**Target Audience:**
State of Wisconsin customer using AT&T Business Direct “View, Analyze and Pay Your Bill” (eBill) tool for billing inquiry/dispute submission and management associated with the IBS Custom / Consolidated invoice.

**Purpose:**
This process is intended to provide the guidelines for a single source of submission, communication, performance tracking, documentation repository, and reporting related to IBS Custom / Consolidated invoice inquiries/disputes and billing hierarchy changes. Inquiries/disputes and hierarchy changes will be submitted by customers via the “View, Analyze and Pay Your Bill” (eBill) application available on the AT&T Business Direct web portal. The AT&T Billing Quality Assurance (BQA) / Billing Relationship Management (BRM) team will manage an RDS worklist generated by the interface between BDeBill and RDS.

**Process Overview:**
- **Login** to AT&T Business Direct, “View, Analyze and Pay Your Bill” (eBill) application.
- **Submit** an inquiry/dispute via Disputes & Inquiries link from the landing page in eBill.
- **Review** status and/or history of submitted inquiry/disputes on regular basis.
- **Respond** to request for additional information and/or provide approval on status/next steps in the inquiry/dispute management process.

**System Steps:**
The following section describes how a customer would login and manage an inquiry/dispute on a Managed Network Services (MNS) account.
- **Login to AT&T Business Direct:** [www.businessdirect.att.com](http://www.businessdirect.att.com)
From the Home page, select View, Analyze and Pay Your Bill (aka eBill).

From the landing page in eBill, initiate an Inquiry/Dispute by selecting the Disputes & Inquiries option from the menu bar; then click the Submit Inquiry option.

The Other Inquiry page is displayed and provides a data gathering section where you will be asked to provide a detailed description of the inquiry/dispute. Note there are a number of required fields; some will be pre-populated based on your user profile.

- **Routing Code** – SOWIFBO has been established for State of Wisconsin BadgerNet. This is a key data field and should be used on billing inquiry/dispute submission associated with the IBS Custom/Consolidated invoice. If preferred, this field can be “pre-populated” per data field in User profile.
  - Inquiries/disputes for Standard/Direct billed invoices will follow business as usual process

- See Appendix A for additional explanation of each data gathering field

Note: If you feel you have been charged inappropriately, your written dispute notification must be presented to AT&T, along with supporting documentation, within six months of the date of the bill in question (unless otherwise stated in your contract). Otherwise, consistent with Section 4(d) of the AT&T online Business Service Agreement, you waive your right to dispute the charges.
Clicking the Next button will take you to a Review Details screen:
- Upon confirmation the data is correct, select the Submit button, or select Previous to edit.
Upon selecting the Submit option, the Dispute Confirmation page will be displayed.
- A line item, with a unique tracking number related to the new inquiry/dispute, will be reflected under the Dispute Summary heading. Note that per the default order of the columns, the Tracking Number field will be located on the far right. Columns can be reordered by dragging and dropping the column headers.
- Click OK at the lower right of the screen and return to the eBill landing page.

Review status and/or history of submitted inquiries/disputes by selecting Disputes & Inquiries, then View Dispute History, from the main menu bar.

View Dispute History page will be displayed.
- Multiple view options are available and may vary based on user profile.
View Dispute History

The lower section of the screen displays a list of Tracking Numbers submitted in the last 30 days. The data range can be modified. Line items display summary level information for each entry, as well as reflect the current Status value and a visual indicator if there has been activity since last review.

- Items can be sorted by clicking the Field Name on the gray column heading section. The columns can be reordered, per user preference, by dragging/dropping.

- Clicking the value in either the Tracking Number or Status column will bring up the Edit Details screen (see screen shot on next page) which presents the following sections:
  - Dispute Details -- summary of inquiry/dispute as submitted
  - Attachments -- loaded by Client or AT&T
  - Dispute History -- chronological history of status and related communication between the eBill Client and AT&T Billing Manager (See Appendix B for overview of Status Values)
  - Add Notes to Dispute Description -- available for eBill Client user to append additional information to existing inquiry/dispute
State of Wisconsin
View, Analyze and Pay Your Bill
Billing Inquiry/Dispute Submission Job Aid

Edit Detail

Dispute Details
- Tracking Number: 012754CLW73376LM
- Dispute Item: ...
- Currency Code: USD
- Original Charge: N/A
- Dispute Amount: 1,000.00
- Dispute Reason: Incorrect Calls
- Dispute Tracking System #: N/A
- Assigned To: Sheri Rowland @ 616-869-7853

Attachments

Add Attachments

Dispute History

<table>
<thead>
<tr>
<th>Date/Time CST</th>
<th>Status</th>
<th>Sent By</th>
<th>Description/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>27 Jan 09:19</td>
<td>Client - Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27 Jan 09:19</td>
<td>AT&amp;T - Received</td>
<td>Client, Rowland</td>
<td>Enter verbiage here...</td>
</tr>
<tr>
<td>27 Jan 09:26</td>
<td>AT&amp;T - In Progress</td>
<td>AT&amp;T, Rowland</td>
<td></td>
</tr>
<tr>
<td>27 Jan 09:38</td>
<td>AT&amp;T - In Progress</td>
<td>Client, Rowland</td>
<td>Forgot to tell you...</td>
</tr>
</tbody>
</table>

Add Notes to Dispute Description

Enter notes/questions

0 used/maximum 2000 characters (Note: Use English only)

Submit

Cancel
Appendix A: eBill Inquiry-Dispute Data Gathering Fields

Appendix A - eBill Inquiry-Dispute Data Gathering Fields.xlsx

Contact Information:

<table>
<thead>
<tr>
<th>Title</th>
<th>Name</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead Billing Operations Manager</td>
<td>Tim Baran</td>
<td><a href="mailto:tb1597@att.com">tb1597@att.com</a></td>
</tr>
</tbody>
</table>