## Dispute Type & Required Information

<table>
<thead>
<tr>
<th>DISPUTE TYPE</th>
<th>DESCRIPTION</th>
<th>REQUIRED SUPPORTING INFORMATION</th>
</tr>
</thead>
</table>
| Circuit Start Date | The bill begin date for a circuit is prior to the customer requested due date. | **Required**  
  › Customer’s requested due date  
  › Customer’s Credit Calculation  
**Requested**  
  › Correspondence pertaining to req. due date |
| Late Disconnect | Charges related specifically to a disconnect order are incorrectly appearing on the invoice or service was not disconnected in contracted interval. | **Required**  
  › Any Correspondence with NetFortris on this Issue  
  › Date circuit was to be disconnected (per the customer)  
  › Disconnect Request Form circuit ID(s)  
  › Customer’s credit calculation  
**Requested**  
  › Correspondence pertaining to req. due date |
| Rates — Data | Rates appearing on invoice do not match the customer’s contractual agreements; data products. | **Required**  
  › Any correspondence with Sales on this issue  
  › Customer’s credit calculation  
**Requested**  
  › Documentation supporting customer pricing  
  › Specify domestic or international |
| Rates — NRC (Non Recurring Charges, Installation or Equipment) | Rates or charges for equipment, installation or other one time charges appearing on invoice do not match the customer’s contractual agreements. | **Required**  
  › Any correspondence with Sales on this issue  
  › Customer’s credit calculation  
**Requested**  
  › Documentation supporting customer pricing |
| Rates — Voice | Rates appearing on invoice do not match the customer’s contractual agreements; pricing is based on minutes of use or monthly recurring charges for voice products. | **Required**  
  › Any correspondence with Sales on this issue  
  › Customer’s credit calculation  
**Requested**  
  › Documentation supporting customer pricing  
  › Specify domestic or international |
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<td>Call Detail Issues</td>
<td>Billed call details (duration, completion, charges specific to Directory Assistance, etc.) do not match customer’s records. The customer does not acknowledge services or calls being billed.</td>
<td>Required&lt;br&gt;¬ 10 Call Examples&lt;br&gt;¬ Customer’s credit calculation</td>
</tr>
<tr>
<td>Service Issues</td>
<td>Customer experienced problems with service such as outage or maintenance.</td>
<td>Required&lt;br&gt;¬ Circuit ID(s)&lt;br&gt;¬ Trouble ticket numbers&lt;br&gt;¬ Customer’s credit calculation</td>
</tr>
<tr>
<td>State and Local Taxes</td>
<td>Customer is tax exempt and state and local tax charges are appearing on the invoice.</td>
<td>Required&lt;br&gt;¬ Customer’s credit calculation&lt;br&gt;¬ Exemption forms</td>
</tr>
<tr>
<td>Universal Service Fund</td>
<td>FUSF charges applied to the customer account are in error.</td>
<td>Required&lt;br&gt;¬ Customer’s credit calculation&lt;br&gt;¬ Exemption forms</td>
</tr>
<tr>
<td>Federal Taxes</td>
<td>Federal tax charges are appearing on the invoice for customer who is exempt.</td>
<td>Required&lt;br&gt;¬ Customer’s Credit Calculation&lt;br&gt;¬ Exemption forms</td>
</tr>
<tr>
<td>Early Termination</td>
<td>Charges related to minimum term requirements or early termination are in dispute or circuit is disconnected but still billing.</td>
<td>Required&lt;br&gt;¬ Any Correspondence with NetFortris on this Issue&lt;br&gt;¬ Customer’s Credit Calculation&lt;br&gt;¬ Circuit Disconnect Acknowledgement Letter</td>
</tr>
<tr>
<td>Other</td>
<td>Dispute type not covered above</td>
<td>Required&lt;br&gt;¬ Customer’s Credit Calculation</td>
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