

## Reference Offer for Leased Line and Ethernet Services

### Billing Manual

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#### 1. Background

- 1.1. The aim of the Billing Manual is to document the procedures and processes involved in discharging the financial obligations of the Reference Offer for Leased Lines and Ethernet Services. The Billing Manual covers the obligations under the Reference Offer for Leased Lines and Ethernet Services.
- 1.2. The purpose of the Billing Manual is to explain:
  - a. The invoice process
  - b. What to do if the invoice is disputed
  - c. The settlement process, including what to do if an invoice is not paid on time

#### 2. Scope of this Document

- 2.1. This document is concerned with KCOM (Hull)'s Reference Offer for Leased Lines and Ethernet Services and those Services listed in that offer document. Billing policies for other KCOM (Hull) products and services are set according to established policies for the products and services, which continue to develop to suit changing conditions in those markets.

#### 3. Invoice Process

##### 3.1. Billing Accounts

- 3.1.1. Billing accounts are established with a single contract identity per client. Beneath this level groups of invoices can be grouped into different summaries to reflect

different End Users.

- 3.1.2. Invoices for circuit rentals are charged monthly or quarterly in advance on the first calendar day of the relevant month or quarter, as applicable.
- 3.1.3. All billing accounts are accessed via KCOM (Hull)'s online billing and reporting (OBR) platform, enabling analysis of all billing.

### 3.2. **Settlement Process**

- 3.2.1. It is the responsibility of the Billed Party to ensure that payments are received by the appropriate date. Payment is deemed to have been made when either the cheque has been received by the Billing Party and provided that the cheque is paid on first presentation in the normal course of banking, or if settlement is by electronic fund transfer, when the funds are credited to the appropriate account of the Billing Party.
- 3.2.2. Payment will be in pounds sterling by either cheque, Banks Automated Clearing System, (BACS), or Clearing House Automated Paying System, (CHAPS), as agreed by the parties and shown in the Customer Service Plan.
- 3.2.3. A credit note will be issued when it has been agreed that the Billing Party has overcharged the Billed Party. Any credit note issued in connection with a Service provided under the Reference Offer for Leased Lines and Ethernet Services may be used in settlement or part settlement of any invoice raised in connection with a Service provided under this Agreement.
- 3.2.4. If the value of the credit note issued exceeds the value of the current amount owed by the Billed Party, then the Billed Party may make written representation to the Billing Party (refer to Customer Service Plan for contact details), requesting full reimbursement of the credit note. The Billed Party shall settle any outstanding invoice(s) as per the Reference Offer for Leased Lines and Ethernet.
- 3.2.5. Timing: Settlement of invoices shall take place no later than the 30th day after the date of the invoice. The invoice date shall be no earlier than the date of dispatch of that invoice.
- 3.2.6. Interest Charges: Interest charges may be raised as a result of late settlement of an invoice, whether or not that invoice has been disputed. The interest rate (Interest Rate) that is to be applied will be 1% over the prevailing Bank of England Base Rate This applies in the event of late settlement of invoices and/or after the settlement of disputed amounts as appropriate. Interest is calculated on a daily basis at the Interest Rate, from the date that payment was due.

## 4. Disputes

If the Billed Party disagrees with the value or contents of an invoice, they shall contact the Billing Party contact point responsible for the Service, as noted in the Customer Service Plan. On contacting the appropriate Billing Party contact point, details of the disagreement should be given to the Billing Party contact point to enable checking and validation of the disagreement. The Billing Party shall use ~~reasonable endeavors to check the accuracy of the invoice.~~

On resolution of the disagreement the appropriate action shall be taken, such as the issue of a credit note, issue of an additional invoice or the dispatch of further supporting information. The names of the officers of the parties are as notified in the Customer Service Plan.

## 5. Document Control

Date	Version	Change	Owner
	1	Creation of document	Ian Westlake
26 March 2015	2		Ian Westlake
1 April 2016	3	KCOM Name change and formatting	Amanda Woodard