

## LEC Credit & Debit Issues

The telephone service providers **LEC (local exchange carrier)** sometimes issue adjustments, return monthly billings or give refunds/credits to the customer's on their accounts. When this occurs the CSR must know what each of these terms mean in order to correctly refund/credit the account. Please review the different adjustment types listed below. We will review what they look like during our training and how to handle them.

- ❑ **LEC Credit Reject** – the telephone service provider has **rejected** the **refund/credit** that we have issued to the customers account.  
*When this happens you will need to request a paper check request.*
- ❑ **Monthly Fee Refund Reject** – the telephone service provider has **rejected** the **refund/credit** that we have issued to the customers account.  
*When this happens you will need to request a paper check request.*
- ❑ **Return Monthly Billing (LEC REJECT)** – the telephone service provider has **returned the billing (charge)** that we processed to the customers account. **This means the customer did not pay the charge.**
- ❑ **LEC Adjustment** - the telephone service provider has issued an adjustment to the customers account. This can be due to complaints made directly to the LEC or because the **customer has not paid the charge.**