

Billing Research Fee

| | | |
|---|--|-------------------------|
| <p>OIT Business Services Research Requests</p> <p>Per Hour in 1/4 Hour Increments</p> | <p>Applies to requests for materials such as copies of non-current customer toll statements or prior service unit billings; investigations of non-current information on service unit billings or billable repairs; and requests for other documentation or historical records. Hourly rate does not apply to normal, day-to-day customer service.</p> <p>You will be charged for any research older than 90 days.</p> | <p>\$36.00 per hour</p> |
|---|--|-------------------------|