

Item  
4025      **Billing Analysis (Breakdown) Service**

Item  
4025.1      **Service Description**

Billing Analysis Service enables a Customer to obtain additional detail or a different format of information than was provided in an original bill.

Item  
4025.2      **Terms and Conditions of Service**

1. a) Billing Analysis Service is provided by ED TEL in three options:
    - i. Billing Reconciliation;
    - ii. Equipment Breakdown; and
    - iii. Specialized Breakdown.
  - b) Billing Reconciliation is the a statement showing the reconciliation of charges and payments to the current amount due.
  - c) Equipment Billing Breakdown is the a statement detailing by telephone number all associated equipment and service codes, their quantities and applicable rates and charges.
  - d) Specialized Breakdown is a statement of a Customer's account containing information in a special format or information not provided in a Billing Reconciliation or an Equipment Breakdown.
2. a) Prior to providing the Service, ED TEL shall notify the Customer of any unusual expense which will be incurred in providing the Bill Analysis Service.
  - b) ED TEL may require that a Customer agree in writing to pay for such special or specialized charges before providing the Billing Analysis.
  - c) ED TEL may elect not to provide Billing Analysis Service if ED TEL determines it is not practical to do so. ED TEL shall inform the Customer as to the reasons why a Billing Analysis Service will not be provided.

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Item  
4025.3      **Rates and Charges**

1. For Billing Reconciliation or Equipment Billing Breakdown, the Customer shall pay to ED TEL the following charges per account:

<u>Account Period</u>	<u>Charge</u>
a) Residential Service	
For current and two preceding months	No Charge
For 12 preceding months	\$34.00
b) Business Service	
For the current and two preceding months	No Charge
Period Dating back three months or more	\$17.70/bill

2. For Specialized Breakdowns, the Customer shall pay the charges as agreed to between the Customer and ED TEL.
3. ED TEL may waive charges for Billing Analysis Services where errors in billing have occurred or where the service is needed for ED TEL's collection efforts in instances of Customer bankruptcy or receivership.