@Telstrawholesale.com.

Postal Address:

Telstra Wholesale – Disputes & Claims
Locked Bag 6689
Sydney NSW 2001