**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