

TELECOMMUNICATIONS RESELLER

Resolving Legacy Copper Line Billing Dispute &
Protecting Wholesale Revenue



Industry

Telecommunications Reseller,
Wholesales Provider, Billing Dispute,
Rate Increase

Services

- Legal negotiation
- Wholesale provider dispute resolution
- Billing and rate increase analysis
- Contract enforcement strategy
- Pre-litigation dispute resolution

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Bronston Legal is the trusted
counsel of choice for MSPs, service
providers, channel partners, and
their customers nationwide.

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about how we can help you.

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Challenge

A telecommunications reseller with an East Coast footprint faced a dispute with a wholesale provider over dramatic rate increases for legacy copper lines supporting elevator phones and alarm systems in New York City commercial buildings.

Monthly charges that historically ranged from \$200–\$300 per line suddenly increased to \$2,000–\$3,000 per line, leaving end-user customers unwilling or unable to pay. At the same time, the provider threatened to suspend the reseller's underlying service under the wholesale agreement if the balances remained unpaid.

The reseller also had long-standing community relationships with the affected customers and could not reasonably raise its prices to offset the increases without creating significant hardship.

Solution

Bronston Legal analyzed the wholesale agreement and billing records to evaluate whether the wholesale provider had properly implemented the rate increases.

Although the provider had referenced the increases within billing notes on monthly invoices, Bronston Legal argued that the extreme magnitude of the increases and the lack of conspicuous notice created an unconscionable outcome for customers relying on critical building safety systems.

The firm negotiated with the provider to credit the disputed rate increases while the affected services transitioned to newer technologies, allowing the reseller to maintain its customer relationships and avoid further escalation of the dispute.

Result

The wholesale provider ultimately agreed to credit the disputed invoices, resolving five-figure amounts in controversy and preserving the reseller's pricing structure under the wholesale agreement. By negotiating a practical transition away from legacy copper lines, Bronston Legal protected the reseller's customer relationships, prevented enforcement of unsustainable rate increases, and secured a resolution that allowed the affected services to migrate to newer technologies.