

AZNet
Invoice Adjustment Policy
Effective Date: September 1, 2010

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Introduction and Purpose

The AZNet Billing Team has responsibility for the review, generation and distribution of all telecommunications related charges pertaining to the State of Arizona AZNet program.

Inherent with this responsibility is the need to adjust invoicing to the State agencies in the form of credit and/or debit adjustments on the monthly invoice. This policy is being established to provide guidance on how invoice adjustments are handled. This policy is to take effect on all billing adjustment remedy tickets opened on or after the effective date.

This policy applies to all AZNet generated invoices.

Invoice Adjustments Defined

The following defines the criteria to be used when determining when a credit/debit adjustment is required per the terms of Prime Contract EPS 050044-1. This section will also define the time period for application of the credit and/or debit as either retroactive or prospective.

Policy

If an agency feels as though there is incorrect billing within their AZNet invoice, the agency must contact the AZNet Help Desk to open a dispute ticket within 60 days of the AZNet invoice date. The agency must include the AZNet invoice number being disputed in the Help Desk ticket request. The AZNet Billing team will research and work to bring the ticket to resolution. If it is determined that a credit/debit is needed, AZNet will post the applicable credit/debit on the agency's next available AZNet BillPort invoice.

Credits/debits will only be issued to those AZNet invoices that fall within the 60 day window (time frame between the AZNet invoice date and the date the remedy ticket is opened). No credits/debits will be issued for prior AZNet invoices older than 60 days.

Example 1a: The date is 8/1/10 and Agency X opens a Remedy ticket regarding a One Time Charge on their March 2010 invoice. Since this invoice is outside of the billing dispute window of 60 days, AZNet will resolve and close the ticket indicating that the dispute is outside of the billing dispute window time period and no further action will be taken.

Example 1b: The date is 8/1/10 and Agency X opens a Remedy ticket regarding a recurring seat charge on their March 2010 invoice. Since this invoice is outside of the billing dispute window of 60 days, AZNet will resolve and close the ticket indicating that the dispute is outside of the billing dispute window time period and no further action will be taken.

Example 2a: The date is 8/1/10 and Agency X opens a Remedy ticket regarding a One Time Charge on their July 2010 invoice. Since the July 2010 invoice falls into the 60 day window and is eligible for credits/debits which will appear on the next available AZNet BillPort invoice, AZNet will research and bring to resolution the remedy ticket.

Example 2b: The date is 8/1/10 and Agency X opens a Remedy ticket regarding a recurring seat charge on their July 2010 invoice. In this example, the July 2010 invoice falls into the 60 day window and is eligible for credits/debits which will appear on the next available AZNet BillPort invoice. AZNet will research and bring to resolution the remedy ticket prospectively correcting the seat count if necessary. Any corresponding credits/debits will only be issued for the adjustment window of 60 days.

If while researching a Remedy ticket AZNet discovers there are billable items at an agency site that are not billing and should be, AZNet maintains the right to add the billable item to begin billing prospectively and can also debit the agency for up to two additional months in agreement with the 60 day adjustment period.

Each agency adjustment request will be addressed individually with the final determination discussed with the initiating agency. There is no SLA or SLA penalty for Accenture to resolve billing dispute tickets. Each ticket will be handled professionally and resolved as quickly as possible.

This policy will supersede any previous formal or informal agreements held between AZNet and any State of Arizona agency as of the effective date.

Invoice Adjustment Timing

If a Remedy ticket is resolved between the 1st and 15th day of any month, any applicable credits/debits will be issued on the upcoming month's AZNet BillPort invoice.

If a Remedy ticket is resolved between the 16th and 31st day of any month, any applicable credits/debits will be issued on the following month's AZNet BillPort invoice.

Example 3: The date is 8/1/10 and Agency X opens a Remedy ticket regarding an issue on their July 2010 invoice. The ticket is worked and resolved on September 3rd, 2010 and it has been determined that AZNet owes a credit/debit to the agency. Agency X can expect to see the credit/debit owed on their September 2010 AZNet invoice.

Example 4: The date is 8/1/10 and Agency X opens a Remedy ticket regarding an issue on their July 2010 invoice. The ticket is worked and resolved on September 23rd, 2010 and it has been determined that AZNet owes a credit/debit to the agency. Agency X can expect to see the credit/debit owed on their October 2010 AZNet invoice.

Incorrect Agency Identified

If a Remedy ticket is opened for charges that were billed to an incorrect agency, AZNet will contact the agency that should have been charged. If that agency agrees to accept the charges, AZNet will credit the incorrect agency's invoice and debit the correct agency's invoice for all erroneous charges. If the agency that should have been billed does not agree to the charges, AZNet will credit the incorrect agency's invoice and debit the correct agency's invoice for only those AZNet invoices that fall within the 60 day billing adjustment window.

Example 5: The date is 8/1/10 and Agency X opens a Remedy ticket regarding an issue on their July 2010 invoice. It is determined that Agency X has paid for seat #12345 belonging to Agency Y for 12 months. AZNet contacts Agency Y and on 8/25/10 the agency agrees to pay for seat #12345 for the 12 months. AZNet credits Agency X Seat#12345 for 12 months and debits Agency Y seat #12345 for 12 months on their respective September 2010 AZNet BillPort invoices. Seat #12345 will begin billing to Agency Y on their September 2010 AZNet invoice forward.

Example 6: The date is 8/1/10 and Agency X opens a Remedy ticket regarding an issue on their July 2010 invoice. It is determined that Agency X has paid for seat #12345 belonging to Agency Y for 12 months. On 8/25/10 AZNet contacts Agency Y who does not agree to pay for seat #12345 for the 12 months but it has been confirmed that the seat does in fact belong to Agency Y. AZNet credits Agency X for seat#12345 for 2 months (July 2010 & August 2010) and

debits Agency Y for seat #12345 for 2 months (July 2010 & August 2010) on their respective September 2010 AZNet BillPort invoices. Seat #12345 will begin billing to Agency Y on their September 2010 AZNet invoice forward.

MAC Allocations

An Agency's MAC Allocations will not be credited or debited as a result of a remedy dispute ticket.

Example 7a: Agency X opens a Remedy ticket regarding one seat that billed on their July 2010 invoice that should have been removed via a SDEL(soft delete) Activity on a MAC ticket. Agency X is entitled to dispute the charges associated with the seat itself but cannot dispute the MAC Allocation (SDEL-soft delete) they were charged to complete the MAC activity. AZNet will research and bring to resolution the remedy ticket and credits/debits will only be issued for the adjustment window of 60 days for the seat in question. In this example, the July 2010 invoice falls into the 60 day window and is eligible for credits/debits which will appear on the next available AZNet BillPort invoice.

Example 7b: Agency X opens a Remedy ticket regarding MAC activity code (VHOT-voice hard other) that they were billed on their August 2010 AZNet BillPort invoice in the amount of \$0.00. AZNet will research the request to ensure that requested work was completed however AZNet will not credit the VHOT (voice hard other) MAC activity code. If the activities on the original remedy ticket were not completed, AZNet will now complete at no additional charge to Agency X.

Billing Updates

Agency Remedy tickets opened to update PONs, subPONs, or BillPort User Names will be completed and updated on the following month's invoice. There will be no retroactive changes. These Remedy tickets must be opened by the agency no later than the 8th of the month in order to make the next AZNet invoice. Any updates submitted to AZNet after the 8th of the month may not be completed until the following month.

Billing Adjustment Exception

In the case where the source of disputed charges as related to a billing dispute ticket cannot be determined, AZNet may at its discretion require either a physical on-site inventory or remote inventory. This would be done for the Agency location and/or location of the equipment in order to validate both the quantity and type of seats programmed for the agency. Any determined adjustment(s) will only be applied on a going forward basis (applied prospectively) once the inventory is complete regardless of the date of the Remedy ticket or the disputed billing invoice date.

Example 8: The date is 8/1/10 and Agency X opens a Remedy ticket regarding an issue on their July 2010 invoice to investigate duplicate seats. A physical inventory is required to validate the seats. The inventory is completed on 9/5/2010. It is determined that Agency X has paid for 2 duplicate seats and also that Agency X had not been charged for one new seat. The 2 duplicate seats will be removed from Agency X and the new seat will be added to Agency X. These changes will be applied to the Agency's next available invoice - in this case the September 2010 Invoice. No credits or debits will be applied to the Agency for any previous months.

Approval

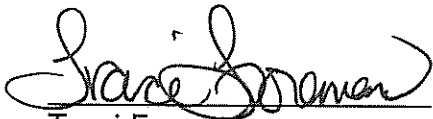
This policy has been reviewed and accepted by the following parties:



Patrick Quain
Director, TPO

9-2-2010

Date



Traci Foreman
Accenture Program Manager
State of Arizona AZNet Program

9-1-2010

Date