**RADIO BASE STATION BACKHAUL**

**BILLING MANUAL**

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# 1 Introduction

The aim of this Billing Manual is to give guidance on the processes and procedures involved in billing for Radio Base Station Backhaul (RBS). This document is based on the BT Contract for Radio Base Station Backhaul (the “Contract”)

This Billing Manual has no contractual status; it is a guide of the agreed working practices between BT and the Mobile Network Operators (MNOs), and has no authority to vary the terms and conditions of the Contract. Where discrepancies arise between the Billing Manual and the Contract, the Contract takes precedence.

The processes and procedures in this manual have been written given the current system architecture and constraints. The Billing Manual will be reviewed in line with any future system changes.

The parts of the Contract relevant to this Billing Manual are:

1. Section 12 and 16 of the Conditions
2. The Carrier Price List

<https://www.btwholesale.com/pages/static/Library/Pricing_and_Contractual_Information/carrier_price_list/index.htm>

These, taken together are the elements which define the RBS billing processes and procedures as outlined below:

* + The Invoice Process
  + The Dispute Process
  + The Payment Process

The above and other aspects of the billing process will be explained in more detail later in this document.

# Billing Systems

Radio Base Station Backhaul (RBS) are billed by the Wholesale Markets billing team, via the BT Wholesale billing system.

## **Billing Information**

The billing team will provide MNOs a paper invoice and an excel backup file (.xls) in the format currently being enjoyed with the possibility of introducing eBilling at a later date.

# The Invoice Process

This section of the Billing Manual deals with the raising of invoices for Radio Base Station Backhaul (RBS) services & facilities in accordance with Section 12 of the Contract. BT, who is owed money, has an obligation to raise an invoice in accordance with the terms and conditions of the Contract. This includes using reasonable endeavours to raise the invoices within a reasonable time for charges owed to BT (as defined in Section 12 of the Contract).

## **Quarter Day**

RBS Backhaul is billed on a quarterly in advance basis commencing on a Quarter Day. The date that invoices are produced may vary.

Any circuits migrated during a billing quarter will be billed at their current product for that said quarter and be billed at new RBS product at the next quarterly billing cycle with any rebates due on the previous product.

## **New Service**

Where an RBS Backhaul Infrastructure or Circuit is brought into service between Quarter Days, the first invoice for that RBS Infrastructure or Circuit 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 Annual Rental from the date of provision up to the end of the billing period for that invoice

c) Other Charges, e.g., excess construction, Internal and External Moves

Thereafter, the RBS products shall be billed on the appropriate calendar day within a Quarter Day as agreed with the MNO, or as soon as practicable after this date. For ease of understanding Quarter Days are defined as follows:

“1 January, 1 April, 1 July and 1 October in each and every year”

## **Interim Invoice**

An interim invoice may be generated anytime by the billing team, generally this is to allow BT the opportunity of raising interim charges in between main bill production. An interim invoice can consist of Broken Period Rental (BPR - this rental will consist of charges from the date of the change, provision or cessation up to the end of the current billing period) for provision and or cessation of circuits or any changes made to a circuit, along with any unbilled non recurring charges.

## **Price Increase**

Where a price increase takes place within a given month, 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.

## **Changes to Existing Service**

Changes to existing service (e.g. Change of Interface, Internal Moves etc) will be billed on the next invoice, which could be an interim invoice following the date of completion of the requested change. Any adjustments to rentals and or connection charges will be shown as appropriate.

## **Ceased after one Year**

Where an RBS product is ceased after one year and provided that the appropriate notice has been received, BT shall use best endeavours to refund, by way of credit on the next invoice, any rental that has been paid in advance for the period after the cessation date in respect of that RBS product

## **Ceased before end of first Year**

Where the RBS product is ceased before the end of the first year, then BT shall continue to bill for the circuit until the 12 month period is complete.

## **Cancelled after FOCA (Firm Offer Confirmation Acceptance)**

Where an order for a RBS product is cancelled after FOCA, cancellation charges as defined in Schedule 2 section 5.3 of the Contract shall apply and an invoice issued.

# The Billing Disputes Process

The RBS Billing dispute process is comprehensively detailed in Section 16 of the Contract.

## **Escalation Points**

Where escalations are necessary MNOs should contact their billing Customer Management Team in the first instance. The MNOs Billing Customer Management Team within the BT Billing operations will have a set of escalation points for each of their MNOs.

# The Payment Process

It is the MNOs responsibility to ensure that payments are presented to BT by the Due Date (as defined in paragraph 5.1 below). Payment is deemed to be made when either the cheque has been received by BT (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 BT account.

## **Payment Due**

Unless specifically stated elsewhere in the Contract, payment is due 28 calendar days after the date of the invoice, or, if such 28th calendar day falls on a date other than a working day, the date of the previous working day (“Due Date”)

## **Methods of Payment**

This will be in pounds sterling by cheque, Banks Automated Clearing System (BACS), or Clearing House Automated Paying System (CHAPS) as agreed by both parties and shown in the MNOs Service Profile.

## **Credit Notes**

These are issued when it has been agreed that BT has overcharged the MNO, usually as the result of an error or as the result of new prices being implemented in the Carrier Price List.

A credit note cannot be used as payment for other services, as it has already been deducted from the BT Wholesale billing system balance of account.

## I**nterest on Late Payment**

Where an invoice has not been paid in accordance with the Contract, for example, for late payment, from and including the day after the Due Date, then BT may raise interest accordingly.

The interest rate to be applied is set out in clause 12.4 of the Conditions in the Contract.

# MNO Service Profile

The MNO Service Profile, is MNO specific and will be available only to BT and the MNO, it should contain the following types of information:

* Billing Contact Points
* Settlement Type – Cheque/BACS/CHAPS/ etc.
* MNO Services Contact Point
* Method of Invoice Data Delivery
* Periodicity of Circuit Bills
* Dispute Resolution/Escalation contacts

The MNO Service Profile reflects the different requirements of individual MNOs and shall remain in place until they are replaced by an alternative.

There may not be an official MNO Service Profile document as this information may simply be collated by the MNO’s usual billing contact as a matter of course. However, it highlights the type of information which maybe captured.

# Carrier Price List (CPL) – Section B11 – Radio Base Station Backhaul

Section B11 of the Carrier Price List details the charges applicable for each element of the RBS product portfolio. All charges raised on an invoice will be detailed within the CPL. Where a charge is new or has changed prior to its entry into the Carrier Price List this new/changed charge will be announced via a Network Charge Change Notice (NCCN).

The RBS charges detailed in Section B11 of the Carrier Price List are broken down into the following sections:

|  |  |
| --- | --- |
| Section | Radio Base Station Backhaul Charges |
| 11.01 | Customer Sited Connection Infrastructure |
| 11.02 | Circuit Connections & Cell Site Infrastructure |
| 11.03 | Circuit Rentals |
| 11.04 | Migration |
| 11.05 | Other Charges (e.g. Upgrades, Change of Interfaces, Moves & Excess Construction Charges etc.) |

Both the Carrier Price List and NCCN notices can be accessed via the RBS Reference Offer

# Appendix A – Standard Dispute Letter

This appendix is available as a separate downloadable word document. It provides MNOs with a Dispute Letter format, which should be used when disputing their BT bills.

# Glossary of Terms

|  |  |
| --- | --- |
| Abbreviation or term | Explanation |
| BACS | Banks Automated Clearing System |
| CDD | Contractual Delivery Date |
| CHAPS | Clearing House Automated Paying System |
| FOC | Firm Offer Confirmation |
| NCCN | Network Charge Change Notice |
| MNO | Mobile Network Operator |
| RBS | Radio Base Station Backhaul |

Further details of explicit meanings contained in this document can be found in the Contract - Definitions.

# Associated Documentations

|  |
| --- |
| Contract for Radio Base Station Backhaul |
| Carrier Price List – Section B11 |

# Document Control

This document is owned and maintained by the BT Wholesale Markets RBS Product Team.

This document will be reviewed and updated periodically as the need arises.

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| --- | --- | --- |
| Version No | Date | Reason for Change |
| Issue 1 | 13 December 2004 | New Document |
| Issue 2 | 08 May 2009 | Document Review |

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