



AFRICAN ADVANCED LEVEL TELECOMMUNICATIONS INSTITUTE (AFRALTI)

TRAINING WORKSHOP OUTLINE

Title: TELECOMMUNICATIONS BILLING

Date: 3rd-7th August 2015

Duration: 5 DAYS

Location: Maputo, Mozambique

Course Overview:

The course covers all the important facets of telecommunications billing and prepares the participant in Billing, charging, Interconnect Billing, IP Billing, VoIP, TAP, prepaid and post-paid, roaming, GSM Billing, UMTS Billing, and LTE Billing.

The course equips the participant with the foundational knowledge necessary to work in a telecommunications environment. The course covers the entire end-to-end billing operation.

The course also introduces important solutions that work in tandem with billing solutions such as Customer Relationship Management (CRM) with Order management, Provisioning and Billing. Revenue Assurance and Fraud concepts are highlighted to provide an understanding of revenue, cost and profitability

Target Audience:

The course is intended for the following audience:-

- technical professionals
- non-technical , operations, sales and marketing telecom professionals
- Individuals new to billing from telecom, IT, finance, audit or any other professional
- Those seeking to refresh their knowledge in Billing and current trends.

Pain Points:

Telecommunications billing is a difficult subject with myriads of technologies, vendors, standards, protocols and varied customer needs. It is an ever evolving industry that changes at breakneck speeds. Keeping up with information in this industry can be a daunting task. This course presents in a summary the knowledge needed to understand telecommunications billing.

Value Proposition:

The course will adequately prepare participants to work in a telecommunications billing environment, understand revenue assurance concepts in billing. The course has a practical element to put into practice what has been taught in theory.

Methodology:

The course will be divided into two sections:-

- **Theory.** The billing concepts will be explained through course material
- **Practical:-**
 - We will delve into a real billing system and perform all the operations of Telecommunications Company.
 - We will review actual Billing CDRS.

Workshop Objectives:

- Overview of the modern telecommunications industry
- Industry trends in software, hardware and services
- Challenges facing new entrants
- How the perception of the billing system is changing
- Practical work on Telecommunications billing and illustrations of various types of call completion and how usage data is captured and billed.

Workshop Learning Outcomes:

A participant equipped to work comfortably in a telecommunication's environment

Workshop Contents/Topics:

1.0 Introduction

- 1.1 The service order process
- 1.2 Mediation and message processing
- 1.3 Rating and pricing
- 1.4 Billing and collection - invoicing the customer
- 1.5 Industry issues
- 1.6 Mobile billing issues
- 1.7 Customer care
- 1.8 Billing mediation

2.0 Boundaries and Interfaces

- 2.1 Defining the major areas of Billing Support Systems (BSS)
- 2.2 The end-to-end generic billing process flow

- 2.3 Interfacing and co-dependent critical systems OSS and finance.
- 2.4 Key billing system information at the service provider, customer and account levels
- 2.5 How the levels are linked to support billing processes.

3.0 The service Order Process

- 3.1 Acquiring customers and gathering their information:
- 3.2 Validation & accuracy checks
- 3.3 Establishing services & billing accuracy
- 3.4 Credit checking options
- 3.5 Information security issues
- 3.6 Taxation
- 3.7 Data structures

4.0 Mediation and message processing

- 4.1 Defining the range of measured network events Voice Call; Page/Short Message Service; Data streams, etc.
- 4.2 Explaining the key information required for each measured option
- 4.3 Co-ordinating network changes with billing
- 4.4 Audit procedures that ensure successful network changes

5.0 Rating and Pricing

- 5.1 Typical pricing concepts & data elements of billing
- 5.2 Access-rental; usage, enhanced services and miscellaneous charges
- 5.3 Local toll and wireless boundaries
- 5.4 A review of rating logic
- 5.5 Packaged services
- 5.6 Pre-paid services
- 5.7 Regulatory and competitive issues

6.0 Billing and collection invoicing the customer

- 6.1 Typical invoice formats and their content
- 6.2 The bill as an effective marketing and collection tool
- 6.3 The effects of inaccurate invoicing
- 6.4 The problems, methods and costs of invoice distribution
- 6.5 Overview of collection systems & collection agency considerations
- 6.6 Leading approaches for Internet invoicing and payment processing

7.0 Mobile and IP billing issues

- 7.1 IP billing issues
- 7.2 Roaming administration and settlement
- 7.3 Global roaming
- 7.4 Churn management
- 7.5 Major account consolidation
- 7.6 GSM billing

- 7.7 CDMA billing
- 7.8 GPRS billing
- 7.9 SMS/MMS billing
- 7.10 UMTS and LTE billing
- 7.11 CDMA2000 billing
- 7.12 WiMAX Billing
- 7.13 Billing for xDSL and Triple Play Services
- 7.14 Content Billing

8.0 The End to End IP Billing Process

- 8.1 IP revenue models
- 8.2 Advertising
- 8.3 Convergence
- 8.4 IP mediation
- 8.5 The new IP interfaces
- 8.6 IPDR - Internet Protocol Detail Record: the organization, standards and specification
- 8.7 Extraction and presentation of content
- 8.8 Event record completion, repair and enhancement
- 8.9 Quality and Grade of Service
- 8.10 Recording
- 8.11 Monitoring
- 8.12 Billing
- 8.13 Compensation
- 8.14 Interoperability between circuit switched and IP networks
- 8.15 Rating
 - By flat rate and usage
 - By content
 - By volume
 - By access point name (APN)
 - By location
 - By revenue share
 - Always on billing

9.0 Customer Care

- 9.1 Functions of Customer Service Representatives.
- 9.2 How do they do it?
- 9.3 Tools used for customer service support
- 9.4 Billing and Customer care Solutions (Products and Vendors)

For more information, please contact us on
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