

Service Announcement



November 6, 2015

TO: WaTech Long Distance Customers

FROM: Cammy Webster – WaTech Revenue/Billing Manager
Eric Talberg - WaTech Telephone Operations Manager

SUBJECT: Switched Long Distance Adjustment – October 2015 Invoice

We have identified an error with the WaTech Switched Long Distance billing that was invoiced for October 2015 and distributed Nov. 3.

Each month we extract Switched Long Distance and Toll Long Distance billing logs from our vendor which are processed for the current billing. Due to human error, the September billing detail for the Switched Long Distance calls was inadvertently extracted off the vendor site and submitted for October billing.

- Please note - This error did not extend to the extract of the Toll Long Distance billing (Service Offering #0038). The October billing extract was accurate for Toll Long Distance.

We will be issuing a credit for all Switched Long Distance calls billed in October. This credit will be included on the November invoice that is delivered the first week of December. That same invoice will pick up the correct Switched Long Distance calls for October as well as the Switched Long Distance calls for November.

We value your business and are committed to providing you with the highest level of service because our customers deserve the very best. We continue to strive for perfection and have taken steps to eliminate this type of error in the future.

Please accept our sincere apologies for the inconvenience you may have experienced due to the extract error for Switched Long Distance billing on the October 2015 invoice.

If you have any further questions or comments regarding this matter, please contact the WaTech Service Desk, 360-753-2454 or 888-241-7597 or servicedesk@watech.wa.gov