



FINANCE AND ADMINISTRATION CABINET  
COMMONWEALTH OFFICE OF TECHNOLOGY

Steven L. Beshear  
Governor

Lori H. Flanery  
Secretary  
Finance and Administration Cabinet

101 Cold Harbor Drive  
Frankfort, Kentucky 40601  
Phone: 502-564-1201  
Fax: 502-564-5769  
<http://technology.ky.gov/>

James M. Fowler  
Chief Information Officer

Jim Barnhart  
Deputy Commissioner

**AGENCY CONTACT MEMORANDUM #2015-0202**

**To:** Agency IT Leadership, Technical Contacts

**From:** James M. Fowler,  
Chief Information Officer

**Date:** Feb. 10, 2015

**Subject:** Billing for long-distance services to resume

Billing for long-distance services by the state's telecommunications vendor was temporarily suspended in October 2013 so the company could make system changes. That vendor has resolved its outstanding issues, and long-distance billing for Executive Branch agencies will resume this month.

Agencies will be responsible for long-distance charges that would have appeared on COT bills they received beginning in July 2014 and beyond. Charges that accrued prior to June 2014 will not be billed.

To ease the financial impact on agencies, COT will process these back-bills using the following schedule:

The January COT bill that agencies receive in February will include charges for long-distance calls made in December 2014. This represents a return to the normal billing process.

The February COT bill that agencies receive in March will include charges for long-distance calls made in January 2015, as well as back-billed charges for calls made in October and November 2014.

The March COT bill that agencies receive in April will include charges for long-distance calls made in February 2015, as well as back-billed charges for calls made in September 2014.

The April COT bill that agencies receive in May will include charges for long-distance calls made in March 2015 as well as back-billed charges for calls made in August 2014.

The May COT bill that agencies receive in June will include charges for long-distance calls made in April 2015, as well as back-billed charges for calls made in July 2014.

Per the standard fiscal year-end billing process, agencies customarily receive two COT bills in June. The first represents charges accrued during the month of May, but in June 2015, the second bill will also include back-billed charges for long distance calls made in June 2014.

Thank you for your continued patience as we have worked to correct these vendor issues on your behalf. If you have any questions, please contact your [COT Business Relationship Manager](#).

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