

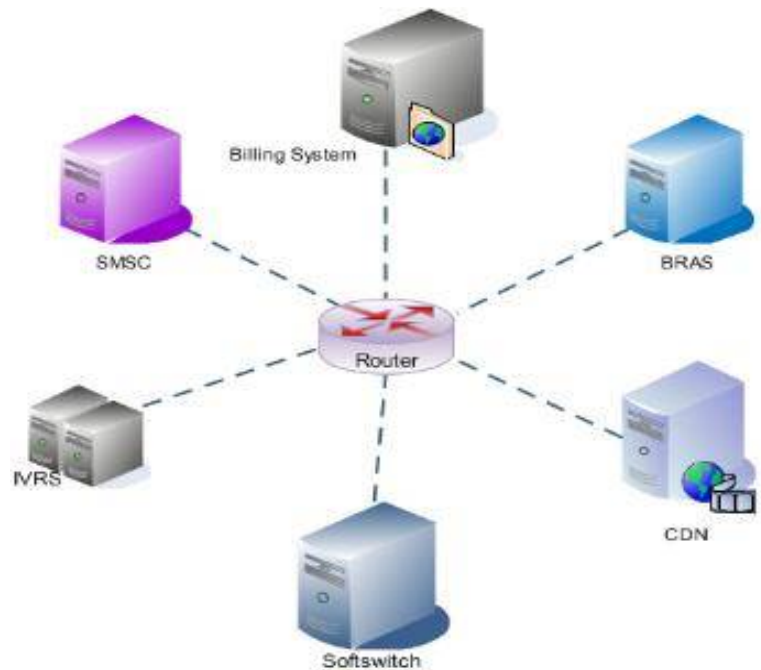
NGN Billing System



Product ID : MAC-BIL600
Version : 1.0

MAC-BIL600 provides complete solution for voice and data-billing requirements. Professional invoices with your own logotype can be generated. It gives you complete control of your claims. It provides databases with customers, products, taxes, and invoices. We provide you with easy to overview and easy to use, self-evident screens. And also provide simple and quick invoice creation. Print or email fine looking invoices with Your Company's logo. Calculate discount rates on invoices. Email your invoices in PDF format.

SYSTEM OVERVIEW



SALIENT FEATURES

CUSTOMER CARE MODULE

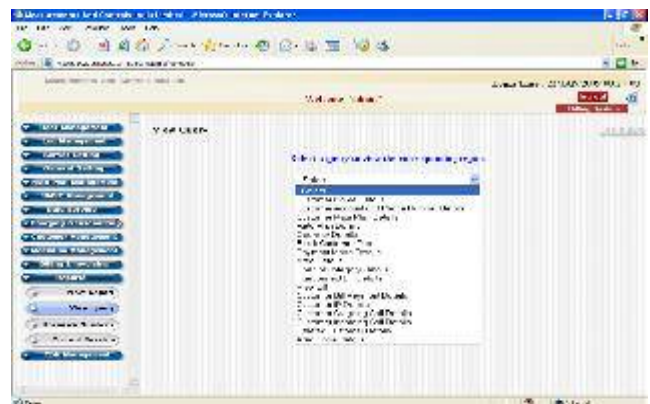
- Interconnect, OSS and CSC
- Service request is processed in real time & non real time.
- Real-time address checks against an external database.

- Provides Customer Support Representatives the ability to respond rapidly to customer inquiries and complaints.
- Provides the ability to modify adjustments (with supervisor approval).
- Bulk recharge facility for prepaid customers
- Recharge facility for individual prepaid customer.
- CSC Login authentication for each customers
- Multiple bill formats like HTML, PDF
- Itemized bill facility
- Trouble Ticket management for Queries from Customers



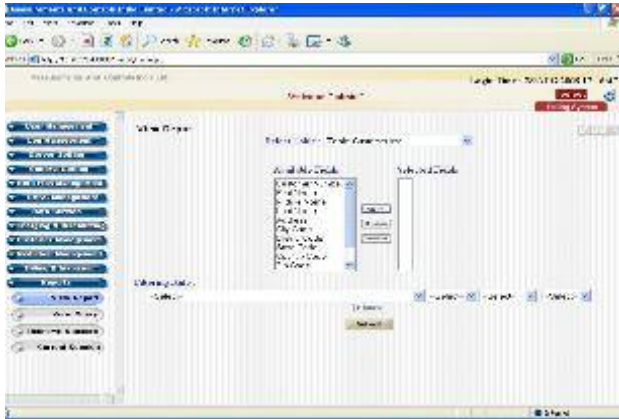
REPORTING MODULE

- Supports predefined reports

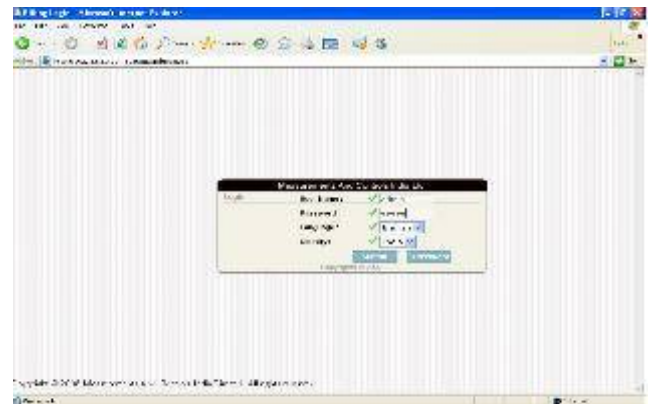


- Provides provision for user defined, customized reports, real-time reports and graphical report.

ADMIN AND SECURITY MODULE



- User authentication by user name and password



- Facility generate various statistical reports (hourly daily /monthly)
- Account Activity Report
- Payments received report.
- Invoice and corresponding CDR report
- Customer Credit Ceiling Report
- The reports could be scheduled to be sent by e-mail or printed at a pre-configured Location.

- Capable to manage multiple hierarchies of users with proper password & security across all modules
- Capable to manage all activities of the system.
- User log assist the system administrator to detect the security violations by any user.
- Event Log assists to display occurrence of an event, status of a particular event, user associated with the event and date & time of the logged event.

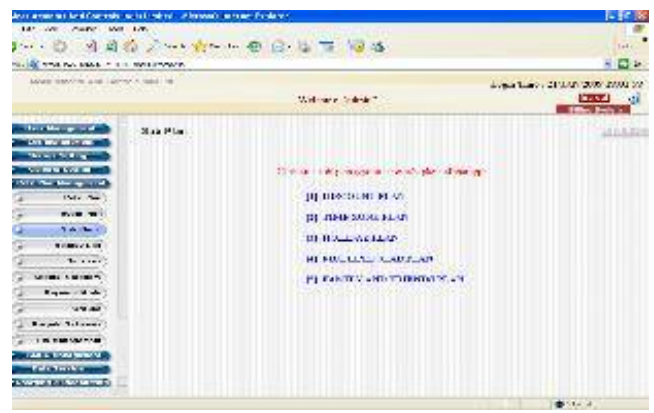
- Create, Modify and Delete subscribers and profiles
- Create, Modify and Delete group users profile based on access control



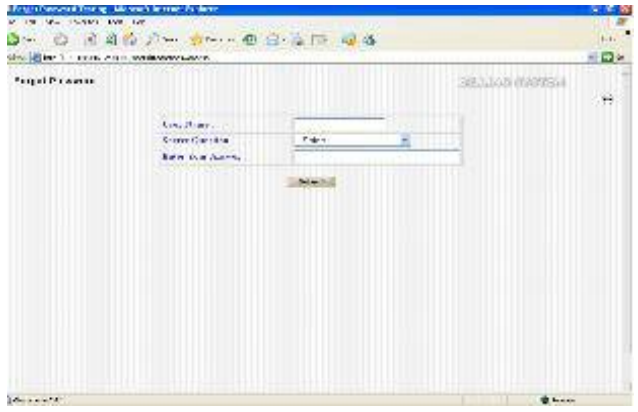
RATE-PLAN MANAGEMENT MODULE

- Flexible and dynamic Plans
- Flexible and dynamic Rating

- Ability to define profile & privileges for each User.
- Command log will provide the details of all users commands entered along with the time and user ID.
- Customized Screen for different users
- Password recovery



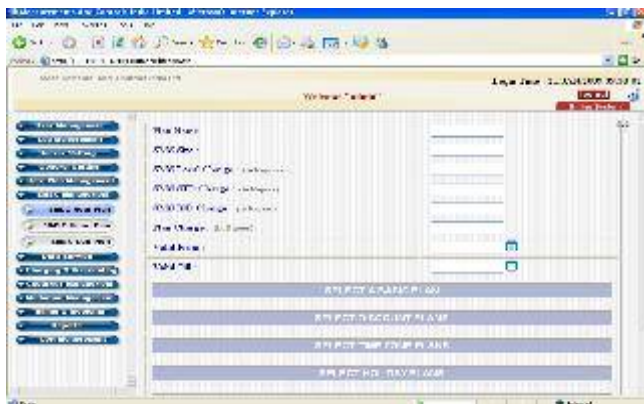
- Time Zone based rating
- Multiple slab based rating
- Holiday rate plan management
- Customer wise multiple sub rate plan can be allocated.
- Discount based rating
- Reporting facility. Facility to create new Services and assigning validity for that service



- Providing facility to split validity period.
- Users Group wise rating
- Pulse customize rating
- Category wise rating based on Flat or Percentage
- Flexible pre-paid schemes
- User choice Payment modes

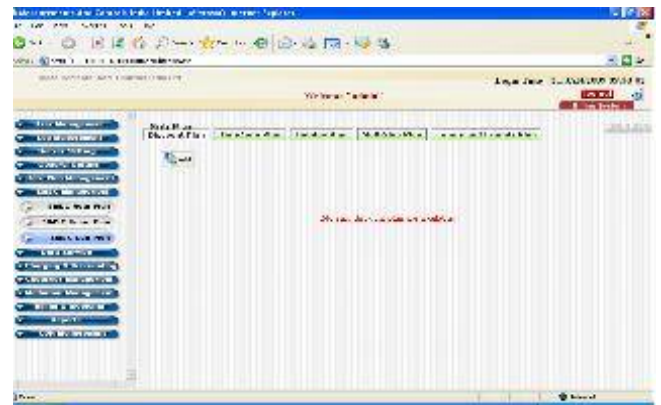
SMSC MANAGEMENT MODULE

- Flexible and dynamic Plans
- Flexible and dynamic Rating



- Operator wise rating
- Time Zone based rating

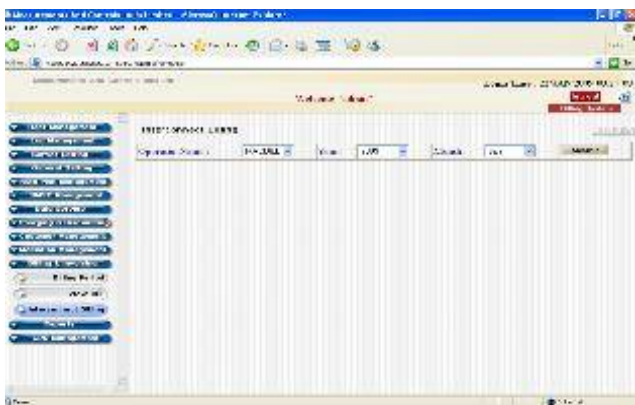
- Multiple slab based rating
- Holiday rate plan management



- Customer wise multiple sub rate plan can be allocated.
- Discounting

INTERCONNECT BILLING MODULE

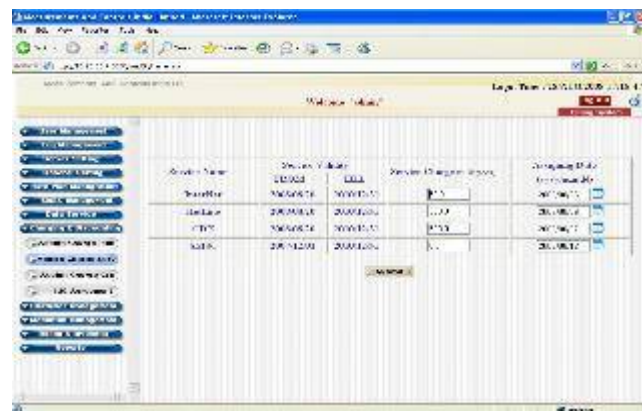
- Define new agreement and rate schemes.
- Operator Management to enter, view and manage all operator data.
- Support to generate report on all account receivable and payable.
- Supports user wise privilege control.
- Operator wise rate schemes can be allocated.
- User defined reconciliation parameters.



- Charge heads are applicable to service or invoice level.
- Effective dates are maintained at charge level.
- Charge plans applicable to service or invoice level.
- One customer can have multiple charge plans one each at each service level and one at invoice level

PREPAID CALLING CARD MODULE

- Pin Management
- Generation of Pins
- Pin Activation / De-Activation
- Recharging of Pins
- Manual Recharge
- Bulk Recharge
- Various Reports based on prepaid.



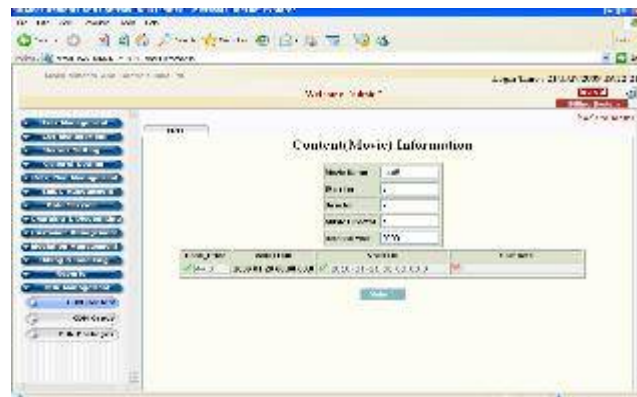
CHARGING AND DISCOUNTING MODULE

- It has got facility to create multiple charge plans.
- Charge could be applicable one time on activation, for every billing cycle, or one time on re-activation

ACCOUNTING AND PAYMENT MODULE

- Pre-paid Accounting
- Post Paid Accounting
- Bulk Suspension, Disconnection and reconnection for non-payment cases

- Mechanism for Detection and Settlement for Double Payments, Short/ Excess Payments, Cheque dishonor, Bill Cancellation etc.
- View the history of all adjustments and refunds allocated to customers.
- Maintenance of monthly deposit registers for all the newly created customers.
- Bulk Recharge recharge

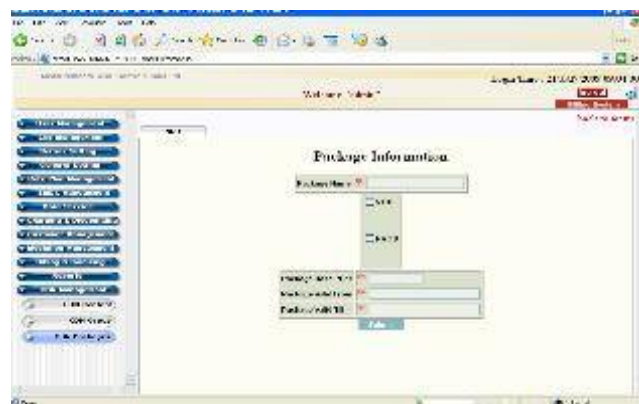


- Capability to create different packages for different contents.
- Facility to split package validity and assign rates for that split date.
- Facility to assign rates for VOD and NVOD
- Facility to assign rates for Group of Contents.



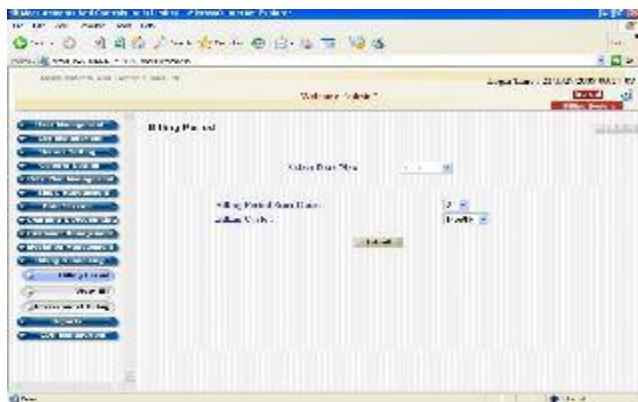
CDN MANAGEMENT MODULE

- Facility to assign rates for contents
- Has facility to Split Content' s validity period and assigning different rates.

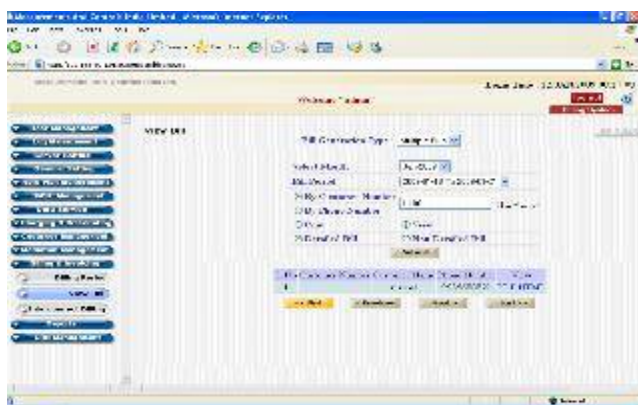


BILLING AND INVOICING MODULE

- Has the capacity to modify billing periods
- It is possible to grant of rebate, concession partial cancellation of bills.
- Modify an existing credit limit.
- The system should have the ability to rate according to tariff



- Billing system is capable of performing both bulk & incremental discounts.
- Get bill for Single and Multiple customers



- Has facility to view detailed / non-detailed bill, Print detailed / non-detailed bill



OPTIONAL MODULES

ORDER MANAGEMENT MODULE

- Order Management will support the day-to-day needs of Customer Support representatives and back office provisioning representatives.
- Order management module will support query on existing orders and actions performed on the order.
- Order Routine module also maintaining lists of reserved numbers and vacant numbers.
- Order module has the ability to place service order as status pending until they have been reported completed.