

Billing Manual

Fibre Integrated Reception System (Fibre IRS) Product



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1. ABOUT THIS BILLING MANUAL

The aim of this Billing Manual is to give guidance to the processes and procedures involved in billing for Openreach Fibre Integrated Reception System (Fibre IRS) product. This Billing Manual has no contractual status; it is a guide to the agreed working practices between Openreach and Fibre IRS customers.

Where discrepancies arise between the Billing Manual and the Product Contract, the Contract always takes precedence.

With a view to maintaining a good working relationship with Fibre IRS customers, Openreach meets regularly through the FTTP (Fibre to the Premises) Process and Technical Working Groups (Customer Forums). In addition upon request, individual customer meetings are held with Fibre IRS customers to discuss and consider any billing process improvements which may improve the quality of service, if persistent issues arise or if customers are dissatisfied with any element of the billing process. Fibre IRS customers can raise issues direct to the Fibre IRS Product Team if required. Openreach will endeavour to address these issues within the above forums or at individual customer meetings.

2. EXECUTIVE SUMMARY: Billing Manual Overview

The Fibre IRS product is billed by the Openreach Billing team using the billing system known as Atlantis.

Rental invoices will be issued on a monthly in advance basis.

3. FIBRE IRS PRODUCTS BILLING SYSTEM

The Billing Team will provide Fibre IRS customers with an electronic version of their bills accessible via the Openreach Portal along with a character separated value (CSV) back up file.

4. INVOICING PROCESS

The Fibre IRS product will be billed by Atlantis on a monthly in advance basis for rental charges.

The date that invoices are produced may vary. There may be cases where bills are produced but not despatched for several days due to the invoices being manually quality checked.

If an invoice date is disputed or the customer has not received the bill within a reasonable period of the date shown on the bill, the customer is requested to contact the Billing Team for assistance. Alternatively, the customer can send Openreach a Fibre IRS Products Billing Dispute Letter.

5. NEW SERVICE

Where the Fibre IRS product is brought into service between billing dates, the first invoice for that Product shall be raised on the next invoice (which may be an interim invoice). The first invoice for a new circuit shall consist of:

- a) Connection Charges; and as appropriate
- b) The Rental from the date of provision up to the end of the billing period for that invoice.

Thereafter, the Fibre IRS product shall be billed on the appropriate calendar day within a month (as appropriate).

6. INTERIM INVOICE

An interim invoice may be generated any time by the billing team and/or via a customer request. Generally this is to allow Openreach the opportunity of raising interim charges in between a main bill.

An interim invoice can consist of a Broken Period Rental. 'Broken Period Rental' is the rental from the provision date of the Fibre IRS product until the end of the current billing period. Thereafter the full billing period will be applied for provision of circuits or any adjustments made to a circuit.

7. PRICE INCREASE

Where a price increase takes place within a given month, Broken Period Rental (BPR) will not be raised at this time. These additional charges (calculated back to the effective date of the price change) will be levied on the next appropriate invoice.

8. BILLING DISPUTE PROCESS / ESCALATION POINTS

Any billing queries / disputes should be raised via your Customer Business Manager (CBM). Openreach will use reasonable endeavours to rectify the dispute.

The customer has the option to send the 'Fibre IRS Products Billing Dispute Letter' found on the Future Access / FTTP area of the Openreach website.

9. METHODS / TIMESCALES OF PAYMENT

Unless specifically stated elsewhere in the Fibre IRS contract, payment is due 30 calendar days after the date of the invoice, or, if such 30th calendar day falls on a date other than a working day, the date of the previous working day .

Payment will be in pounds sterling by cheque, Banks Automated Clearing System (BACS), or Clearing House Automated Paying System (CHAPS) as agreed by both parties.

10. CREDIT NOTES

These are issued when it has been agreed that Openreach has overcharged the customer, usually as the result of an error. A credit note cannot be used as payment for other services, as it has already been deducted from the Atlantis balance of account.

11. COMPENSATION

If compensation for the Fibre IRS product is agreed it will be at this stage, a manual calculation. The amount of compensation due to the customer will be shown as a separate, but related, item on the same bill as the product charges, with circuit number as a reference (where possible). Prior to any payment, validation will take place in order to ensure that payment is reasonable.

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