CenturyLink™ Wholesale Services

Online Dispute Management (ODM) Tool

User Guide for
CenturyLink Wholesale National Customers

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Printing this document

This document is designed with the environment in mind and is formatted for duplex printing to conserve paper. Adjust any necessary printer settings to print this document on both sides of the paper.

Accessing this document

This document is available at the following URL
http://www.centurylink.com/wholesale/systems/odm.html.

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About This Document

This section provides overview information about the CenturyLink Online Dispute Management (ODM) Tool, including the following:

- Purpose
- Audience
- Typography and graphic elements
- Task-based sections

Purpose

The ODM (Online Dispute Management) User Guide is designed to provide the following information:

- a general overview of each function within ODM
- the detailed instructions on how to perform various tasks within ODM

Audience

The ODM User Guide is for carriers and resellers of CenturyLink Wholesale National Services who choose to dispute invoice charges believed to be in error.

Typography and graphic elements

The following typography and graphic elements are used throughout the ODM User Guide:

- Bold text throughout the document indicates field and button names
- Notes and hints are provided as italicized, indented text
- Images clarify functionality being explained within ODM
- Hyperlinks are underlined, blue text and are used throughout the document to point to resources that may be required or offer additional information about the task at hand.

Task-based sections

Each section is self-contained, describing all the steps required for that function or dispute/inquiry entry.

Getting Started

This section provides information about how to get started using ODM, including the following:

- About ODM
- ODM buttons and menu items
- Browser configuration
- Log in to Remote Control® (RMC) via Control Center and access ODM
- Log out of ODM and the portal

About ODM

The ODM tool provides CenturyLink Wholesale National Customers the ability to submit online billing disputes and inquiries via RMC via Control Center. The online billing dispute/inquiry form eliminates the need to submit an electronic form to wholesale.billing@centurylink.com.

When a billing dispute or inquiry is submitted, an online confirmation as well as an e-mail acknowledgement is sent to the Customer, including a ticket number. ODM provides the ability to attach documentation supporting the dispute or inquiry, as well as the ability to view all open and closed disputes or inquiries going forward for the Customer account.

Nothing herein or in the documentation provided by CenturyLink regarding the ODM tool modifies, alters, amends or supplements any contract between CenturyLink and any Wholesale Customer. Specifically, the provisions in your contract regarding disputes shall continue to govern the submission, acceptance and resolution of any billing disputes.

ODM buttons and menu items

The following table depicts several of the function buttons available in ODM.

Action	Icon
Access ODM from the RMC portal.	Billing Dispute
Access the ODM Create Dispute Module. Create, update, and cancel disputes.	Create Dispute
Access the ODM Dispute List Module. Filter and search for disputes.	Dispute List
Access ODM online help.	?
Logout of ODM and the RMC portal.	Logout
Reset fields in ODM.	Reset
Access the next page while creating a dispute.	Next

Action	Icon
Submit a dispute/inquiry.	Submit
Search for and filter a dispute/inquiry list.	Search
Download a dispute/inquiry list.	Download
Print-preview a dispute/inquiry list.	Print Preview
View dispute/inquiry confirmation information.	View Details
Print the dispute/inquiry confirmation information.	Print
View dispute/inquiry history information.	View History
Add comments or attachments to the dispute/inquiry.	Add Comments/Attachments
Cancel the dispute/inquiry.	Cancel Dispute
View the dispute list summary.	Back to Summary

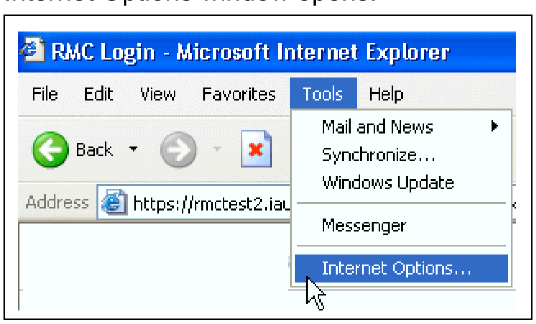
Browser configuration

Using Microsoft Internet Explorer (IE) requires configuration changes to the browser in order to log in to the RMC portal and access ODM. It is necessary to configure the Temporary Internet Files setting to avoid problems with the application.

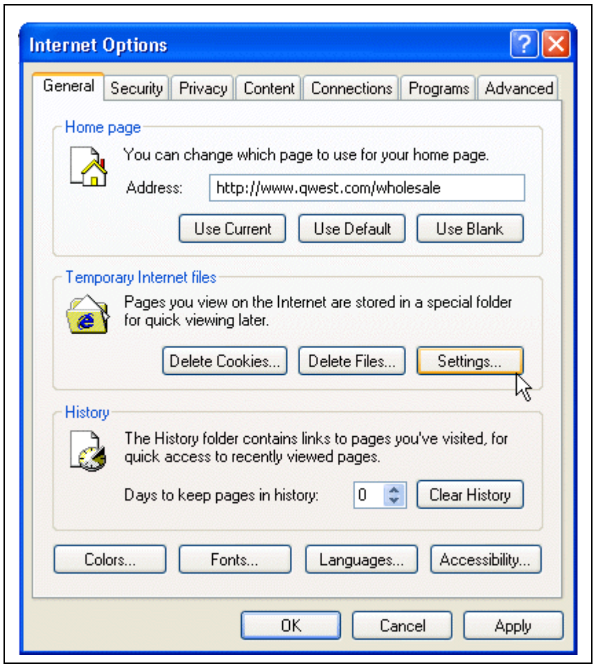
Using a Netscape browser does not require configuration of any browser settings.

The following steps describe how to configure the Temporary Internet Files settings for IE.

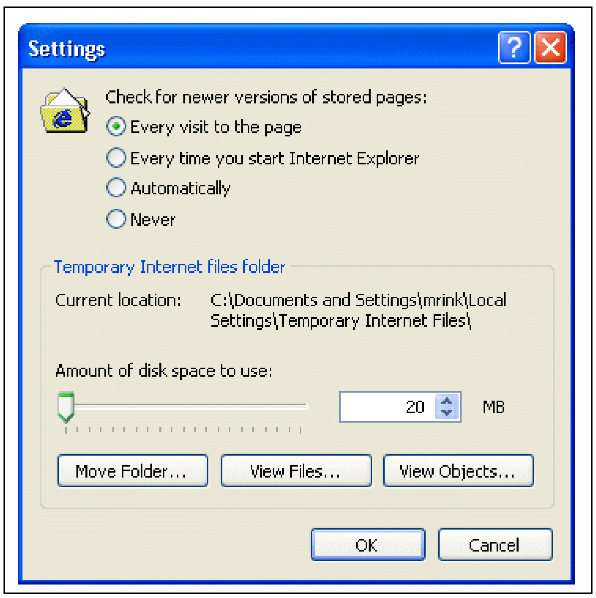
1. Select the **Internet Options** selection from the **Tools** menu of the IE menu bar. The Internet Options window opens.



2. From the Temporary Internet files section of the General tab, select the **Settings** button. The Settings window opens.



3. Select the **Every visit to the page** radio button and click the **OK** button. IE records the selection and closes the Settings window and returns to the Internet Options window.

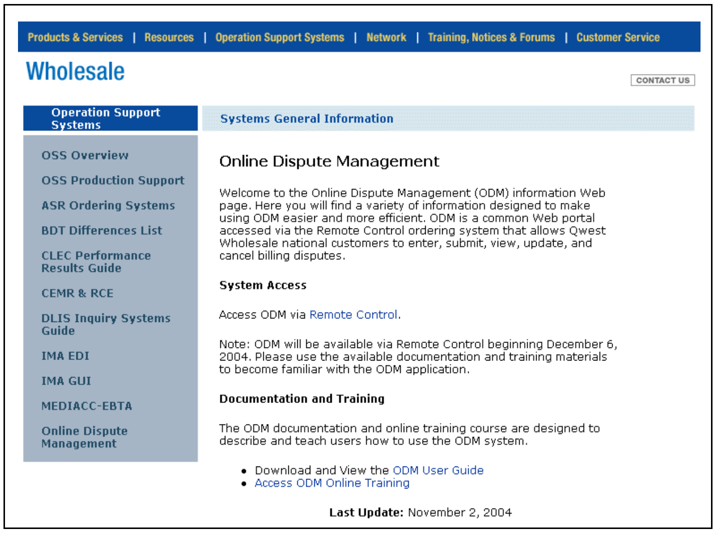


Log in to RMC and access ODM via Control Center

The following steps describe how to log in to RMC and access ODM.

1. Access the CenturyLink Wholesale Web site ODM Web page by entering the following URL in the browser Address bar: http://www.centurylink.com/wholesale/systems/odm.html. The ODM Web page opens.

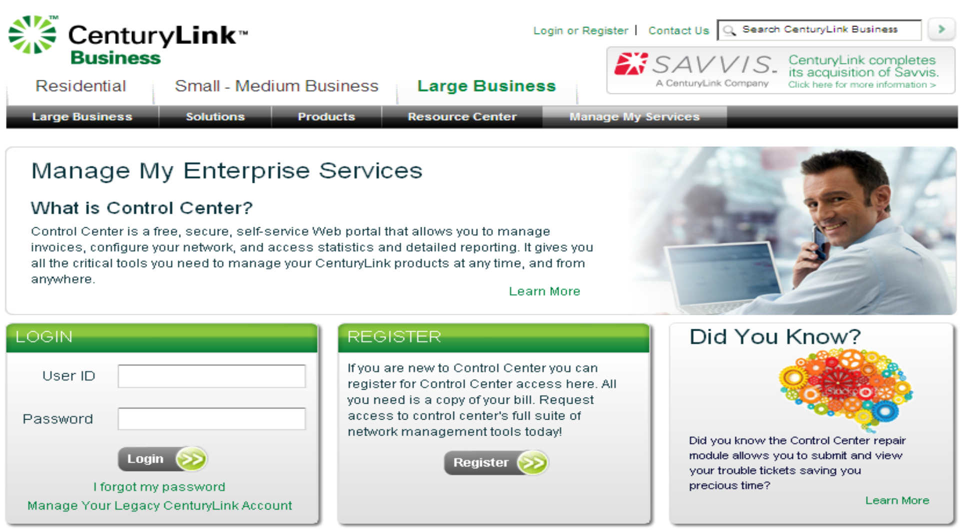
   The following graphic provides an example of the ODM Web page.



2. Select “Access ODM via Remote Control”.

   The Control Center Login screen opens.

   The following graphic provides an example of the Control Center Login screen.



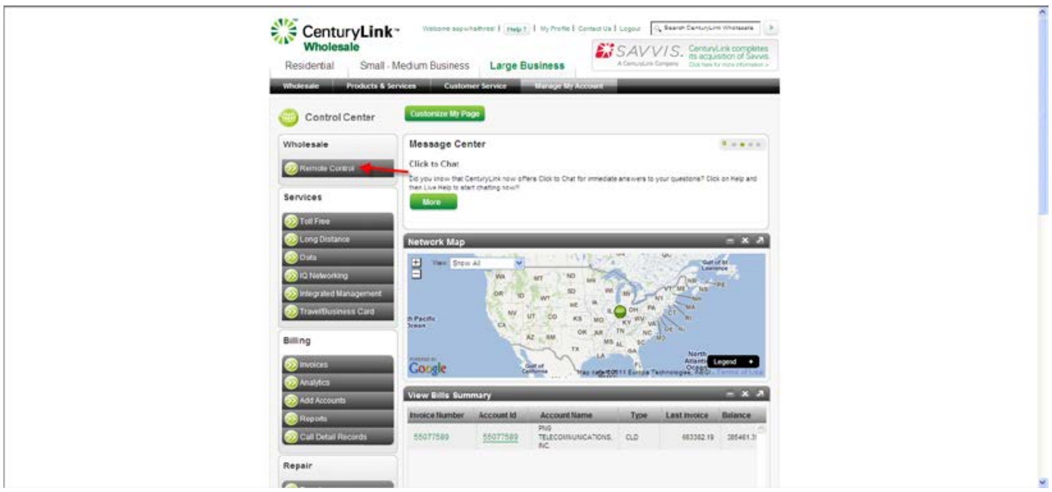
3. Login to Control Center

   - Type your unique Customer identifier in the **Customer ID** field.

- *The Customer ID is a 3-4 digit alphanumeric identifier CenturyLink assigns to your company once the license agreement is received. If you do not know your Customer ID, contact your CenturyLink Account Manager.*
- Type your unique user identifier in the **User Name** field.
- Type your password in the **Password** field.
- Select the **Log In** button. RMC verifies your user information. If you entered everything correctly, the Control Center landing page opens.

3. Select Remote Control

Note *The following graphic provides an example how to access RMC via Control Center Screen.*

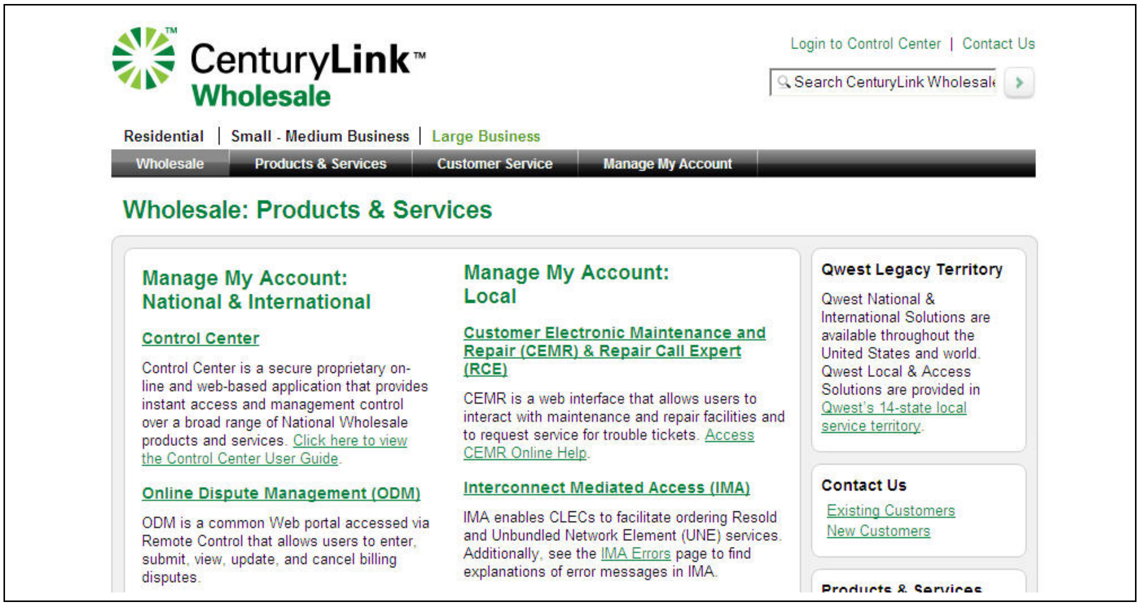


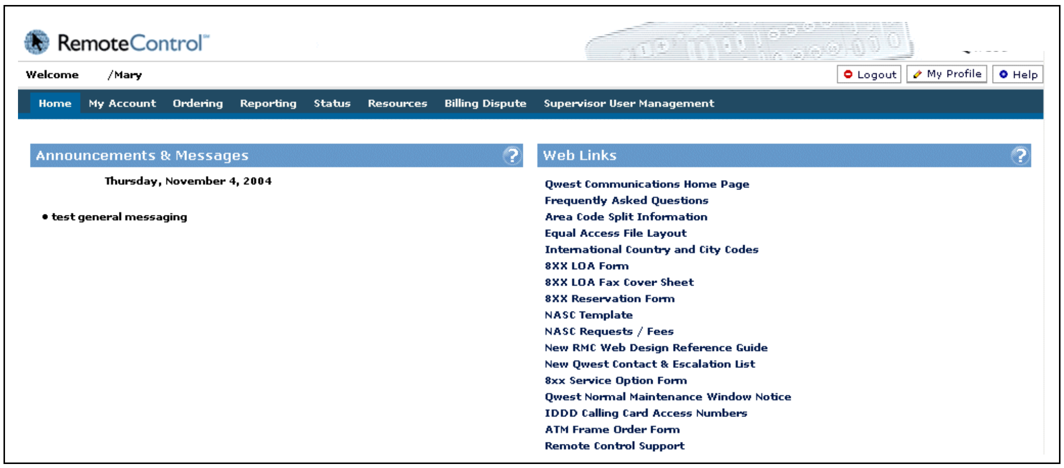
Note *When logged in to ODM, one hour of idle time is permitted before it is necessary to log in again.*

Additional ways to access the RMC Login page include the following:

- Directly access the RMC portal via Control Center at the following http://www.centurylink.com/business/appmanager/centurylink/controlcenter.
- Access the CenturyLink Wholesale Web site quick links menu, located at the following URL http://www.centurylink.com/wholesale/qwest.html and select the All Systems Tools link located beneath Resources.

The following graphic provides an example of the All System Tools web page.

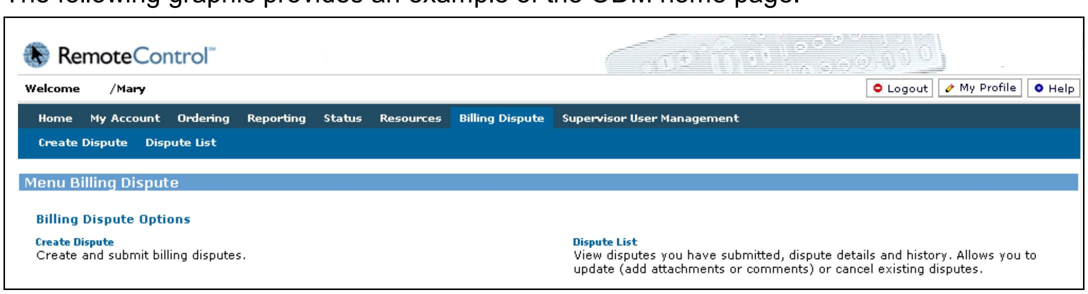




Note *If you entered something incorrectly, an error message appears. Try logging in again, making sure to enter everything correctly. If it is still not possible to log in, contact the appropriate CenturyLink Account Manager.*

4. Select the **Billing Dispute** tab from the RMC main menu bar. The **Billing Dispute** tab opens to the ODM home page.

   The following graphic provides an example of the ODM home page.



Note *When logged in to ODM, one hour of idle time is permitted before it is necessary to log in again.*

Log out of ODM and the RMC portal

The following instructions describe how to log out of ODM and the RMC portal:

1. Select the **Logout** button located in the upper-right navigation bar of the RMC portal.

   The following graphic provides an example of the RMC portal navigation bar, including the **Logout** button.

   The logout confirmation screen opens. The following graphic provides an example of the logout confirmation screen.

2. Select the **Return to Main View** link on the log out confirmation screen to log back in to RMC and access ODM, or, exit ODM and the RMC portal by closing the browser window.

Create Dispute Module

This section describes the ODM functions available in the Create Dispute Module, including the following:

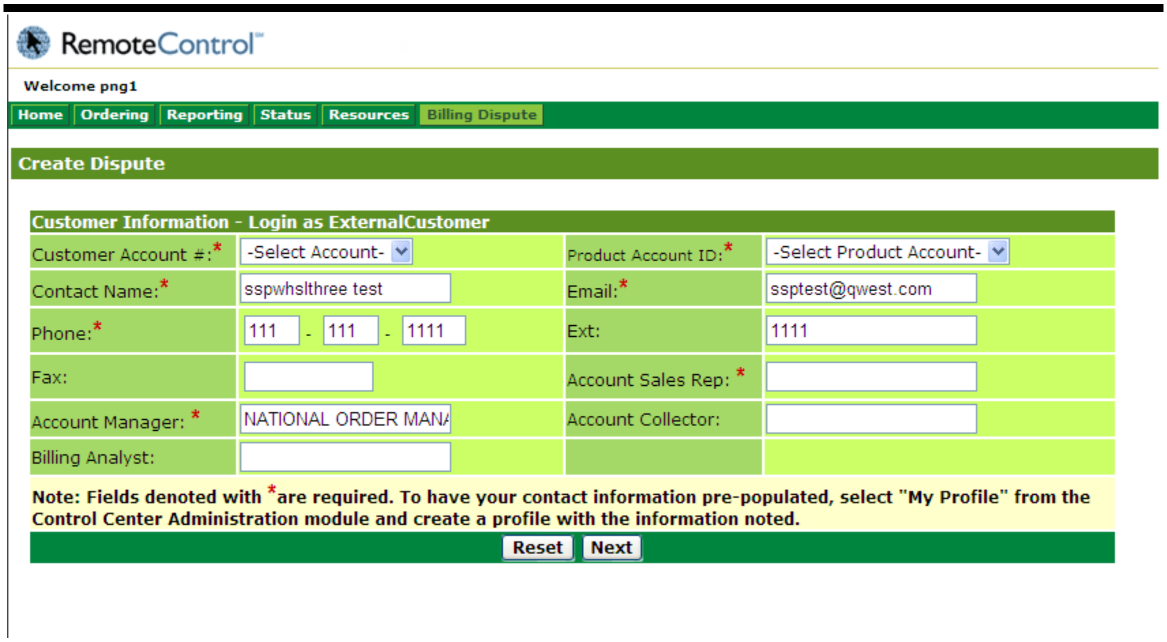
- Access the Create Dispute Module
- Create a new dispute/inquiry
- Add attachments to a new dispute/inquiry
- Submit a new dispute/inquiry and print confirmation

Access the Create Dispute module

The following steps describe how to access the Create Dispute Module in ODM:

1. Log in to RMC Via Control Center.
2. Select Remote Control
3. Select the **Billing Dispute** tab from the RMC main menu. The ODM home screen opens.
4. Select the **Create Dispute** tab from the ODM home page. The Create Dispute Module opens to the Create Dispute Customer Information screen.

   The following graphic provides an example of the Customer Information screen.



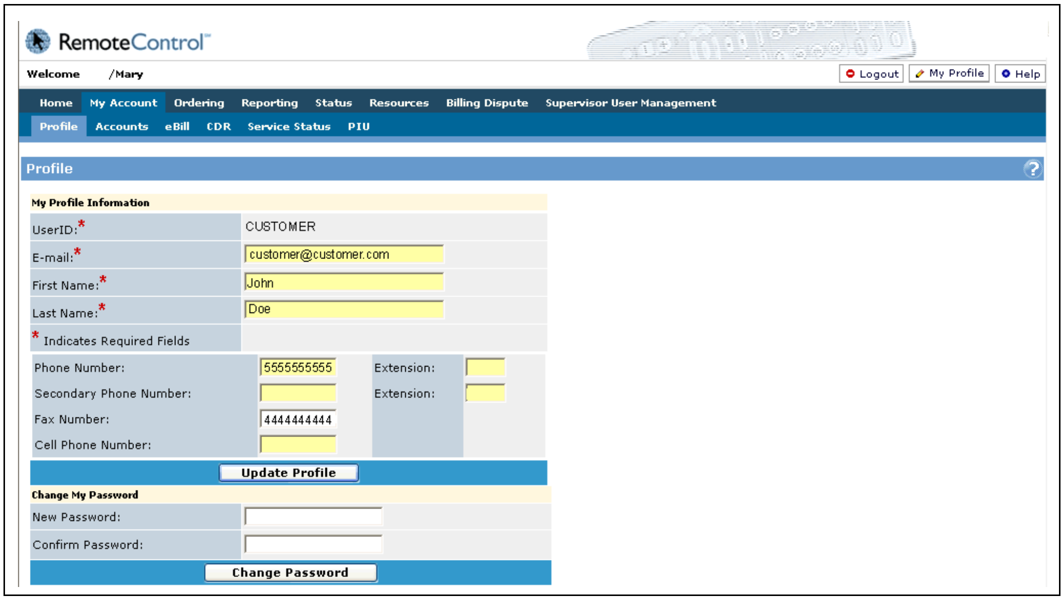
Create RMC Profile

To ensure Customer information is auto-populated when creating a dispute, complete a RMC profile by selecting the **My Profile** button in the RMC menu.

The following steps describe how to create a RMC profile:

1. Select the My Profile button in the RMC menu. The RMC profile screen opens.

   The following graphic provides an example of the RMC profile screen.



2. Complete the following required fields in order for that information to auto-populate when creating an ODM dispute:
   - USERID
   - E-mail
   - First Name
   - Last Name
3. Complete any optional information fields in order for that information to auto-populate when creating an ODM dispute.
   - Phone Number
   - Extension
   - Secondary Phone Number
   - Extension
   - Fax Number
   - Cell Phone Number
4. Select the **Update Profile** button. The RMC profile screen updates to reflect the added or changed information as well as a message at the top of the screen that confirms the successful update of profile information.

Create a new dispute/inquiry

The following steps describe how to create a new dispute in ODM:

1. Access the Create Dispute module in ODM.

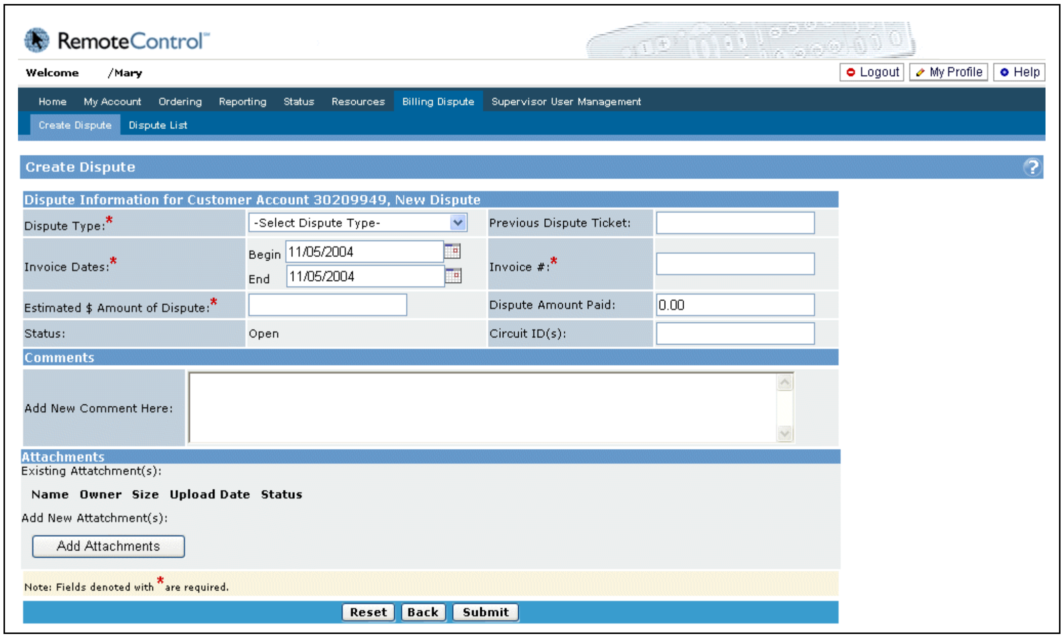
2. Complete the ODM Customer Information form with the following information. Required fields are denoted in ODM with a red asterisk (*).

Field Name	Action
Customer Account #	Select the appropriate account number from the drop-down list. ***Note*** *After selecting an account number, the Customer Information screen refreshes to display information associated information with the specific account.*
Product Account ID	Select the appropriate product account ID from the drop-down list.
Contact Name	Verify the contact name if ODM auto-populates the **Contact Name** field. Input the contact name if the field is blank.
E-mail	Verify the e-mail address if ODM auto-populates the **E-mail** field. Input the appropriate e-mail address if the field is blank.
Phone	Verify the phone number if ODM auto-populates the **Phone** field. Input the appropriate phone number if the field is blank. ***Note*** *To input an international phone number, enter 000-000-0000 in the* ***Phone*** *field and include the full international phone number in the* ***Comments*** *field of the Dispute Information for Customer form.*
Ext	Input the phone extension in the Ext field, if appropriate.
Fax	Input the appropriate fax number in the Fax field.
Account Sales Rep	Input the name of the CenturyLink account sales representative.
Account Manager	Input the name of the CenturyLink Account Manager.
Account Collector	Input the name of the CenturyLink account collector.

3. Select the **Next** button. The Dispute Information for Customer screen opens.

   Note *To clear out the Customer Information screen and begin again, select the Reset button.*

   The following graphic provides an example of the Dispute Information for Customer screen.



4. Complete the Dispute Information for Customer form with the following information. Required fields are denoted in ODM with a red asterisk (*).

Field Name	Action
Dispute Type	Select the appropriate dispute type from the drop-down list. Additional information about the **Dispute Type** field is available in Appendix A of this document.
Previous Dispute Ticket	Input any previous dispute ticket numbers relevant to this specific dispute.
Invoice Dates	Input the begin and end dates of the disputed invoice. The invoice date cannot be more than one year in the past.
Invoice #	Input the invoice number. If there are multiple invoices in dispute, input the invoice numbers separated by a comma.
Estimated $ Amount of Dispute	Input the total dollar amount of the dispute. Not required when Dispute Type =Inquiry and Informational Only
Dispute Amount Paid	Input the dollar amount previously remitted specific to this dispute. Not required when Dispute Type =Inquiry and Informational Only
Status	ODM auto-populates the Status field with a status of Open.
Circuit ID(s)	Input the specific circuit IDs associated with the dispute. Not required when Dispute Type =Inquiry and Informational Only
Comments	Input any comments related to the dispute. The characters **&**, **<**, and **>** are not valid in the ODM comments field. ***Note*** *For international Customers, input the appropriate phone number in the **Comments** field.*
Attachments	Select the **Add Attachments** button to include any attachments that pertain to the dispute. Detailed instructions for adding attachments are available in the add attachments section of this document.

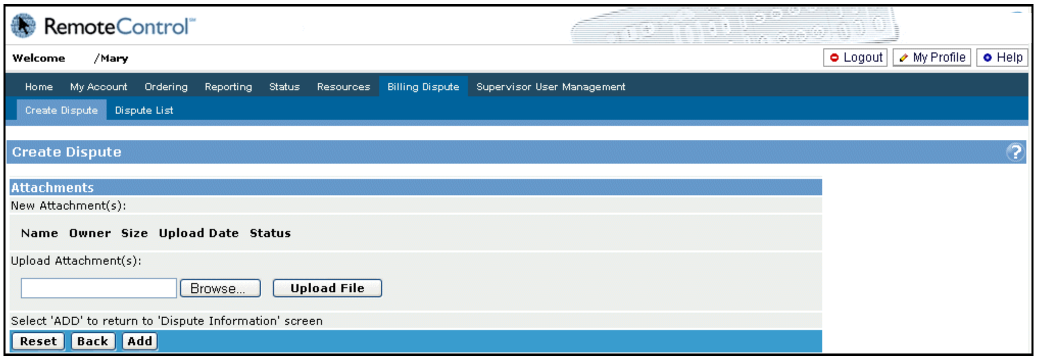
5. Determine if any attachments are needed prior to submitting the dispute/inquiry.
   - If no attachments are needed, complete the steps to submit a new dispute and print confirmation.
   - If attachments are needed, complete the steps to add attachments to a new dispute.

Add attachments to a new dispute/inquiry

The following steps describe how to add attachments to a new dispute. If no attachments are required to complete the new dispute, complete the steps to submit a new dispute and print confirmation.

1. Complete the steps to create a new dispute/inquiry.
2. Select the **Add Attachments** button. The Attachments screen opens.

   The following graphic provides an example of the Attachments screen.



   The following file types are available as attachments in ODM:

   - .txt
   - .doc
   - .xls
   - .psr
   - .ppt
   - .pdf
   - .tif/.tiff
   - .htm/.html
   - .msg
   - .bsp
   - .jpg
   - .gif
   - .png

   Note *Please contact wholesale.billing@centurylink.com to submit supporting documentation that is not in an allowable file format, if the file exceeds 5.2 MB in size, or if there are greater than 5 documents to attach.*

3. Select the **Browse** button and browse to the location of the file to be attached. The **Browse** field reflects the file directory.

   Note *To clear the **Browse** field before uploading the file, select the **Reset** button.*

4. Select the **Upload File** button to upload the file to the dispute/inquiry. The file information is viewable in the New Attachment(s) section of the Attachments screen. Repeat this step until all attachments are uploaded.

   Note *To remove a file that has been uploaded, select the **Delete** button next to the dispute to be removed.*

5. Select the **Add** button to add the attachments to the dispute. The Dispute Information for Customer screen opens and the attachments are added.

   Note *To return to the Dispute Information for Customer screen, select the **Back** button. This will remove any attachments that may have been uploaded, but not added.*

   After adding any necessary attachments, complete the steps to submit a new dispute/inquiry and print confirmation.

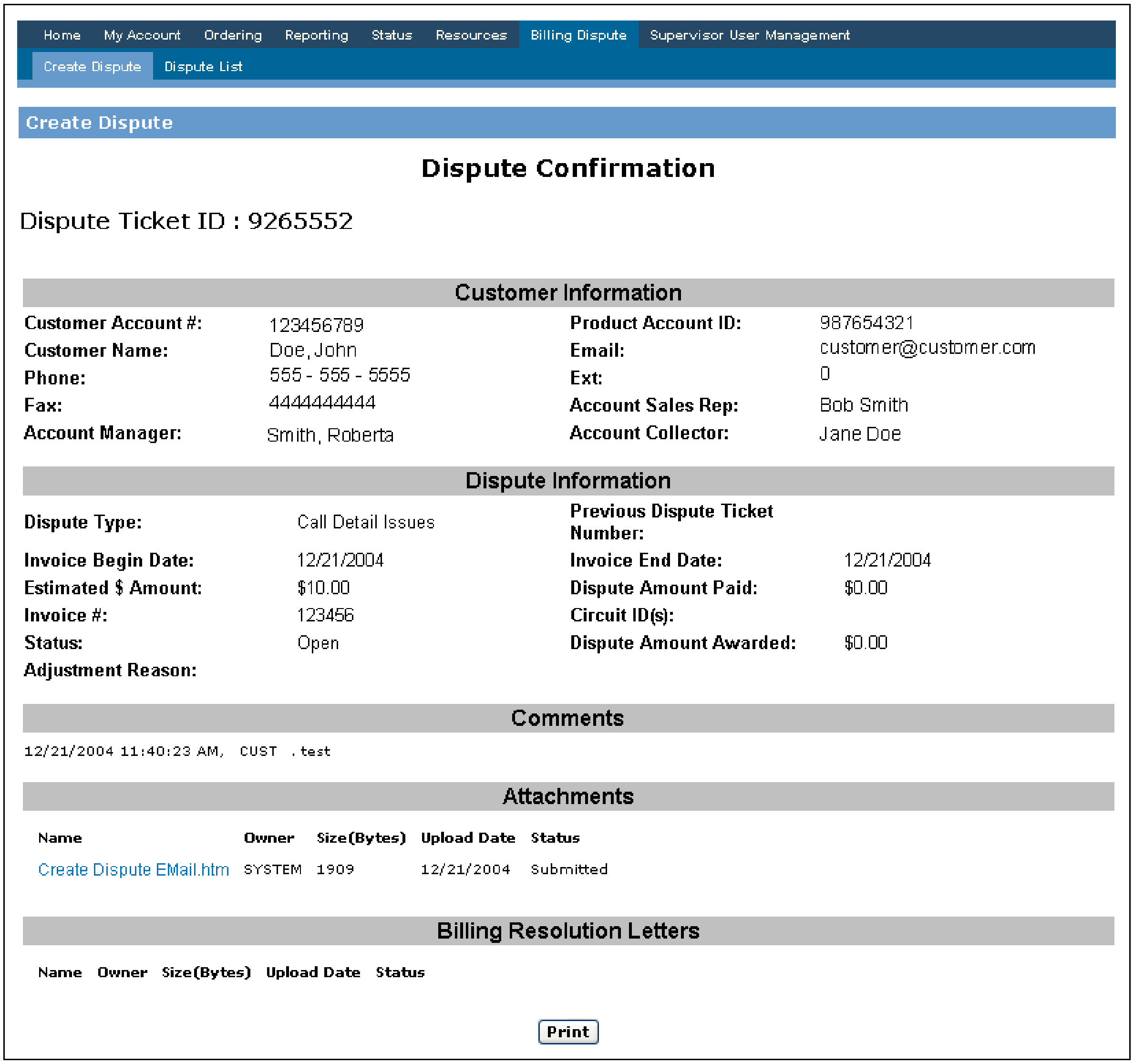
Submit a new dispute/inquiry and print confirmation

The following steps describe how to submit a new dispute and print confirmation

1. Complete the steps to create a new dispute/inquiry.
2. Complete the steps to add attachments a new dispute/inquiry, if necessary.

3. Select the **Submit** button on the Dispute Information for Customer screen to submit the dispute. The Dispute Confirmation screen opens.

   The following graphic provides an example of the Dispute Confirmation screen.



Note *To access any attachments or e-mail confirmations related to the billing dispute, select the appropriate link in the Attachments section of the Dispute Confirmation screen. Attachments and e-mail confirmations are formatted for printing in landscape format.*

4. Select the **Print** button to print a copy of the Dispute Confirmation. A printer dialogue window opens. Ensure all printer settings are correct and select the **Print** button inside the dialogue box.

Dispute List Module

This section describes the ODM functions available in the Dispute List Module, including the following:

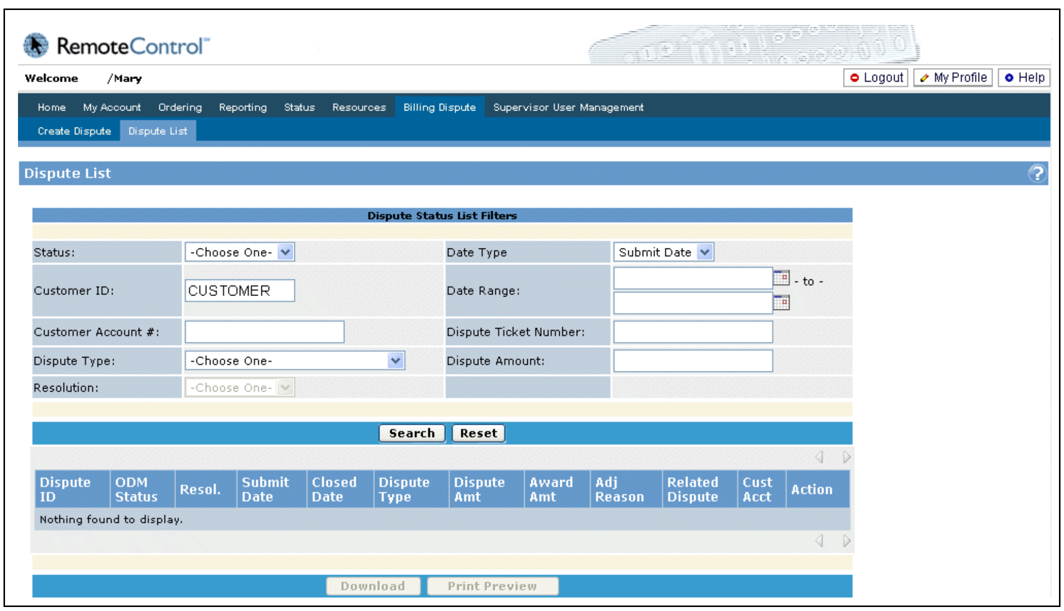
- Access the Dispute List Module
- Filter and search for disputes/inquiries
- Download dispute lists
- Print dispute/inquiry lists
- Add comments to an existing disputes/inquiries
- Add attachments to existing disputes/inquiries
- Display dispute history
- View dispute/inquiry details
- Cancel a dispute/inquiry

Access the Dispute List module

The following steps describe how to access the Dispute List Module in ODM:

1. Log in to RMC. The RMC home page opens.
2. Select the **Billing Dispute** tab from the RMC main menu. The ODM home screen opens.
3. Select the **Dispute List** tab from the ODM home page. The Dispute List Module opens to the Dispute Status List Filters screen.

   The following graphic provides an example of the Dispute Status Filters screen.



Filter and search for disputes

The following steps describe how to filter and search for dispute lists.

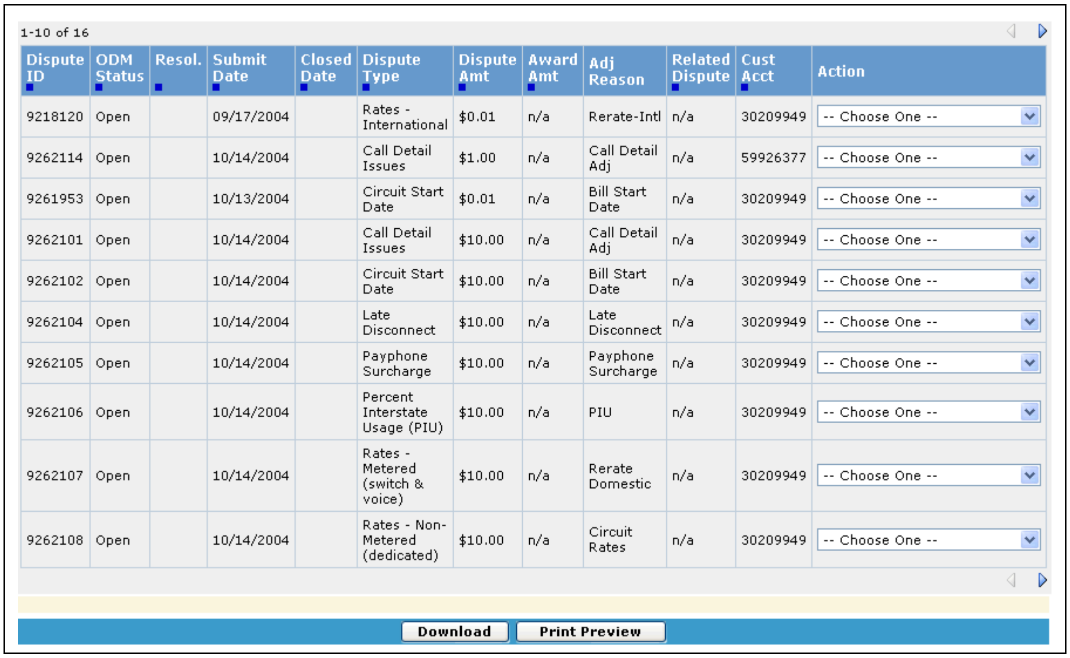
1. Access the Dispute List Module in ODM.
2. Select the criteria on the Dispute Status List Filters form to search for a specific dispute or specific types of disputes.

   The following table describes the actions associated with each of the search criteria on the Dispute Status List Filters form:

Field Name	Action
Status	Select the appropriate status from the drop-down list.
Date Type	Select the appropriate Date Type from the drop-down list.
Customer ID	No action required to filter disputes by Customer ID. The Customer ID field is auto-populated with the appropriate Customer ID based on Customer login information.
Date Range	Input the begin and end dates for the date range of disputes to be filtered.
Customer Account #	Input the appropriate Customer account number.
Dispute Ticket Number	Input the appropriate dispute ticket number.
Dispute Type	Select the appropriate dispute type from the drop-down list.
Dispute Amount	Input the appropriate dispute amount.
Adj Reason Desc	Select the appropriate reason in the drop-down list. The **Adj Reason Desc** field is only available when the **Status** field is selected with a dispute status of **Closed**.
Resolution	Select the appropriate resolution from the drop-down list. The **Resolution** field is only available when the **Status** field is selected with a dispute status of **Closed**.

3. Select the **Search** button to retrieve the results of the dispute filter request. The search results are listed below the Dispute Status List Filters form. If no search results are found, a message stating *"Nothing found to display"* will appear in the search results area.

   The following graphic provides an example of the search results of a dispute filter request.



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Dispute ID	ODM Status	Resol.	Submit Date	Closed Date	Dispute Type	Dispute Amt	Award Amt	Adj Reason	Related Dispute	Cust Acct	Action
9218120	Open		09/17/2004		Rates - International	$0.01	n/a	Rerate-Intl	n/a	30209949	-- Choose One --
9262114	Open		10/14/2004		Call Detail Issues	$1.00	n/a	Call Detail Adj	n/a	59926377	-- Choose One --
9261953	Open		10/13/2004		Circuit Start Date	$0.01	n/a	Bill Start Date	n/a	30209949	-- Choose One --
9262101	Open		10/14/2004		Call Detail Issues	$10.00	n/a	Call Detail Adj	n/a	30209949	-- Choose One --
9262102	Open		10/14/2004		Circuit Start Date	$10.00	n/a	Bill Start Date	n/a	30209949	-- Choose One --
9262104	Open		10/14/2004		Late Disconnect	$10.00	n/a	Late Disconnect	n/a	30209949	-- Choose One --
9262105	Open		10/14/2004		Payphone Surcharge	$10.00	n/a	Payphone Surcharge	n/a	30209949	-- Choose One --
9262106	Open		10/14/2004		Percent Interstate Usage (PIU)	$10.00	n/a	PIU	n/a	30209949	-- Choose One --
9262107	Open		10/14/2004		Rates - Metered (switch & voice)	$10.00	n/a	Rerate Domestic	n/a	30209949	-- Choose One --
9262108	Open		10/14/2004		Rates - Non-Metered (dedicated)	$10.00	n/a	Circuit Rates	n/a	30209949	-- Choose One --

Download Print Preview

   The following table provides a description of the search results fields.

Field	Definition	Additional Information
Dispute ID	System generated Ticket ID assigned once a dispute is submitted to in the CenturyLink Billing Adjustment Management (BAM) System.	———
ODM Status	Status of the dispute/inquiry in ODM.	Available status includes Open, Closed or Canceled.
Resol.	Resolution status of the dispute/inquiry.	• Available resolution status includes Approved or Denied. • The Resol. field is populated only for a dispute with a status of Closed.
Submit Date	Date the dispute/inquiry was submitted to CenturyLink.	———
Closed Date	Date the dispute/inquiry was closed in BAM.	———
Dispute Type	Type of charge being disputed.	———

Field	Definition	Additional Information
Dispute Amt	Dollar amount of the disputed charge.	———
Award Amt	Dollar amount credited to the Customer for approved disputes.	For disputes that are in Denied status, n/a will display in this field.
Adj Reason	Adjustment Reason Description in BAM.	Displays when the ticket status is **Closed**.
Related Dispute	Previous dispute/inquiry ticket number related to the current dispute.	If no ticket number has been entered, n/a will display in this field.
Cust Acct	Customer account number to which the disputed charge applies.	———
Action	Actions that can be performed on the billing dispute/inquiry.	Actions for status of Open include: • Add Comments/Attachments • Display History • View Details • Cancel Actions for status of Closed or Canceled include: • Display History • View Details

Note *Sort by a specific field by selecting the icon below each field name. A icon indicates the search results are sorted by the corresponding field criteria.*

4. Locate a specific billing dispute by using the page-forward arrow button or page-backward arrow button in the upper-right and upper-left area of the search results.

Note *Up to ten billing disputes are listed on each search results screen. Up to ten billing disputes are listed on each search results screen. A search will return up to ten billing disputes listed on each search results screen, up to a total of 100 disputes returned.*

Download dispute lists

The following steps describe how to download dispute lists from the ODM application:

1. Complete the steps to filter and search for disputes/inquiries in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **Download** button located below the dispute list search results. A File Download dialogue box opens requesting action on the downloaded file.
3. Select the **Open** button to open the file in MS Excel format, or select the **Save** button to save the MS Excel file download.

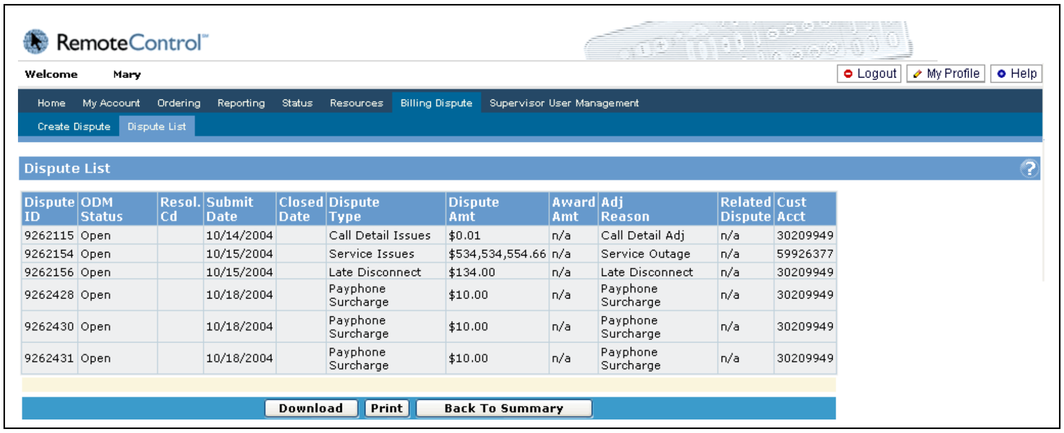
Note *Downloading the dispute list search opens a new browser window with a blank ODM screen. It is necessary to close the blank ODM screen after completing the download to proceed to other ODM functions.*

Print dispute lists

The following steps describe how to print dispute lists from the ODM application:

1. Complete the steps to filter and search for disputes/inquiries in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **Print Preview** button located below the dispute list search results. The ODM Print Preview screen opens.

   The following graphic provides an example of the Print Preview screen.



Dispute ID	ODM Status	Resol. Cd	Submit Date	Closed Date	Dispute Type	Dispute Amt	Award Amt	Adj Reason	Related Dispute	Cust Acct
9262115	Open		10/14/2004		Call Detail Issues	$0.01	n/a	Call Detail Adj	n/a	30209949
9262154	Open		10/15/2004		Service Issues	$534,534,554.66	n/a	Service Outage	n/a	59926377
9262156	Open		10/15/2004		Late Disconnect	$134.00	n/a	Late Disconnect	n/a	30209949
9262428	Open		10/18/2004		Payphone Surcharge	$10.00	n/a	Payphone Surcharge	n/a	30209949
9262430	Open		10/18/2004		Payphone Surcharge	$10.00	n/a	Payphone Surcharge	n/a	30209949
9262431	Open		10/18/2004		Payphone Surcharge	$10.00	n/a	Payphone Surcharge	n/a	30209949

3. Select the **Print** button located below the search results list. A printer dialogue window opens. Ensure all printer settings are correct and select the **Print** button inside the dialogue box.

   Note *To ensure proper formatting, print the dispute list in landscape format.*

   – To return to the Dispute Status List Filters screen, select the **Back to Summary** button.

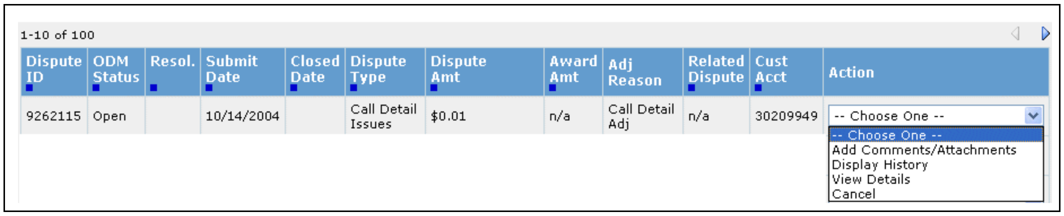
   – To download the search results, select the **Download** button, and complete the steps to download dispute lists.

Add comments to an existing dispute/inquiry

The following steps describe how to add attachments to existing disputes/inquiries:

1. Complete the steps to filter and search for disputes in ODM.
2. Select the **Add Comments/Attachments** choice from the **Action** field drop-down list. The Dispute Information for Customer Edit screen opens.

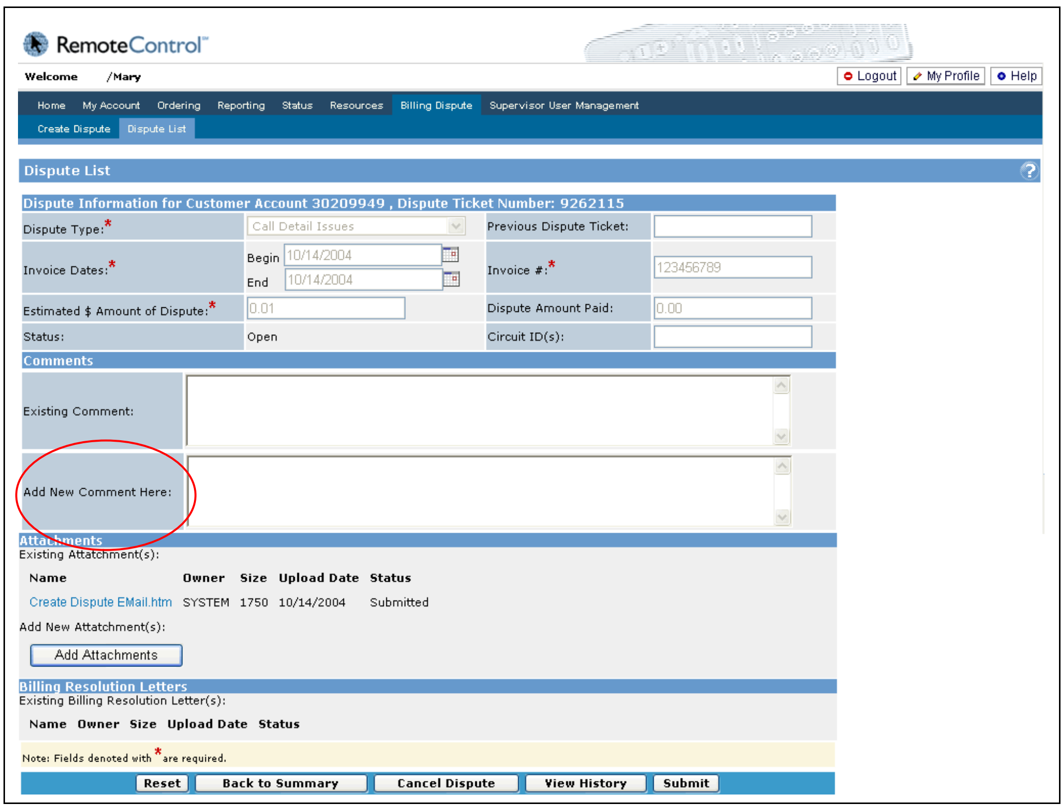
   The following graphic provides an example of the Action field drop-down list.

   Note *The **Add Comments/Attachments** selection is only available for disputes with a status of Open.*

3. Input any desired comments in the **Add New Comment Here** field.

   The following graphic provides an example of the Add New Comments here field on the Dispute Information for Customer edit form.

4. Select the **Submit** button to add the new comment to the dispute. The Dispute Confirmation screen opens and reflects the additional comments.
5. Select the **Print** button to print a copy of the Dispute Confirmation. A printer dialogue window opens. Ensure all printer settings are correct and select the **Print** button inside the dialogue box.

Add attachments to an existing dispute

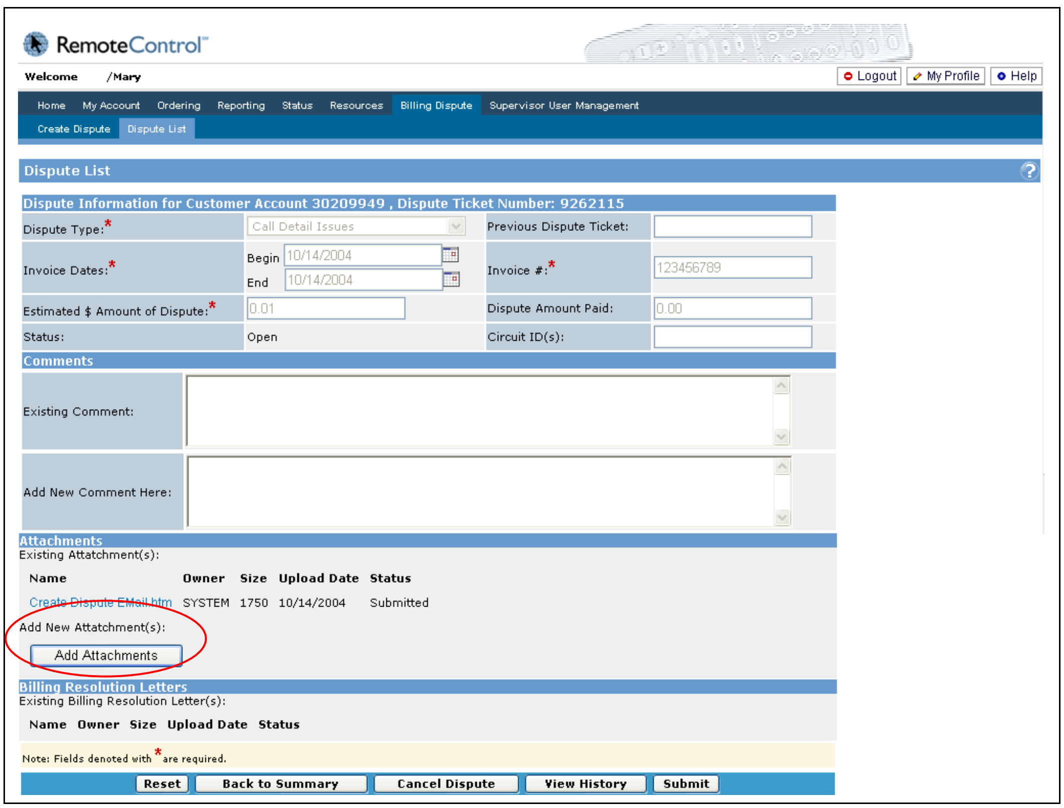
The following steps describe how to add attachments to an existing dispute:

1. Complete the steps to filter and search for disputes in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **Add Comments/Attachments** choice from the **Action** field drop-down list within the dispute search results. The Dispute Information for Customer Edit screen opens.

   Note *The **Add Comments/Attachments** selection is only available for disputes with a status of Open.*

3. Select the **Add Attachments** button. The Attachments screen opens.

   The following graphic provides an example of the Attachments button on the Dispute Information for Customer edit form.



The following file types are available as attachments in ODM:

- .txt
- .doc
- .xls
- .psr
- .ppt
- .pdf
- .tif/.tiff
- .htm/.html
- .msg
- .bsp
- .jpg
- .gif
- .png

Note *Please contact wholesale.billing@centurylink.com to submit supporting documentation that is not in an allowable file format, if the file exceeds 5.2 MB in size, or if there are greater than 5 documents to attach.*

4. Select the **Browse** button and browse to the location of the file to be attached. The **Upload Attachment(s)** field reflects the file directory.

   Note *To clear the **Browse** field before uploading the file, select the **Reset** button.*

5. Select the **Upload File** button to upload the file to the dispute. The file information is viewable in the New Attachment(s) section of the Attachments screen. Repeat this step until all attachments are uploaded.

   Note *To remove a file that has been uploaded, select the **Delete** button next to the dispute to be removed.*

6. Select the **Add** button to add the attachments to the dispute. The Dispute Information for Customer Edit screen opens and the attachments are added, and the dispute is ready to be submitted.

   Note *To return to the Dispute Information for Customer Edit screen, select the **Back** button. This will remove any attachments that may have been uploaded, but not added.*

7. Select the **Submit** button to add the new attachment to the dispute. The Dispute Confirmation screen opens and reflects the additional attachments.

8. Select the **Print** button to print a copy of the Dispute Confirmation. A printer dialogue window opens. Ensure all printer settings are correct and select the **Print** button inside the dialogue box.

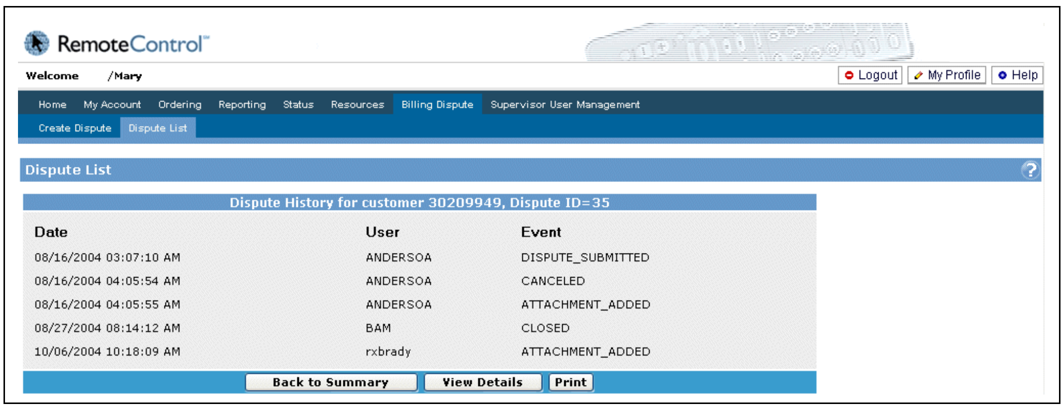
Display dispute history

1. Complete the steps to filter and search for disputes in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **Display History** choice from the **Action** field drop-down list within the dispute search results. The Dispute History screen opens.

   Different information is available for the Event field on the Dispute History screen, including the following:

   - Dispute_Submitted
   - Comment_Added
   - Attachment_Added
   - Billing_Resolution_Letter_Added
   - Canceled
   - Closed

   The following graphic provides an example of the Dispute History screen.



Note *The Dispute History screen is also accessible in ODM by selecting **View History** button from the Dispute Confirmation screen or the Dispute Information for Customer Edit screen.*

The following graphic provides an example of the **View History** button.

3. Select from the following actions on the Dispute History screen:

   – **Add Comments/Attachments** button - Opens the Dispute Information for Customer Edit screen. Complete the steps for adding comments to an existing dispute/inquiry or adding attachments to an existing dispute/inquiry.

   – **Back to Summary** button - Opens the Dispute Status List Filters screen.

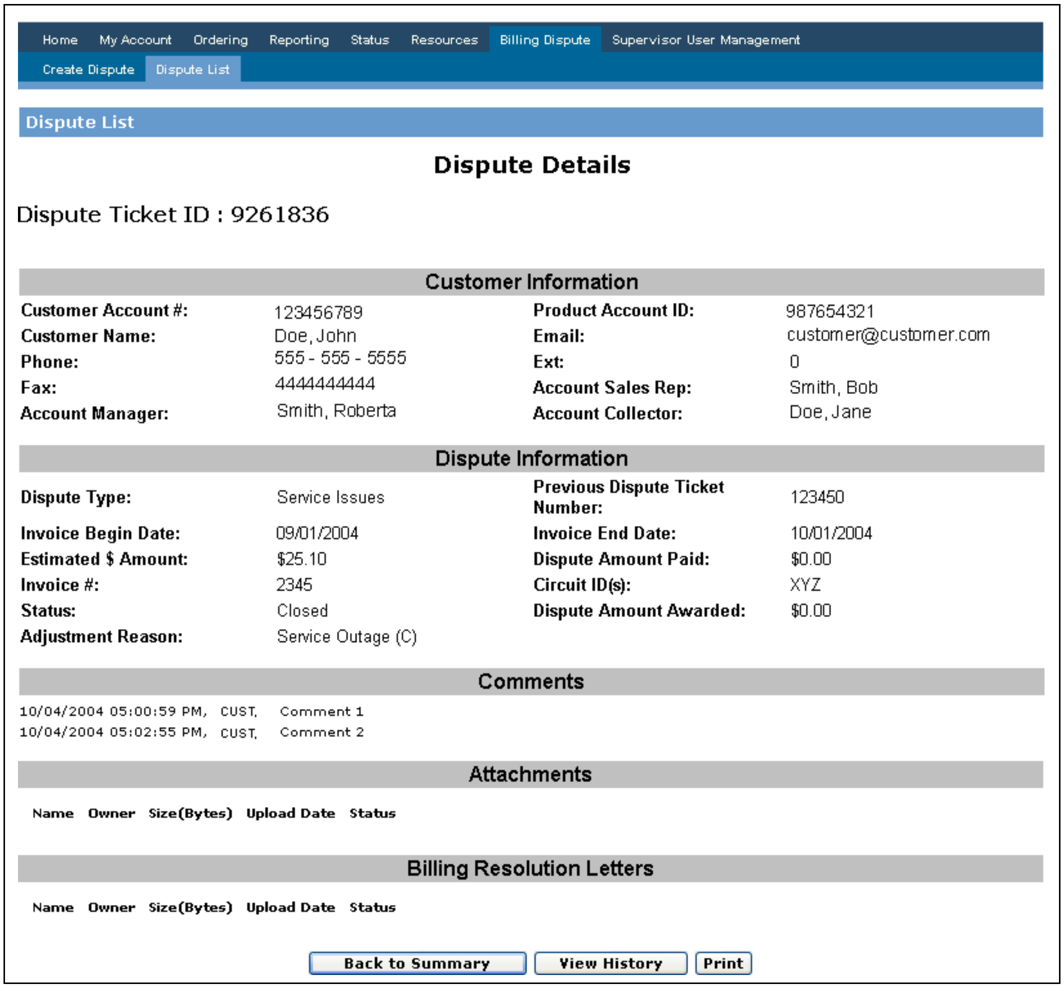
   – **View Details** button - Opens the Dispute Confirmation screen.

   – **Print** button - Opens a Print dialogue box. Ensure all printer settings are correct and select the **Print** button inside the dialogue box.

View dispute/inquiry details

1. Complete the steps to filter and search for disputes/inquiry in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **View Details** choice from the **Action** field drop-down list within the dispute search results. The Dispute Confirmation screen opens.

   The following graphic provides an example of the Dispute Details screen.



Note *The Dispute Details screen is also accessible in the ODM application by selecting the View Details button from the Dispute History screen.*

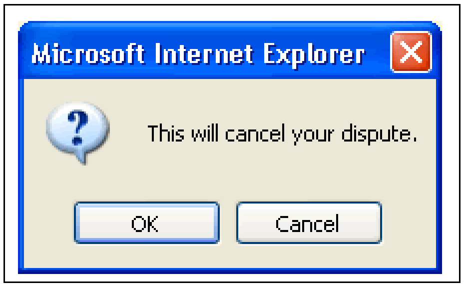
The following graphic provides an example of the **View Details** button.

Note *To access any attachments or e-mail confirmations related to the billing dispute, select the appropriate link in the Attachments section of the View Details screen.*

Cancel a dispute

1. Complete the steps to filter and search for disputes/inquiries in ODM. The search results are listed below the Dispute Status List Filters form.
2. Select the **Cancel** choice from the **Action** field drop-down list within the dispute search results. A confirmation pop-up window opens.

   The following graphic provides an example of the cancel confirmation pop-up window.

   - To proceed and cancel the dispute, select the **OK** button. The Dispute Status List Filters screen refreshes to the most current search results.

     Note *Cancellation of a billing dispute indicates agreement with the charges thought to be in dispute.*

   - To stop the dispute cancellation, select the **Cancel** button. Dispute Status List Filters screen returns to the current search results.

- The Cancel Dispute button is also available within the ODM application from the Dispute Information for Customer Edit form.

  The following graphic provides an example of the **Cancel Dispute** button.

Additional Resources

This section includes information about additional resources available to ODM users, including the following:

- Support and service
- Training

Support and service

Technical support for ODM is available by calling the RMC help desk phone number.

Phone Number	Additional Information
1 877-828-4357	The support line is staffed Monday through Friday, 8 a.m. to 5 p.m. Eastern time. RMC has prescheduled downtime on Thursday and Sunday from 8:00 p.m. to 12:00 a.m. Eastern time, impacting ODM functionality.

Should you require assistance in entering your dispute information please contact CenturyLink at 1 888-496-7447.

Appendix A - Dispute Types

The following table describes the available disputes types in ODM and the supporting documentation required for submitting a bona fide dispute. Invoice Dates/Invoice #'s are required for all billing disputes.

Dispute Type	Description	Required Supporting Documentation
• 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.	• Provide call examples • Customer's credit calculation • Domestic or International • Product Account • Rate Sheet from Contract
• Circuit Start Date	• The bill begin date for a circuit is prior to the Customer requested due date.	• Customer's credit calculation • Order # • Product Account • Circuit Acceptance Letter
• Disconnect Issues	• Charges related to minimum term requirements or early termination are in dispute or circuit is disconnected but still billing.	• Customer's credit calculation • Circuit Disconnect Acknowledgment Letter • Install Service Order # • Requested Date of Disconnect • Product Account
• Federal Taxes	• Federal tax charges are appearing on the invoice for Customer who is exempt.	• Customer's credit calculation • Exemption forms
• Inquiry and Informatrion Only	• Inquiry and Informational Only billing questions.	• Comments describing a billing question and any supporting documetnation
• IRU	• Charges related to IRU dark or lit optical fiber.	• Customer's credit calculation • IRU Agreement/Amendment number and date
• Late Disconnect	• Charges related specifically to a disconnect order are incorrectly appearing on the invoice or service was not disconnected in contracted interval.	• Date circuit was to be disconnected (per the Customer) • Disconnect Request Form Circuit ID(s) • Customer's credit calculation • Circuit Disconnect Acknowledgment Letter • Circuit ID's • Order # • Product Account
• Payphone Surcharge	• Charges related specifically to payphone surcharges are incorrectly appearing on the invoice.	• Copy of Indemnification Form • Customer's credit calculation

Dispute Type	Description	Required Supporting Documentation
• Percent Interstate Usage (PIU)	• Charges related specifically to usage do not match the Customer's records.	• Date range in question • Date Customer filed • Customer's credit calculation
• Point of Interconnection (POI)	• Jurisdiction of Voice and/or VoIP traffic does not match Customer records.	• Date range in question • Date Customer filed • Customer's credit calculation
• Rates - Data	• Rates appearing on invoice do not match the Customer's contractual agreements; data products.	• Customer's credit calculation • Wholesale Service Agreement (WSA)/Amendment number and date • Specify domestic or international
• Rates - International	• Rates appearing on invoice do not match the Customer's contractual agreements; international products.	• Customer's credit calculation • WSA/Amendment number and date
• Rates - Metered (switched and voice)	• Rates appearing on invoice do not match the Customer's contractual agreements; pricing is based on minutes of use for voice and switched products.	• Customer's credit calculation • WSA/Amendment number and date • Specify domestic or international
• Rates - Non-metered (dedicated) Non-Recurring Charges (NRC) Monthly Recurring Charges (MRC or RC)	• Rates appearing on invoice do not match the Customer's contractual agreements; pricing is based on monthly recurring charges for dedicated products.	• Customer's credit calculation • WSA/Amendment number and date • Specify domestic or international
• Service Issues	• Customer experienced problems with service such as outage or maintenance.	• Circuit ID(s) • Trouble ticket numbers • Customer's credit amount by circuit based on contract calculation • Duration of outage • Product Account
• State and Local Taxes	• Customer is tax exempt and state and local tax charges are appearing on the invoice.	• Customer's credit calculation • Exemption forms
• Universal Service Fund	• FUSF charges applied to the Customer account are in error.	• Customer's credit calculation • Exemption forms