

BRIEFING BILLING

BT Wholesale Broadband Ceased Circuits Briefing Reference 012-11

IMPACT MATRIX		
END USER	CP	SYSTEMS
	●	

Dots in the sections above are a guide to briefing impact

As part of BT Wholesale's ongoing revenue assurance activity I wish to inform you that a number of ceased circuits are still being charged on your Broadband invoice.

Analysis has shown that the circuits have migrated to LLU or the underpinning PSTN services have been ceased.

I am pleased to confirm that the billing team are about to correct their records by ceasing each circuit across all BT Wholesale systems, which will result in rental rebates at circuit level.

The aim is to complete this exercise as quickly and efficiently as possible. If applicable you will be notified by your Billing Customer Manager in the next few days of approximate amounts.

BT Wholesale Revenue Management apologises for any inconvenience this may cause you, but hopefully you will appreciate the proactive approach we have taken to rectify the situation.

Please also be assured that root cause analysis is currently underway to prevent future occurrences of this issue; in the meantime if you have any queries kindly contact your Billing Customer Manager.

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