



European Telecoms Billing & Customer Care

Telecom Billing Overview

This section introduces the participants to some factors that point to the importance and centrality of the billing platform with the Telco.

The major business processes that are inter-dependent upon billing are reviewed.

- Criticality of Billing
- Telephony Invoices
- The Network
- Billing Terminology
- The Billing System

Telecom Services and Products

Familiarize the participants with the different types of services and products currently being marketed in Europe, their pricing structures, and ways in which they may be billed. This includes products for the worlds of wireline, wireless (GSM), voice, data, broadband, AIN, and Voic over IP. Discuss ways in which the market might be segmented.

Describe current developments in areas such as 3rd generation mobile and IP telephony

- Deregulation
- Competitive Telecom Services
- Voice Services, Freephone, Premium Services
- Wireless Services, GSM, Paging, PMR
- Value Added Services
- Convergence
- Product & Pricing Schemes
- Types of Products and their Applications in the Billing System

Customer Care

Study of the billing functions that are typically processed online (adjustments, notes, customer and product maintenance, etc.). Here, the participants are introduced to logical data modelling concepts to illustrate good methodologies used in designing customer care platforms, including, GUI screens, functional requirements, and the soft skills required of CSRs.

- Definition
- Interface to the OSS systems
- Major Functions
- Post Billing Investigation
- System Requirements
- Self-Care

Event Processing

In this module, the event processing function is studied in detail; the

various inputs, processes, and outputs for this function are examined. The industry shift to near real time processing of usage records and how that impacts billing is discussed. Records originating from various networks are described: xDR for wireline and wireless telephony, BBDR broadband data record, IPDR internet protocol detail record and ways in which they are processed within the billing applications.

- Mediation
- Inputs and Outputs
- Guiding
- Rating
- Exception Processing

Multilingual and Multi-Currency Systems

As a result of the growing trend to globalise and aggressively seek multi-national customers, it is crucial for the billing system to invoice customers in their chosen language and currencies. The students are introduced to some of the difficulties surrounding that requirement. Special topic of discussion: the impact of the European Monetary Union and the adoption of the EURO have on the billing and customer care platforms.

- System Requirements
- Multilingual Issues
- Language Link to the Customer
- Design Approaches
- Three Currencies to Consider
- Multi-Currency Issues
- Exchange Rate Tables
- The EURO

Bill Calculation and Presentment

This is a comprehensive study of all functions related to the preparation of the invoice. We look at the accumulation of usage, calculation of charges and credits, discounting, quality control, and bill presentment. A few invoice samples will be "critiqued" as to their design, clarity, content and potential for enhancements.

- Product Setup
- Event Accumulation
- Discount Calculation
- Fixed Charges
- Adjustments, Payments and Taxation
- Bill Presentment
- Verification and Quality Control
- Challenges



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Support Functions and Interfaces

Introduce the student to some post billing processes handled by the billing system and the interfaces the system must feed. These functions and their output have a great impact on various organisations that depend on billing data to be successful

- Billing as a Specialised A/R System
- Intra-company Interfaces
- Auditing
- Inter-company Interfaces

Intelligent Networks, Data Services, and Voice over IP

In this section, we first look at a data network used by the carriers to provide services - the signaling or "intelligent network". Then we go on to different types of data services offered by carriers to their customers. Some businesses are now using these data networks to carry voice (VoIP). Finally we look at the new frontier of data services mobile data.

- Intelligent Networks
- Signaling
- Data Networks and Services
- Leased Lines
- Packet Services (X.25, Frame Relay, ATM)
- VoIP
- Wireless Data
- SMS, GPRS, EDGE, WAP

Evaluating Billing Systems

This section examines factors that could "make or break" the implementation of any billing solution. Open discussion: What to do now? The pros and cons of in-house development vs. outsource; purchase vs. re-engineer; etc.

Newsworthy

Discuss with the students some of the current trends in global billing and customer care practices. Review the current and projected alliances and partnerships and their impact on B&CC. Share some of the industry research done by the Billing College.

Telecom Billing in North America (Optional)

This module presents billing and customer care in North America, as well as differences between the North American and European environments.