

## University of New Mexico - Fraudulent Billing Form Letter

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THE TEXT BELOW MAY BE COPIED AND PASTED INTO YOUR WORD PROCESING APPLICATION

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Dear Mr. \_\_\_\_\_

The enclosed billing for toll/collect/calling card charges billed by Carrier through USWest on University of New Mexico account number \_\_\_\_\_ is disputed. Fraudulent / unauthorized charges totaling \_\_\_\_\_ have been deducted from payment for current charges on the January 1, 1998 USWest invoice.

UNM is the official line subscriber for the 505-272, 505-277, and 505-925 exchanges. The university uses USWest's Billed Number Screening (BNS) service, consequently their National Line Information (LIDB), to block these exchanges from accepting collect, third party, and calling card charges. University officials alone can determine who is authorized to establish charges in the USWest account.

By using BNS and LIDB, we have publicly and explicitly notified interexchange carriers which lines are not authorized for billing. No person - faculty, staff, student, patient, contractor, or visitor - using one of these blocked lines is authorized to accept collect or third-party billing, nor is the university under any obligation to pay for calls it did not explicitly authorize. This includes line-based calling card charges. The university's Telecommunications Department is the only organization which can authorize line-based calling cards for university exchanges. Currently, the university authorizes only proprietary calling cards. If your company bills collect, third-party, or calling card calls to blocked lines, the university will not pay for them, nor will we pay charges associated with unauthorized calling cards.

Please issue credit and cease billing immediately to the University of New Mexico's USWest account for the above listed amount. Also, due to the Carrier delay in processing our previous credit requests, late charges have been accruing on our USWest account for the disputed, unpaid Carrier charges. The Carrier credits, when finally processed, should include a refund of these late charges equivalent to 1.5% per month on the credit amount. Thank you for your immediate attention to these matters.

Sincerely,