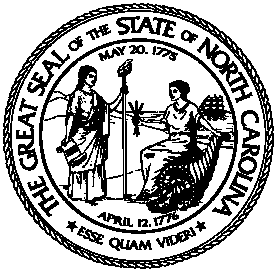
**State of North Carolina**



# **Office of Information Technology Services**

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| --- | --- |
| **Beverly Eaves Perdue** **Governor** | **Gerald L. Fralick  State Chief Information Officer** |

**IMPORTANT BILLING INFORMATION**

**Please Distribute**

The Office of Information Technology Services (ITS) has seen a significant increase in the occurrence of unauthorized charges incurred on telephone lines by State Agency employees. These charges are generally known as “incidental charges” (or casual billing charges) and include costs of “ancillary services” such as Internet voice mail service and Internet fraud alert that are obtained outside ITS’ telephone service contracts. All State Employees must understand that only ITS is authorized to obtain telecommunications services under ITS negotiated contracts.

Beginning with the **August 1, 2011** ITS invoice, you may notice incidental charges that have not previously appeared on your invoices. These charges are the result of employees’ requests for services directly from service providers outside the normal processes. For example, an employee may have subscribed to an Internet voice mail service or Internet fraud alert and used their office telephone number as the contact information. These services may be offered on a ”free trial” basis; however, once the trial period ends, if notification is not made to discontinue the service, charges will begin accruing. At that point, the service provider begins charging the designated telephone number for the services in use.

ITS has made every effort to prevent these incidental charges. However, since the third-party providers are not under State contracts, it has been difficult to enforce. We respectfully request that you inform your employees of the importance of avoiding subscriptions to services not authorized for State use and especially not to use their State assigned office telephone number as the contact information.

If you are billed for any incidental charges and wish to have them removed, you will need to contact the third-party provider directly to dispute the charges and have them removed from your billing. Contact information for companies that may impose the charges is provided below and on your ITS telephone invoice.

ITS appreciates your prompt attention in conveying this State policy to all employees. Thank you in advance for your immediate action.

**Casual Billing Carrier Contact Information**

American Telnet Billing Service, Inc.   
Attn: Recourse Dept   
PO Box 17467   
Plantation FL 33318-7467   
Contact Customer Service 800 460-0307

AmeriVision Communications   
5900 Mosteller Dr   
Suite 1800   
Oklahoma City OK 73112   
Contact Number 1 800 800-7550

AT&T   
Mr Rodney Wyman   
AT&T Business LEC Recourse Center   
55 Corporate Dr   
Room 26D46   
Bridgewater NJ 08807

Bellsouth Communication Systems   
Attn: Mary Dunleavy   
PO Box 5455   
Roanoke VA 24012   
Customer Services: 800 934-2552 ext. 6324

Clear Choice Communications c/o VARTEC   
1600 Viceroy Dr   
Dallas TX 75235-2306   
Contact:  Customer Service 800 589-4480

Correctional Billing Services   
Attn: Diane Spikings   
PO Drawer 1019   
Selma, Alabama 36702-1019   
Customer Services 800 844-6591

CTS Worldxchange   
Attn: Billing Investigation Department   
9999 Willow Creek Rd   
San Diego, California 92131   
Customer Services: 800 569-8700

Enhances Services Billing, Inc   
PO Box 29206   
San Antonio, TX 78229   
Contact: Customer Service 1-888-293-3724Excel Telecommunications Inc.   
Customer Relations Dept.   
C/o Alan Machost   
16675 Addison Rd.   
Dallas, TX 75248   
Customer Services 800 875-9235

Federal Transtel, Inc.   
2868 Acton Rd   
Suite 100   
Birmingham, AL 35243   
Customer Services 800 388-8111

Global Tel\*Link, Inc.   
Attn Katie Collins   
2609 Cameron St.   
Mobile, AL 36607   
Customer Service 800 365-0036   
Manager 334 479-0036

Hold Billing Services, Inc./ACI Billing Services   
PO Box 1175   
Northridge CA 91328   
Customer Services 800 879-4653

ILD Teleservices, Inc.   
2600 Cumberland Parkway   
Atlanta GA 30339   
Contact: Customer Service 800 433-4518

Integretel   
Attn: Customer Relations   
5883 Rue Ferrari   
San Jose, CA 95138   
Customer Contact Number: 800 736-7500

International Telemedia Associates   
PO Box  724256   
Atlanta, GA 31139   
Contact: 800 866-8889   
Priority: 800 810-1191

LDDS /MCI WorldCom   
LEC Relations Department   
1925 Boyrum Street   
Iowa City, IA 52240   
Questions on processing memos: Jan DeKoker 303 390-1319

LDDS (MIC) MCI WorldCom   
LEC Relations Department   
1925 Boyrum St   
Iowa City IA 52240   
Questions on processing memos: Jan DeKoker 303 390-1319

Matrix Telecom   
Local Toll Ordes 800 282-0242   
Long Distance Orders - 800 282-0242

MCI Dial 1/MCI Telecommunications   
PO Box 4660   
Iowa City IA 52244-4660   
Contact#: (800) 444-2222

Mercury Call   
Attn: CJ LeJeune   
PO Box 2327 Sulfur LA 70664   
Customer Referral Number: 800 737-6600   
Customer Service Fax: 318 583-2015

Money Savers   
301 Contrexx Av   
Suite 720   
Austin TX 78701   
Customer Services: 800 771-2524

Operator Assistance Network   
9255 Corbin Av   
Northridge CA 91325   
Customer Service: 800 926-7514

Opticom/One Call Communications   
Billing Inquiry/Customer Service   
PO Box 3141   
Carmel, Indiana 46032-3141   
1 800 276-1111

PayTel Communications Inc.   
Attn Debbie Sutphin   
PO Box 8179   
Greensboro NC 27419   
Customer Services 800 729-8355

Pilgrim Telephone Inc.   
Customer Service Dept   
Bldg 600 Suite 450   
One Kendall Sq   
Cambridge MA 02139   
Customer Service 800 382-5500

Qwest    
Local Toll Orders 800 860-1020   
Long Distance Orders 800 860-2255

Sprint Customer Service   
PO Box 152046   
Irving TX 75015-2046   
Customer Service 800 877-4020

Telco Excel Telecommunications   
4219 Lafayette Center Dr   
Chantilly VA 22021-1209   
Contact Number 800 875-9235

Thrifty Call   
Attn Elizabeth Cessna   
401 Carlson Cir   
San Marcos TX 78666   
Customer Services 800 554-3057

Touch-1 Communications   
Attn: Cust. Asst. Clerks   
PO Drawer 10751   
Atmore, AL 36504   
Contact Number 800 962-4631

US Billing Inc (USBI)  
PO Box 29252   
San Antonia TX 78229   
Customer Service 800 460-0556

USP&C,Corp Inc.   
525 W Southern Av-11-H   
Mesa, AZ 85201

VarTec   
Attn: Customer Services   
1600 Viceroy Dr   
Dallas TX 75235-2306   
Customer Service 800 583-6767

VRS Billing Systems   
EBillit   
5883 Rue Ferrari   
San Jose CA 95138   
Customer Services 800 800-2526

Zero Plus Dialing, Inc.   
PO Box 29442   
San Antonio TX 78229   
Contact  Service 800 460-0756

Transaction Clearing – 877-257-2455

Evercom – 800-844-6591

Paymentone – 800-729-8355