



Resale at Retail Services Manual
Section I.
General and Administrative Requirements

1.0 Introduction

This section relates to processes for local telecommunication providers in the TDS Telecom serving area. The information includes items required by TDS Telecom to process service requests from a RESELLER.

This document provides detailed information applicable in the states served by TDS Telecom. The information is generally applicable in all states; however, due to individual state requirements, including specific Public Service Commission rules and decisions, aspects of the handbook may not apply or may apply differently in an individual state. It is recommended that the RESELLER contact TDS Telecom personnel to confirm the applicability in a particular state, if a question arises. In addition, there may be times when a specific Resale Agreement conflicts with this handbook. In those instances the Resale Agreement will prevail.

2.0 General Information

2.1 Key Acronyms

CSC – TDS Telecom Carrier Service Center

RESELLER – Company ordering TDS Telecom services for resell

2.2 Interfaces

TDS Telecom does not offer mechanized interfaces for Pre-ordering, Ordering, Billing, Provisioning, and Repair processes. Instead, all requests are to flow through the CSC (or other designated locations) via fax, e-mail, or regular mail.

3.0 Account Team

TDS Telecom is committed to assisting the RESELLER in the initial application and establishment of service. An Account Team will be established to assist new RESELLERs in this process. The Account Team consists of representatives from Carrier Relations, Billing Operations, and Customer Sales & Service. Upon execution of a Resale Agreement, an Account Representative will be assigned to act as TDS Telecom's primary point of contact. The Account Representative will function as the RESELLER's advocate and represent the RESELLER's interest within TDS Telecom.



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3.1 Account Team Services: (This is not an all inclusive list)

No orders are to be submitted to TDS Telecom until all start-up processes and functions have been completed. The Account Team and Account Representative will assist RESELLER in completing all necessary start-up requirements. Activities in which the Account Team may provide assistance are as follows:

- Contract Negotiations
- Initial Contact/Negotiator for Complex Services
- Customer Education (i.e., how to do business with TDS Telecom) Technical Assistance
- General Problem Resolution (i.e., customer advocate)
- Tariff Interpretation
- Rate Quotations
- Project/Order Coordination

4.0 Carrier Services Center

4.1 Purpose

The Carrier Services Center (CSC) serves as the point of contact for processing local service requests from RESELLERS. At the discretion of TDS Telecom the CSC serving RESELLERS may be the same Service Center that provides services to TDS Telecom's end user customers. Carrier Relations is responsible for providing appropriate contact information to RESELLER.

4.2 Responsibility

The CSC is responsible for providing the following services:

- Delivering authorized customer record information
- Processing service order requests
- Status Updates and Inquiries
- Handling billing inquiries and payment arrangements

4.3 Holidays Observed

TDS Telecom Carrier Services observes the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day



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- Christmas Day

4.4 Hours of Operation

The CSC's hours of operation are Monday through Friday 8:00 AM - 5:00 PM EST. For after-hour trouble reporting and emergencies, calls will be routed as per instructions provided by Carrier Relations.

4.5 Contact Information

Use the telephone numbers below for any questions relating to initial service requests, billing inquiries, and general assistance. All completed forms should be faxed to the number indicated below.

Carrier Relations **(865) 966-4700** **Fax (865) 671-4536**
E-mail **Carrier_Relations@tdstelecom.com**

After the initial order at a specific TDS Telecom operating location, Carrier Relations will provide local serving office contact numbers for routine service and maintenance requests.

5.0 Tariffs

5.1 Tariff Resources

Copies of tariffs are on file and available for review at each of TDS Telecom's operating companies or at applicable state regulatory agencies.

6.0 Account Establishment

6.1 Items Required For Account Establishment

1. Executed Retail Reseller Agreement
2. Proof of PSC/PUC Certification
3. Proof of Tax Exempt Status (if applicable)
4. Operating Company Number (OCN)
5. Preferred Local Exchange Carrier Selection Agreement
6. RESELLER - Contact Number Form
8. Master Account Application
9. Credit Rating Form

No orders will be processed until all requirements are satisfied.



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6.2 Executed Reseller Retail Agreement

A Retail Reseller Agreement between the RESELLER and TDS Telecom is required for a RESELLER to obtain services offered by TDS Telecom.

6.3 Certification Definition

Certification is the process by which the state PSC/PUC authorizes a RESELLER to conduct business in a particular state.

6.3.1 Certification Process

The RESELLER/CLEC should contact the state PSC/PUC to determine the requirements for Certification.

6.3.2 Proof of Certification

The RESELLER must provide proof of certification. TDS Telecom will be unable to provide service to any company not meeting the appropriate PSC/PUC certification process. This proof of certification will be required prior to negotiation of the Resale Agreement.

6.4 Proof of Tax Exemption

The RESELLER must provide tax exemption certificates, as applicable, for federal, state, county, local, or other taxes. If proof of tax exemption is not provided, the RESELLER will be billed all applicable taxes.

6.5 Operating Company Number

The RESELLER must provide TDS Telecom with the four (4) digit Operating Company Number (OCN) assigned by the National Exchange Carrier Association (NECA). An OCN application is included herein to assist in obtaining the number from NECA. Service requests cannot be processed without an OCN.

6.6 Preferred Local Exchange Carrier Selection Agreement

The RESELLER must complete the Preferred Local Exchange Carrier Selection Agreement (Exhibit A of the Retail Reseller Agreement), prior to the processing of local service requests that involve existing TDS Telecom end users. This Agreement does not relieve the RESELLER of its obligation to secure and maintain end user authorization. TDS Telecom may request a copy of the end user authorization in the event of an end user dispute.



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6.7 Credit Policy and Forms of Security

6.7.1 Credit and Deposit Policy

Before a new account can be established, TDS Telecom must be provided with information to determine deposit and advance-payment requirements. This will be required before establishing the Master Account and submitting orders for processing.

TDS Telecom may require the RESELLER to provide proof of satisfactory credit or pay a deposit and/or an advance payment prior to processing service requests. TDS Telecom will accept an irrevocable Bank Letter of Credit or a Surety Bond in lieu of a deposit.

The RESELLER should complete the attached Customer Credit Data Sheet form and forward the form to the Carrier Relations Account Representative along with the Master Account Application.

6.7.2 Deposits

A deposit is a sum of money or security obtained from a Reseller to be held by TDS Telecom to assure payment of an account. Deposits may be requested in connection with either new or existing service as a means of protection against lost revenue. Accounts will be routinely reviewed and increased deposits will be requested on accounts, if appropriate.

Deposits for RESELLER accounts cannot be combined with, precluded by, or covered by deposits for other TDS Telecom services.

6.7.3 Surety Bonds

A Surety Bond is an obligation which states that a security company guarantees payment of accounts in the event of default by the bonded customer. The bond must be obtained from a security company that meets all TDS Telecom standards.

6.7.4 Bank Letter Of Credit

A Bank Letter of Credit is a document issued by a financial institution that guarantees a specific amount of money will be paid upon request.

Many banking institutions use a standardized form and others may issue an individual letter. Both types are acceptable; however, the Bank Letter of Credit must clearly state or include the following information:



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- The identity of the customer covered by the letter of credit.
- The beneficiary of the Letter of Credit is TDS Telecom. The word ‘beneficiary’ is highly preferred but not required; there must at least be clear language stating the letter of credit is in favor of, or for the benefit of TDS Telecom.
- The Bank Letter of Credit is irrevocable.
- It is a letter of credit drawn on (name and location of bank).
- The specific amount of credit extended.
- The termination date or procedure for termination.
- Partial drawings are permitted.
- The procedure for collecting.

Any processing and/or examination fees charged to TDS Telecom by its collecting bank will be added to any RESELLER unpaid amounts and deducted from the amount secured by the letter of credit. The letter must be dated and must bear the signature and title of an authorized officer of the bank.

7.0 RESELLER/CLEC Collection Policy

7.1 General Information

RESELLER bills are due when rendered and are considered past due thirty-one days after the bill date. If any portion of the payment is received after the due date or if any portion of the payment is received in funds not immediately available to TDS Telecom, then a late payment penalty will be due to TDS Telecom.

7.2 Payment Due Date

The RESELLER is responsible for full payment of all services billed monthly prior to the next billing date. A late payment charge according to the terms of each state’s tariff or contract with the RESELLER/CLEC will be applied to each RESELLER/CLEC’s bill when the previous month’s bill has not been paid in full prior to the next billing date. A charge according to terms of the contract or state tariffs will apply to insufficient fund checks.

7.3 This Space Reserved for Future Use

7.4 Refusal For Additional Service

The Refusal for Additional Service Notice letter advises RESELLER to pay within 15 days or requests for additional services will be refused. If payment is not received within this time frame, TDS Telecom will contact the RESELLER for payment arrangements.



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7.5 Payment Arrangements

If payment arrangements are made, then the RESELLER will receive a confirmation letter with the terms of payment by certified mail. If the payments are fulfilled, the treatment process is closed. If payment arrangements are not made or kept, then the TDS Telecom sends a Denial Notice by certified mail. The Denial Notice advises that the RESELLER's service (i.e., the RESELLER's end user services) will be disconnected.

7.6 Payment Not Received

If payment is not received by the deadline stated in the denial letter, TDS Telecom will send a Disconnect Notice by certified mail. The Disconnect Notice advises the RESELLER that end user services will be disconnected on an appointed date (determined by the TDS Telecom) as a result of non-payment.

7.7 Billing Disputes

7.7.1 General

A billing dispute results when a RESELLER submits a claim that supports its belief that an error exists on a bill. The RESELLER is required to submit the dispute in writing to begin this process.

Should a RESELLER end user submit a billing dispute to TDS Telecom, the end user will be referred to the serving RESELLER. TDS Telecom will not handle any end user billing disputes for RESELLERS.

7.7.2 Reasons for Billing Dispute Adjustments

- **Interrupted/Defective** – Service was out of order (as determined from customer and repair records). There must be a reported service problem to TDS Telecom repair indicating when the service was reported out of order or defective and when the trouble was cleared.
- **Denied in Error** – Service was denied in error or not restored promptly. Repair records should be checked for verification of the date and hour that service was denied and restored. If bill payment date is prior to date in repair records, then an adjustment to the RESELLER's bill is made.
- **Service Billed in Error** – There is either a non-existent service, discontinued services, service connected in error, service not installed and/or service billed at incorrect rate. Service center records, comptrollers, and repair records should substantiate the claim.



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7.7.3 Resolution of Dispute

The dispute should be handled in thirty business days, and the RESELLER notified of the resolution.

7.7.4 Dispute Resolution Follow Through

When RESELLER negotiations result in an adjustment three days or less before the close of billing, the credit/debit may appear on the next RESELLER bill.

7.7.5 Interest on Adjustments

Interest will be applied to adjustments for over-billed or erroneously billed paid charges after 60 days. The charges must be TDS Telecom, non-toll that was billed due to TDS Telecom error. Once the RESELLER is eligible for the interest, credit will be applied for the entire period that was billed incorrectly.

7.7.6 Late Payment Charge (LPC)

When a charge is disputed by a RESELLER and can not be resolved within the current billing cycle, the RESELLER should pay the balance less the amount in dispute. The Late Payment Charge will be waived for the disputed amount for the period of time it takes to resolve the dispute. The LPC will only apply to the remaining charges.

8.0 Telephone Numbers for Misdirected Calls

8.1 Telephone Number for Misdirected RESELLER Calls

TDS Telecom requires a single number that may be used by TDS Telecom for referring misdirected end users to a RESELLER. If an end user calls a TDS Telecom Business Office or Repair Center in error, the end user will be referred to the single number provided by the RESELLER.

The form located at the end of this section should be used to submit these numbers to TDS Telecom along with other required documents. In addition, the name, title, address, and telephone number of the person providing the information should be included.

9.0 Service Provider Change Notification

9.1 Service Provider Change Notification



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Upon receipt of a service request 1) from an end user to switch service from a RESELLER to TDS Telecom or 2) from a RESELLER to switch an end user from another RESELLER, TDS Telecom will issue orders to accommodate the request. The current service provider will not be contacted for authorization. TDS Telecom, per the Preferred Local Exchange Carrier Agreement, will assume that the initiating RESELLER has appropriate end user authorization. TDS Telecom will mail (next business day after order completion) a notification to the former RESELLER. (See sample letter at the end of this section.)

10.0 Unauthorized Service Provider Change Notification

10.1 Unauthorized Service Provider Change Notification

When notified that a customer has been switched to a new local service provider without authorization, TDS Telecom will return the customer to the desired local service provider. The 'from' (unauthorized) local service provider will be billed for the unrequested change. A notification letter will be mailed to the unauthorized RESELLER. (See sample letter at the end of this section.)

11.0 Long Distance Calling Cards

11.1 Long Distance Calling Cards

If an end user switches from TDS Telecom to a RESELLER, and the end user has a Long Distance Calling Card issued by an IXC for whom TDS Telecom bills, the issuing IXC will be notified that TDS Telecom is no longer the billing carrier. It will be the responsibility of the end user to contact their calling card provider to make other arrangements for the continuation of their calling card privileges.

12.0 Directory

12.1 Directory Contacts

The TDS Telecom liaison for RESELLER issues and questions regarding publishing contracts and directory delivery is:

Rhonda Lutzke
Directory Product Manager
TDS Telecom
PO Box 5158
Madison, WI 53705-0158