

TELCO-bill

The Complete Telecommunications Solution

One single bill, per customer account, that combines all services, equipment and payments into the next generation of bill presentment that all demanding customers expect



Telecommunications
Resellers

Mobile Virtual Network
Operators (MVNO)

Internet Service Providers

Application Service
Providers

Content Providers

SMS Services Providers

Managed Services
Providers

TELCO-bill

powerful, flexible, cost effective



Developed by Presence Systems over a 10 year period, this complete and comprehensive billing, client management and provisioning solution will cater for a small ISP with a small client base up to a large telecommunications company (T2 or T3) with a complete service offering including automated connections to multiple suppliers and the ability to scale to hundreds of thousands of clients.

Full-featured and cost effective, TELCO-bill offers a complete solution to your billing and provisioning needs, including Telstra and Optus connectivity, out of the box

The size and functionality your business requires will determine just how much of TELCO-bill you need. There are few limits to the technologies that TELCO-bill can handle.

**If you can measure it, we can rate it...
either from a feed or periodic download**

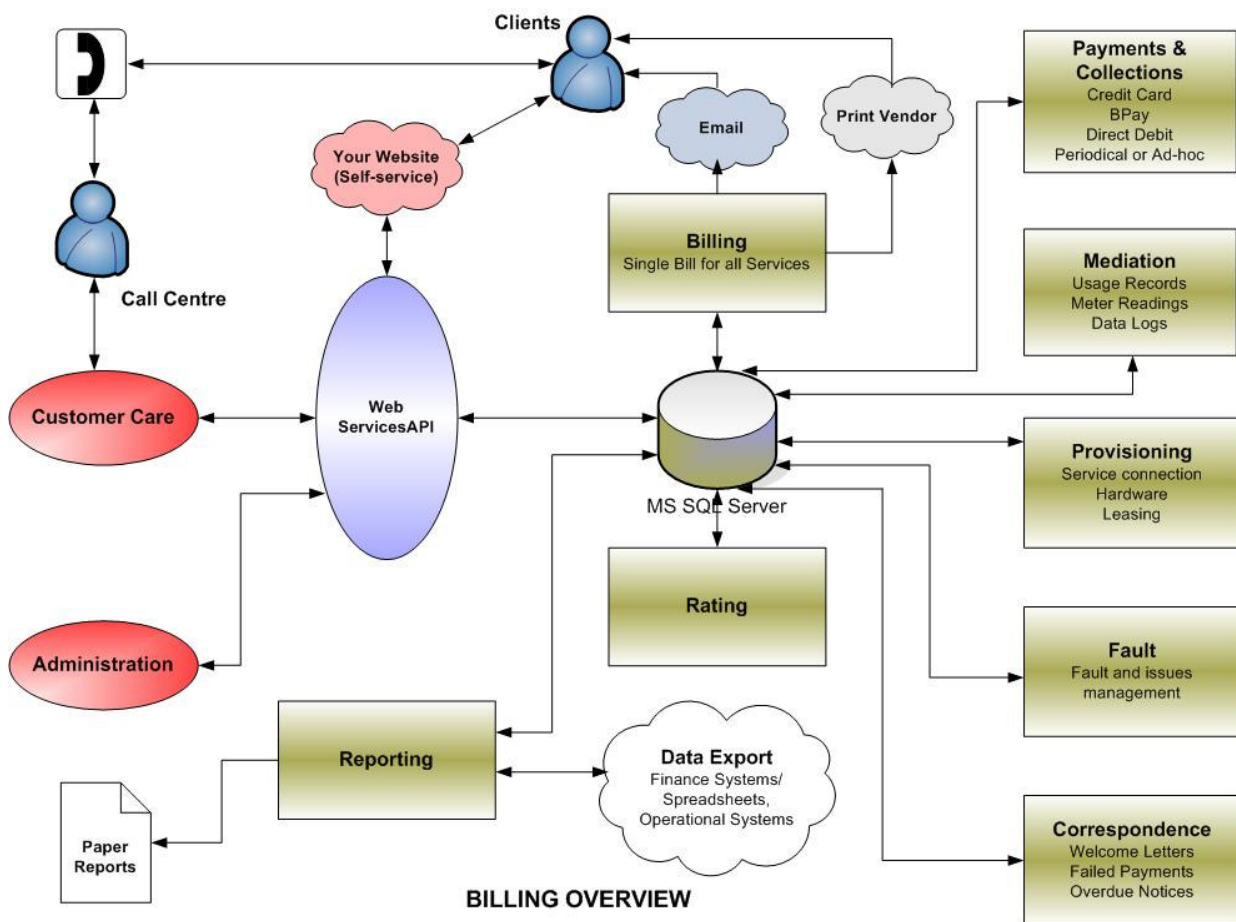
Flexible features include:

- Multi-tier rate plans
- Automated client provisioning
- Global rate sets
- Configurable discounting
- Flexible billing periods fortnightly, monthly, quarterly, annually
- Unlimited account level charges
- Web based customer management
- Asset management
- In-house, outsourced or online bill presentment.
- Accounts receivable
- Web services based (Software Development Kit) SDK

TELCO-bill allows for any number of configurations to meet your business requirements.

With features found only in the most expensive solutions, TELCO-bill enables you to compete with your largest competitors while keeping costs down. TELCO-bill is a best of breed solution providing both the flexibility of multiple modules and configuration options, and the reliability that comes from running on an industry standard platform. Couple TELCO-bill with the quality design, proven implementation methodologies and client focus of Presence Systems and it makes for a compelling solution.

functional features



Rating & Billing Modules

Mediation of Data Sources

TELCO-bill is a true convergent billing system, data is loaded and mediated into a single rateable format. Data sources such as CDRs, internet logs, and usage meter readings can be imported via custom interfaces designed to load the incoming data.

This enables the import of data from a variety of sources and facilitates presentation of various services in a **single bill solution** and provides the option of cross product bundling such as fixed line, mobile and internet access on a single plan and single bill.

Flexibility of handling the import process is provided via a multitude of mechanisms. An application running as a Windows service enables data to be automatically imported overnight or during low usage times, or when data is known to be available. Interfaces can be based on either push or pull (requesting data files or receiving them on demand), automated detection of incoming data (files or other data streams) or completely manual.

Each individual data load is recorded and tracked. In the event of a failure, even part way through a load, the entire load can be rerun without concern



functional features



for data corruption or duplication. A full history of all data loaded is maintained for audit purposes.

TELCO-bill allows you to seamlessly change service providers without your customers even knowing.

Rating

Once the data has been loaded, mediated and matched to a customer, it is available for rating. Rating offers a multitude of options at both the individual record level (event, daily usage etc) and account level (network access fees, supply charges etc). Rating of mediated data can be scheduled at specific times using the Scheduler application, or can be configured to occur immediately after the data has been loaded and mediated.

- Flexible rating, discounting and invoicing
- Flexible bill cycles and frequency
- Multi-tier rate plans
- Import event and meter data from multiple suppliers

Features available for individual event/usage rating include:

- Peak/Off Peak rates based on time of day and/or day of week
- Free or discounted calls to the same network or selected numbers
- Tiered rates based on time/volume such as 0.50c per minute for the first 10 mins, 0.25c per minute for the next 30 mins with a maximum of \$5.00 then 20c per minute thereafter

Features available for account level rating include:

- Capped plans with or without minimum spend
- Included usage per billing period such as 10 hours mobile airtime, 100 local calls, 10GB download traffic included in the fixed monthly fee, with additional usage charged per unit
- Mixed units of measure within a single plan such as 10GB download plus 100 free minutes mobile airtime

Product bundling/contracts including hardware examples:

- \$69 cap plan with \$400 included usage and \$29 per month mobile handset repayments including early termination penalties and payout
- Reduced rates for bundling fixed wire/broadband/mobile services

Billing

The Billing module produces a single bill for each account, regardless of the number and type of services on the account. Imagine combining fixed wire, mobile, broadband internet, handset repayments and equipment rental all on the one bill, presented to your customers either online, by email or via

Out of the box, TELCO-bill comes with the mediation modules required for importing both fixed wire and mobile billing data from both Telstra and Optus

functional features

traditional paper bills. Our billing module provides a wide range of options for both bill presentment and generation of fees and charges.

- Multi-product bundling
- Customer to Customer discounts
- Multiple charging options
- Invoice generation to print vendors or direct to customers
- Single consolidated bill for all customer services and transactions

Bill presentment options:

- Text or PDF bills either via email or online, online view of unbilled events
- Delivery to mailing house via text file or XML
- Ability to add custom messages without changing bill templates
- Usage graphs
- Summary, intermediate or detailed views
- Tailored to your corporate image
- “Branding” allows you to present multiple brands (e.g. Brand A for mobile, Brand B for broadband) to your customers, from a single system

Generation of fees and charges examples:

- Fixed period fees (e.g. 12 monthly payments), ideal for handset repayments or leases
- Fixed period rebate (3 monthly discounts), ideal for offering discounts for longer contracts
- Pro-ration on activation and termination/change of plan
- Late payment fees
- Paper invoice fees
- Early termination fees

Provisioning Module

This TELCO-Bill module provides automatic client provisioning of services and equipment through your suppliers’ systems or your own internal systems. Interfaces to Telstra InfoTranz and Optus FEMD(S) and XML Wholesale Gateway are available out of the box, and the open architecture makes interconnection to other providers easy.

- Automated provisioning direct to your suppliers
- Support for mobile provisioning including Mobile Number Portability and 3G

Customer Care and Administration Modules

The Customer Care and Administration modules are web based, browser independent, interfaces providing all the functionality you require to manage both your customers and the integrity of your system.

The Customer Care module provides for the management of customers from prospect stage right through to provisioning, service management, fault

Single view of your customers through an intuitive, easy to use, web-based interface, regardless of product mix or payment type



functional features



management and payments. This enables call centre staff to quickly and easily deal with all manner of customer enquiries.

- Built in basic customer relationship management (CRM) catering for sales force prospecting through to sale close
- Customer enquiries for billing, provisioning, payments and account and service status
- Customers can have any number of individual accounts, each one billed separately, with unlimited products and services per account
- Change client details including address and payment details

The Administration module provides functionality to maintain products and services, suppliers, and many of the configurable types such as customer and address types.

- Web-based Customer Care and Administration applications are usable from any browser.

Correspondence Module

The correspondence module provides a variety of automatic correspondence generated to your customers based on events occurring within the system with their account. Examples of such correspondence include payment related notices such as:

- Overdue notice
- Payment declined
- Credit card expiry reminder
- Credit card expired warning
- Credit card declined
- Direct debit declined
- Automatic payment facility declined

Product related or marketing notices such as:

- Fixed line activation successful
- New mobile service successful
- Ported mobile service successful
- Custom mail-outs, special offers

Fault Module

The Fault module provides fault and issues management to help track and manage all incidents. Incidents are tracked by various criteria including type and priority and allow operational staff to quickly and easily identify problems and resolve them.

- Length of outages
- Unrecognised/un-billable events

Automated
correspondence to
your customers,
using your
corporate image,
for all manner
of events

functional features

Payment & Collection Modules

With the Payment and Collection modules, client payment handling is simplified by allowing for a variety of payment types and functionality.

The open and configurable architecture allows you to choose your payment provider, be it a bank, credit society or payment gateway. Accounts receivable functionality supports your financial processes by allowing for both automated and manual payments and adjustments; and flexible and individual payment plans. You can enter General Ledger codes to associate with call types or events for consolidation into your accounting system.

The Collections module provides debt management and collections to ensure early and accurate identification of collection problems and minimise the cost of recovery by automating many of the key processes in the collections cycle. Late paying customers can be transitioned in and out of each collection status automatically, leaving staff to manage the exceptions.

- Broad range of payment types (credit card, direct debit, BPay®, PostbillPay® and others)
- Select the payment service provider or bank of your choice
- Accounts receivable, debt management and collection

Reporting Module

The Report module provides a comprehensive range of mission critical business reports available in a variety of formats to suit your operational and financial requirements. Report types include operational, financial and fraud:

The comprehensive range of reports, or integration with your existing enterprise reporting solution, keeps mission critical data at your fingertips

- Activations, deactivations
- Issues and/or suspensions
- Provisioning performance
- Expired credit cards
- Revenue
- Supplier costs
- Accounts receivable, Aged debtors
- High unbilled calls
- Abnormal internet usage

Custom reporting options allow for a variety of additional reports to be easily added or to be incorporated into your enterprise reporting solution. Alternatively, Presence Systems can provide the schema for the SQL Server® database, allowing you to make use of your existing enterprise reporting tool.

With a broad range of payment types, automated payment processing and full collections cycle support, maximum revenue collection is ensured



implementation features



Implementation Methodology

Our structured approach is based on the industry standard Unified Process (see http://en.wikipedia.org/wiki/Unified_process) software development methodology, and has evolved from previous successful implementations of TELCO-bill, from the detailed design through to implementation and commissioning. Constant client liaison ensures that the client is fully informed, project schedules maintained, and any issues addressed as we progress through the project cycle.

Implementation Stages

Consultation

The first stage of any implementation is consultation with the client to determine exact requirements. Our experience, combined with each client's unique knowledge of their operations, results in a detailed requirements document that is agreed to and signed off prior to proceeding. This includes all aspects of functional, performance, integration, operational and marketing requirements.

Design

Once the detailed requirements have been agreed, the design of the system to be implemented can be determined. This involves determining the standard TELCO-bill modules required; any custom modules/interfaces to be created; customisation of Customer Care; integration with existing systems such as accounts; provision of customer self-service functionality via the web; and migration of any existing data. The hardware and software required to support the operation of TELCO-bill is also determined at this time. This detailed design is documented and agreed to prior to proceeding.

Implementation

After the design is signed off, an implementation plan is created. This plan includes all aspects of the design, software and hardware deployment, functional and system testing (including testing with your suppliers), and contingency planning. Schedule and costs are finalised at this stage. Once signed off, the plan is executed and the system components are assembled ready for testing.

Testing

Prior to any testing being performed, a detailed plan is put together that covers all aspects of the system. Each component is tested individually to ensure it meets all requirements, before end-to-end system testing is performed.

With a choice of modules, customisation and integration options, and scalability, TELCO-bill provides power and flexibility at an unbeatable price

Implementation features

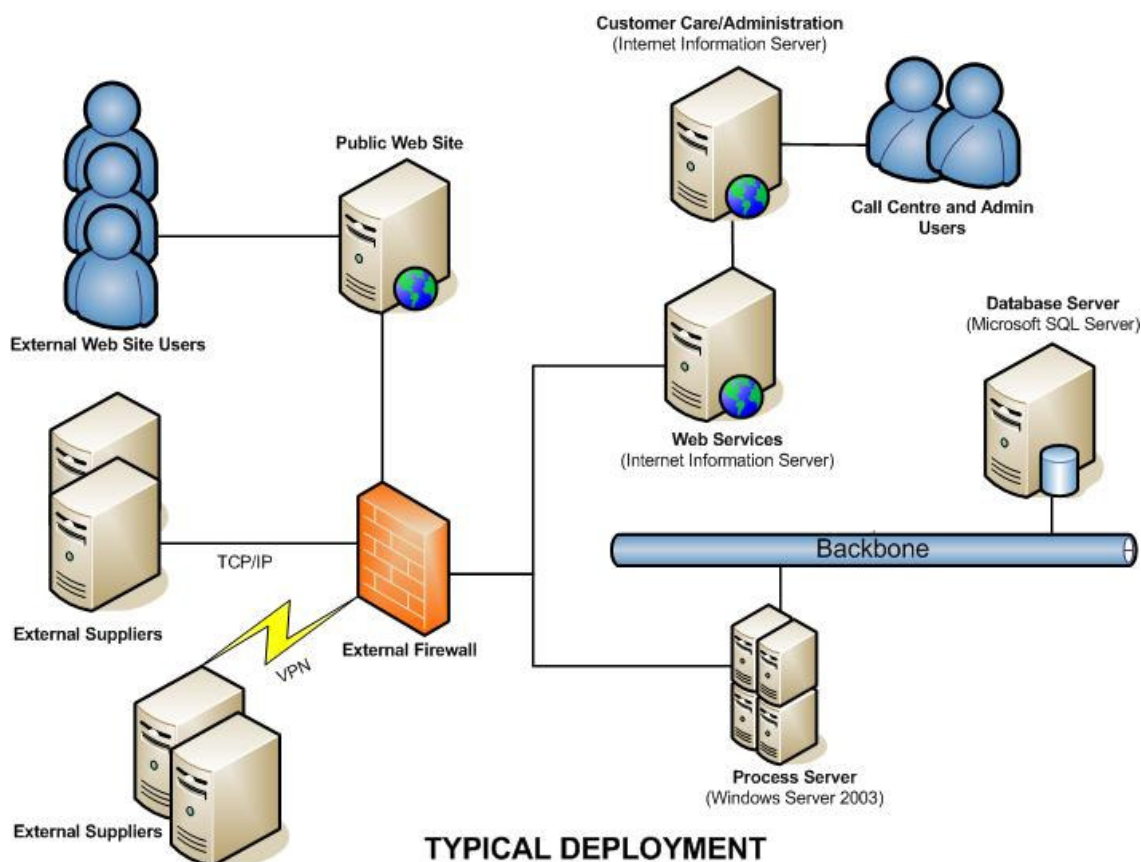
Commissioning

After final testing has been completed and signed off, the system can be commissioned. Final data migration is performed, if required, connections to suppliers are switched from test to live environments, and the system is ready for business. Over the commissioning period (usually 3 months, depending on the complexity of the implementation) all aspects of your TELCO-bill's operation are monitored closely to ensure smooth operation from "go live". After commissioning, the system is signed off and ongoing support commences.

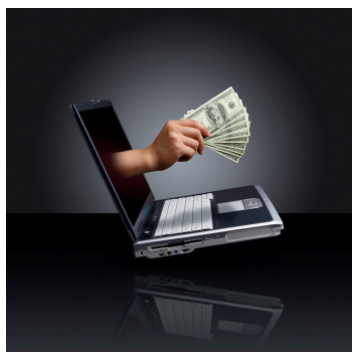
Support

After commissioning Presence Systems provide ongoing support for TELCO-bill to ensure operations continue smoothly. We offer a number of support options to suit your requirements, including 24/7 on call support.

Our experience,
skill and structured
implementation
methodology,
based on the
industry standard
Unified Process,
ensures your
project's success



implementation features



Outsource Your Billing Operations

As an alternative to implementing your own billing system in your computing environment, Presence Systems provides a fully managed outsourced solution that is tailored to your requirements. This allows you to concentrate on your area of expertise and leave the complexity of billing to us. Each solution is hosted in a secure managed environment and uses the entire TELCO-bill system. Where an in-house billing system is not justified or cost effective, an outsourced solution is the obvious choice.

The advantages of an outsourced solution are:

- Significant reduction in start-up costs
- In-house support costs are minimized without losing 24/7 coverage
- Predictable monthly cost based on a tiered transaction volume model, costs only grow as revenue grows
- All the features of all TELCO-bill modules are available, including the SDK
- Upgrade and maintenance costs are non-existent
- Flexibility to seamlessly move to an in-house solution when revenue growth can justify it
- Suits capital poor, cash-flow rich, companies

Your enterprise applications and web site can use all the features of the SDK which will allow for customer self-service and integration into your existing systems even though your billing system is outsourced, providing the best of both worlds.

With an outsourced solution based on TELCO-bill comes the ability to migrate to an in-house billing solution with minimal risk if, or when, required. Unlike other implementations of a new billing system into an existing organisation, your existing billing solution can be seamlessly migrated allowing for a changeover your customers and suppliers won't even know has occurred.

The Presence Systems engineers will ensure that TELCO-bill is optimised for maximum throughput and negates the need for your own dedicated database management personnel. This means that you can be fully functional from day one with no ramp up time.

If you are looking for an outsourced billing solution with all the features and flexibility you need, and the added comfort of knowing your billing solution can grow as your organization grows, an outsourced billing solution from Presence Systems is your best choice.

With the choice of an in-house implementation, or an outsourced bureau service, with a seamless migration plan from one to the other, TELCO-bill provides a level of flexibility, and the ability to grow with you, that is second to none

architectural features

Industry Standards

Development of TELCO-bill has focused on maintaining industry standards and best practices.

- Fully functional web services SDK allows you to build your own front-end or incorporate the system into your own intranet and/or CRM, and allows for a high degree of customer self-service to further decrease operational costs
- Built on Microsoft's .NET Framework and SQL Server
- Use of industry standard XML and SOAP facilitates wide ranging integration and connectivity options

Web Based Interface Architecture

The interfaces provided allow for two approaches to providing a front end:

- The web based Customer Care and Administrator applications allow for a full featured out-of-the-box solution
- The SOAP compliant XML web services API allows for a custom front end to be built giving you the flexibility of incorporating the TELCO-bill solution into your existing intranet, CRM or other enterprise systems, as well as integration of customer self-service into your web site

The Software Development Kit is truly full featured and is used by Customer Care and Administrator; there are no "hidden" APIs or system backdoors. The use of an industry standard interface gives you the freedom to choose your own development tools and front-end, if required. The SDK can also be used to add customer self-service functionality to your own web site, providing further cost efficiencies.

Industry standard technologies, web based interface and a full featured SDK allow for a wealth of integration and customisation options



additional information

Established Client Base

Presence Systems has an established client base and ongoing long term business relationships brought about by providing excellence in customer service and understanding of our client's business needs. Presence Systems has what you need for your billing requirements, all at the right cost. This is coupled with innovative application development skills from experienced developers and database engineers, backed by our status as a Microsoft Certified Partner.

As a Microsoft Certified Partner, Presence Systems' staff have the skills and experience to deploy and maintain your system, and the ability to provide any additional consulting and development needs you may have

Additional Services

Presence Systems, through its staff of professional Microsoft qualified software engineers, can provide both consulting and development services to help you customise a complete solution to suit your needs or develop a tailor made business application.

- Consulting services
- Implementation services
- Application development
- Application integration
- Data import/export services
- Database management and tuning



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