



Customer Billing Assistance Guide

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Billing Assistance Guide

To provide exceptional support and service to our customers, Lumen has created this document to educate you, the customer, on the various requirements needed to resolve billing questions or concerns (billing request) accurately and efficiently.

Billing requests are initiated when there is a question or concern regarding information on the invoice. These items will be researched by a member of Lumen's Customer Financial Services team.

All Lumen customer billing requests may be submitted by one of the following methods:

- Submitting a billing request online using [Control Center](#)
- Calling us directly or sending an email:
 - Enterprise: 877-453-8353, option 2 or billing@lumen.com
 - Wholesale: 800-335-5672 or wholesale.dispute@lumen.com

Our live billing support is available from 7:00am–7:00pm CT for Enterprise customers and from 8:00am–5:00pm CT for Wholesale customers. E-mails are acknowledged within 48 business hours.

Standard information required for all billing requests:

- Billing account number as displayed on the invoice
- Contact, email address, and phone number
- Customer internal tracking number(s) - optional
- Description of the issue

A billing coordinator will acknowledge the billing request within five (5) days of submission. At that time, the billing coordinator may request any additional information needed to process the request. It is the responsibility of the customer to provide all pertinent information requested within fifteen (15) calendar days of the request. It is important to provide not only the required information at the time of the request submission but include any supporting documentation that may help resolve the request timely.

If Lumen does not receive the required information, the request will be cancelled. The request would need to be resubmitted with the required information.

Billing requests should be submitted within 90 days of the invoice date, unless otherwise stated in the executed contract or master service agreement.

I have a question about my invoice - General questions

General questions	Additional information required	Supporting documentation
Recurring or non-recurring charge question Recurring rate or one time charge on the invoice	Service ID(s) /product description(s) as displayed on the invoice	Contract or master service agreement
Service description question Request for additional information regarding billing descriptions	Service ID(s) /product description(s) as displayed on the invoice	Not applicable
Early termination liability Request for breakdown of charges related to early termination of services	Service ID(s) /product description(s) as displayed on the invoice	Not applicable
Invoice format question Regarding how the invoice is formatted	Invoice number or dates in question	Not applicable
Finance charges Related to late charges on an account	Invoice number or dates the charges appeared on	Not applicable
Contract question Question regarding the customer contract	Section of the contract in question	Contract or master service agreement
Credit question Question regarding a credit on a billing account	Invoice number or dates in question	Not applicable
Tax details Details to support tax charges on invoice	Invoice number or dates in question	Not applicable

I need a copy of my invoice / contract / call detail records (CDR) - Information requests

Informational requests	Additional information required	Supporting documentation
Call detail records request Request for copy of call detail records (CDRs)	Date range for the requested CDRs	Not applicable
Service inventory request Request for a list of active services including TN(s) inventory being billed	Not applicable	Not applicable
Invoice request Request for copy of invoice	Date(s) for which invoices are needed	Not applicable
Contract request Request for copy of contract	Type of contract needed	Not applicable
Contract question Question regarding contract	Description of contract question	Not applicable
Statement of account Request for statement of account	Date range of the statement requested	Not applicable
Voice - usage information request Question regarding usage rates displayed on the invoice	Service ID(s) /product description(s) as displayed on the invoice	Sample CDRs
Data - usage information request Question regarding usage rates displayed on the invoice	Service ID(s) /product description(s) as displayed on the invoice	Sample CDRs

I need to change my billing name / contact / address / purchase order number – Change requests

Change requests	Additional information required	Supporting documentation
Billing account name/address correction Non-legal name and/or address change	New billing account name or address	Not applicable
Contact change Any change to a point of contact	New contact information	Not applicable
Service address correction Change to a physical address associated with a service	Service ID(s) /product description(s) as displayed on the invoice	Not applicable
Purchase order number Request to add or change a purchase order number or to inquire where to find it on the invoice	Service ID(s) /product description(s) as displayed on the invoice	Not applicable

I have a payment related question – Payment questions

Payment questions	Additional information required	Supporting documentation
<p>Payment application</p> <p>Provide remittance information or instructions on how to post a misapplied or missing payment</p>	<p>Specific instructions for how payments or credits should be moved, applied, etc. including payment detail and invoice number</p> <p>ACH payment information, if applicable</p> <p>Check payment information, if applicable</p>	<p>Image of cashed check, if applicable</p>
<p>Account reconciliation</p> <p>Request for a detailed review of invoices and possible reapplication of payments</p>	<p>Specific instructions for how payments or credits should be moved, applied, etc. Including payment and invoice numbers</p>	<p>Not applicable</p>
<p>Banking information</p> <p>Request for payment address, wire information, or W9</p>	<p>Not applicable</p>	<p>Vendor form</p>

I want to dispute charges on my invoice - Disputes

Standard information required for all dispute requests:

- Billing account number as displayed on the invoice
- Contact, email address, and phone number
- Customer internal tracking number(s) - optional
- Disputed invoice number(s)
- Total disputed amount (total for all invoices being disputed including recurring charges, non-recurring charges, taxes, and/or fees)
- Recurring charge amount (recurring monthly charge amount being disputed on the most recent invoice)
- Description of the issue

Disputes	Additional information required	Supporting documentation
Early billing Billed prior to acceptance	Service ID(s) /product description(s) as displayed on the invoice Correct bill start date	Documentation supporting the correct bill start date, if available
Early termination penalty Disputed early termination fees	Service ID(s) /product description(s) as displayed on the invoice or circuit location and location name	Contract or master service agreement
Double billing Requested upgrade, downgrade, move and/or other changes and continue to get billed for both services	Service ID(s) / product description(s) /billing account number as displayed on the invoice of the double billed service	Order Numbers for replacement services in cases of upgrades downgrades or moves
Fraud Fraudulent usage charges	Service ID(s) / product description(s) as displayed on the invoice	Documentation from Lumen's fraud department
Incorrect account billed Services were billed to incorrect customer or the customer's incorrect billing account	Service ID(s) / product description(s) as displayed on the invoice Correct billing account number	Not applicable
Incorrect recurring or non-recurring charge Any recurring or non-recurring charges billed incorrectly	Service ID(s) / product description(s) as displayed on the invoice Charge description Correct charge amount	Contract or master service agreement

<p>Incorrect usage rate</p> <p>All usage charges billed incorrectly</p>	<p>Service ID(s) / product description(s) as displayed on the invoice</p> <p>Type of usage</p>	<p>Sample CDRs</p>
<p>Late disconnect</p> <p>A disconnect for a billing account or specific service(s) was not processed on time or correctly</p>	<p>Service ID(s) / product description(s) as displayed on the invoice</p> <p>Specify disconnect type: full account request or specific service(s)</p> <p>Requested bill stop date</p>	<p>Documentation supporting "correct" disconnect date, if available</p>
<p>Late fee finance charges</p> <p>Disputed late fees/finance charges</p>	<p>Not Applicable- see standard dispute information required</p>	<p>Any past disputes that exempted the account from being charged the late fees</p>
<p>Ported services still billing</p> <p>Customer's services were not correctly/completely ported/transferred to the winning carrier and billing discontinued from Lumen</p>	<p>Winning carrier name</p> <p>Service ID(s) / product description(s) as displayed on the invoice</p> <p>Specify disconnect type: full account request or specific service(s)</p> <p>Requested bill stop date</p>	<p>Email responses from Lumen, LOA and/or DFOC</p>
<p>SLA outage</p> <p>Disputed charges due to a service outage</p>	<p>Service ID(s) / product description(s) as displayed on the invoice</p> <p>Time period of the outage</p> <p>Lumen trouble ticket number(s)</p>	<p>Not applicable</p>
<p>Tax exemption</p> <p>Any incorrect taxes billed excluding surcharges</p>	<p>Request type: All taxes vs. specific taxes (tax description name)</p>	<p>Current applicable exemption forms</p>
<p>Tax surcharges</p> <p>Any incorrect surcharges billed that are: cost recovery fee, Texas franchise tax reimbursement, property tax, and/or franchise cost recovery</p>	<p>Surcharge description name</p>	<p>Exemption forms, contracts, and/or addendums</p>