



## **Resale at Retail Services Manual**

### **Section II.**

### **Resale**

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#### **1.0 Introduction**

This section highlights business procedures associated with the reselling of TDS Telecom products and services. It assumes the Reseller has negotiated and executed a Retail Reseller Agreement with TDS Telecom and has met all conditions outlined in Section I. of this handbook necessary for the establishment of an account.

#### **2.0 Roles and Responsibilities**

##### **2.1 TDS Telecom Roles and Responsibilities**

- Provides telecommunications products and services to Resellers.
- Provides customer service to Resellers.
- Develops and implements support processes to handle Resale orders and service.
- Establishes and handles Reseller's account with TDS Telecom.
- Handles exceptions/special requests.

##### **2.2 Reseller Roles and Responsibilities**

- Resells TDS Telecom products and services as an independent company.
- Provides customer service to the end user and is the end user's only point of contact in connection with TDS Telecom services resold by Reseller.
- Provides end user provisioning and maintenance contact.
- Acts as the service provider to the end user.
- Uses own logo and brand.
- Handles all marketing and sales support for end users.
- Establishes end user pricing.
- Provides billing to end user.



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### **3.0 Products and Services**

Available for resale are the products and services found in TDS TELCOM tariffs on file with appropriate regulatory bodies, both federal and state. Resale assumes there are no legal prohibitions against resale and the service will be delivered in exactly the same manner as it is delivered on a retail basis.

### **4.0 Reseller Billing**

#### **4.1 Bill Description**

The TDS Telecom SABRE Billing System will be used to bill Reseller. The SABRE system will generate a consolidated bill by TDS Telecom operating company. The SABRE bill can be consolidated for all the Reseller's customers' charges at a master account level. Complete end user billing detail may be provided.

#### **4.2 End User Billing Arrangements**

Existing end user billing agreements will be discontinued WHEN the end user switches from TDS Telecom to a RESELLER.

### **5.0 Transfer of Services**

#### **5.1 Non-Contracted Services**

Month-to-month tariff services furnished to end users by TDS Telecom may be assumed by a Reseller if the end user account is in good financial standing and Reseller assumes all financial responsibility for the account. Otherwise, Reseller may assume the services conditioned upon a change in the end user's telephone number. In this instance TDS Telecom will treat this as a new service request by the Reseller and a request for disconnection by the end user. Appropriate service charges for changes to customer records will apply.

#### **5.2 Contracted Tariff Services**

Variable Term Plan, Contracted Term Special Arrangements, Tiered Plans, Contract Service Arrangements, and Volume and Term Arrangements:



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- Service previously furnished to the end user by TDS Telecom may be assumed by a Reseller according to State Regulatory Rulings.
- TDS Telecom will render a final bill to the end user.
- The end user is liable for any unpaid balances.
- All future bills from the date of the conversion will be rendered to the Reseller.
- Regulations in the retail tariff concerning transfer of service will apply.
- Transfer of Service Charges in the tariff will not be subject to discount.
- Termination liabilities will not apply if the Reseller agrees in writing to assume all terms and conditions of the end user's contract.

<b>Example 1</b>	
<b>Assumptions</b>	<b>Policy</b>
<ul style="list-style-type: none"> <li>• End User has a contracted service with TDS Telecom (i.e., Variable Term Plan, Term Discount, etc.)</li> <li>• End User wishes to transfer service in its entirety to Reseller at the same location.</li> <li>• Reseller has a Retail Resell Agreement and an established account with TDS Telecom.</li> <li>• Reseller is willing to assume End User contract under same terms and conditions agreed to by End User.</li> <li>• Reseller provides written notice of agreement to assume all terms and conditions of end user contract.</li> </ul>	<ul style="list-style-type: none"> <li>• TDS Telecom renders a final bill to the End User.</li> <li>• Reseller is assigned the End User contract under same terms and conditions.</li> <li>• A transfer of service charge applies to End User as stated in the appropriate retail tariffs.</li> <li>• Reseller assumes the contract for the remainder its of term and is now the customer of record.</li> <li>• There is no termination liability applied at the time of assignment, but Reseller assumes termination liability along with all other terms and conditions.</li> <li>• End User is now Reseller's customer. However, End User remains liable for any unpaid balances.</li> <li>• Collection procedures if necessary will be initiated against end user.</li> </ul>



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<b>Example 2</b>	
<b>Assumptions</b>	<b>Policy</b>
<ul style="list-style-type: none"><li>• End User has existing contracted service with TDS Telecom.</li><li>• End User wishes to transfer service to Reseller.</li><li>• Reseller is not willing to assume contract under the same terms and conditions.</li></ul>	<ul style="list-style-type: none"><li>• TDS Telecom renders a final bill to end user.</li><li>• Reseller signs a new contract for the same service, or chooses a month-to-month option or purchases new service.</li><li>• Transfer of service charges do not apply.</li><li>• Termination liability charges are applied to end user final bill.</li><li>• End user is liable for unpaid balances.</li><li>• Collection procedures, if necessary, will be initiated against End User.</li></ul>

## **6.0 Annoyance Calls**

### **6.1 Annoyance Call Referrals**

When an end user receives **Threatening, Abusive, or False Report** calls, the information should be referred to TDS Telecom by the Reseller only after the end user has made a report to the appropriate local law enforcement agency. Examples of these types of calls are:

- **Threatening Calls** - Calls where there is a threat or intent that poses to be harmful on a life, property, bomb threat, etc.
- **Abusive Calls** - Calls that are intended to annoy or embarrass by using obscene or harassing language; harassing by hanging up, heavy breathing or dead silence; repeated calls on answering machines, voice mail or other lines in the home.
- **False Report Calls** - When a caller represents himself (herself) as a law enforcement officer, hospital staff, or a school official and advises that a child, or spouse, has been injured or killed in an accident.



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TDS Telecom will cooperate fully with Resellers in the disposition of annoyance calls received by the Reseller's end users. Because of the nature of their work, TDS Telecom may need to work directly with the Reseller end user to resolve any problems. TDS Telecom will expect Resellers to take appropriate corrective action with their end users in those cases where the 'annoyance call' is originated by the Reseller's end user. Failure of the Reseller's end user to cease annoyance calls or harassing calls will result in the disconnection of the end user's service.