Dispute Type & Required Information

Dispute Type	Description	Required Supporting Information
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* Circuit Disconnect Acknowledgement Letter
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

Call Detail Issues	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.	**Required** > 10 Call Examples > Customer's credit calculation
Service Issues	Customer experienced problems with service such as outage or maintenance.	**Required** > Circuit ID(s) > Trouble ticket numbers > Customer's credit calculation
State and Local Taxes	Customer is tax exempt and state and local tax charges are appearing on the invoice.	**Required** > Customer's credit calculation > Exemption forms
Universal Service Fund	FUSF charges applied to the customer account are in error.	**Required** > Customer's credit calculation > Exemption forms
Federal Taxes	Federal tax charges are appearing on the invoice for customer who is exempt.	**Required** > Customer's Credit Calculation > Exemption forms
Early Termination	Charges related to minimum term requirements or early termination are in dispute or circuit is disconnected but still billing.	**Required** > Any Correspondence with NetFortris on this Issue > Customer's Credit Calculation *Requested* > Circuit Disconnect Acknowledgement Letter
OTHER	Dispute type not covered above	**Required** > Customer's credit calculation