Emersion Software Systems Pty Ltd System Training – Session 7

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Session Contents

- ➢ Rating Methods
- ➢ Tariffs and Tariff Groups
- ➢ Buy and Sell Package and Plans
- ➢ Linking Package Plans and Service Plans
- ➢ How Package Plans and Services are billed
- ➢ Quarantine.

Rating

➤ A rate defines *what* and *how* the system charges for a given call or usage type

➤ The system looks up the tariff in the rate card to determine the rating method to apply

➤ The following rating methods are available:

  ➤ pass-through - the supplier charge from the usage file is passed through to the customer

  ➤ markup % - increases the supplier charge from the usage file by the defined percentage

  ➤ discount % - decreases the supplier charge from the usage file by the defined percentage
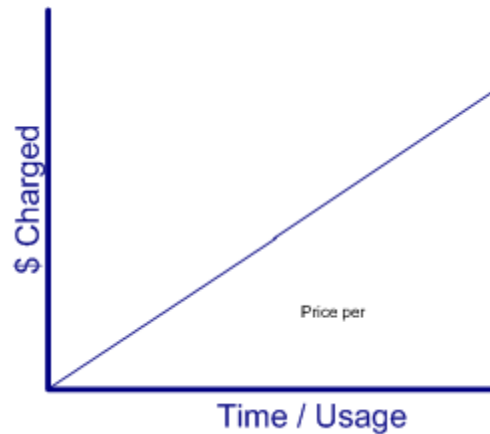
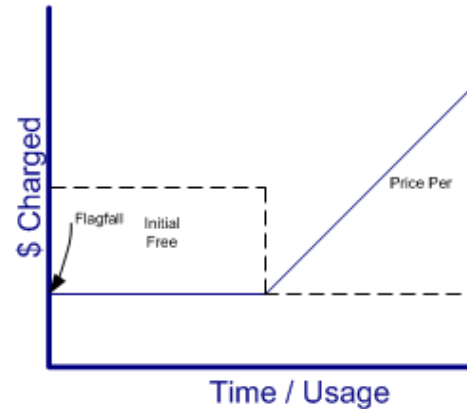# Rating

➢ flat charge - applies a flat charge to the usage

Flagfall

$ Charged
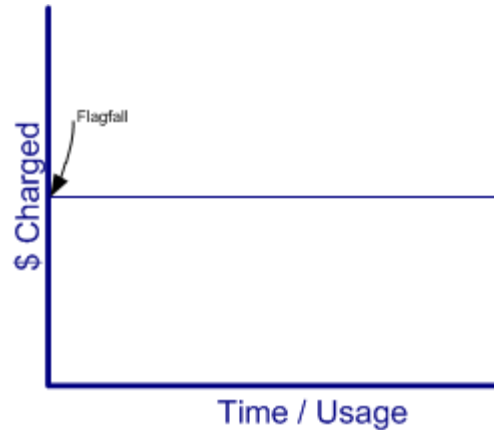
Time / Usage

➢ rate per - applies a price per time interval
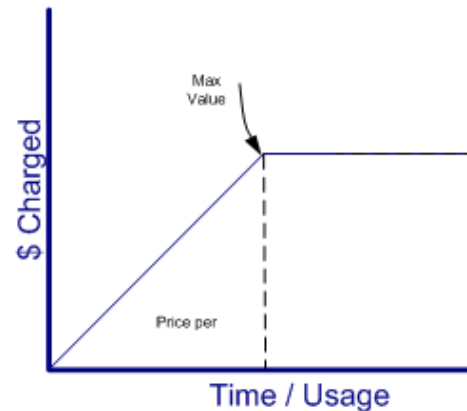
$ Charged

Price per

Time / Usage

Rating

➢ excess - applies a price per time interval once the initial free time has been reached
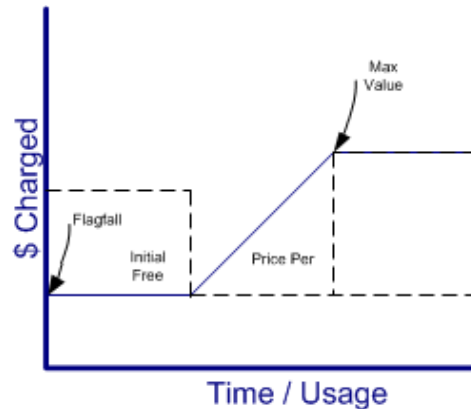
➢ simple cap - allows a maximum value to be applied to the usage
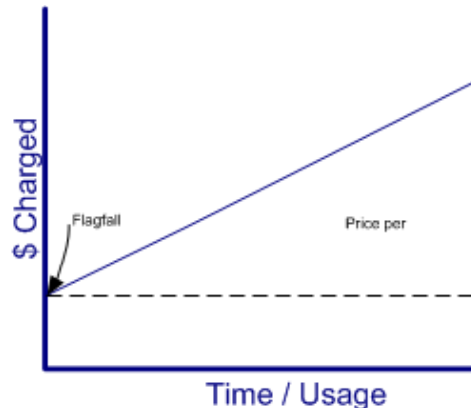
Rating

➢ Capped - applies a price per time interval once the initial free time has been reached up to a maximum value

➢ flagfall + markup % - applies a flagfall and increases the supplier charge by the defined percentage

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Tariffs

➢ A *Tariff* is an individual usage type (e.g. USA - Mobile)

➢ Tariffs are hierarchical and are grouped together in a *Tariff Group*

➢ E.g. International Calls - all international calls to various countries are contained in the "International Calls" *tariff group*

➢ Rates can be assigned to a particular tariff, or to a tariff group

➢ Tariffs that do not have a rate set up will be charged per the rate setup at the tariff group level.

Tariffs

Base Tariff

➢ The *Base Tariff* is a special tariff that is at the top of the tariff hierarchy

➢ All tariffs and tariff groups for each service type are under the base tariff

➢ You can set a rate at the base tariff

➢ All usage that has no rate defined down the tariff group hierarchy to be charged at the base tariff rate, like a default

➢ If the system cannot find a rate for a tariff, and a base tariff is not set, the usage will fall into quarantine.

Tariff Groups

➢ Typically, a group of tariffs for a service type will be organised into the following Tariff Groups:

BASE TARIFF (*)
- Local Calls (*)
- National Calls (*)
    - National Calls may be segregated by distance (e.g. 0 to 50kms, 50 to 200kms etc)
- Fixed to Mobile (*)
- Special Calls
    - 1300 Calls
    - 1800 Calls
    - InfoCalls
- International Calls (*)
    - Argentina (*)

        - Argentina
        - Argentina - Mobile Carrier

    - Armenia (*)

        - Armenia
        - Armenia - Mobile Carrier

➢ Mobile phone services may contain extra tariff groups such as:
- SMS (*)
- MMS (*)
- ROAM (*)

Tariff Table
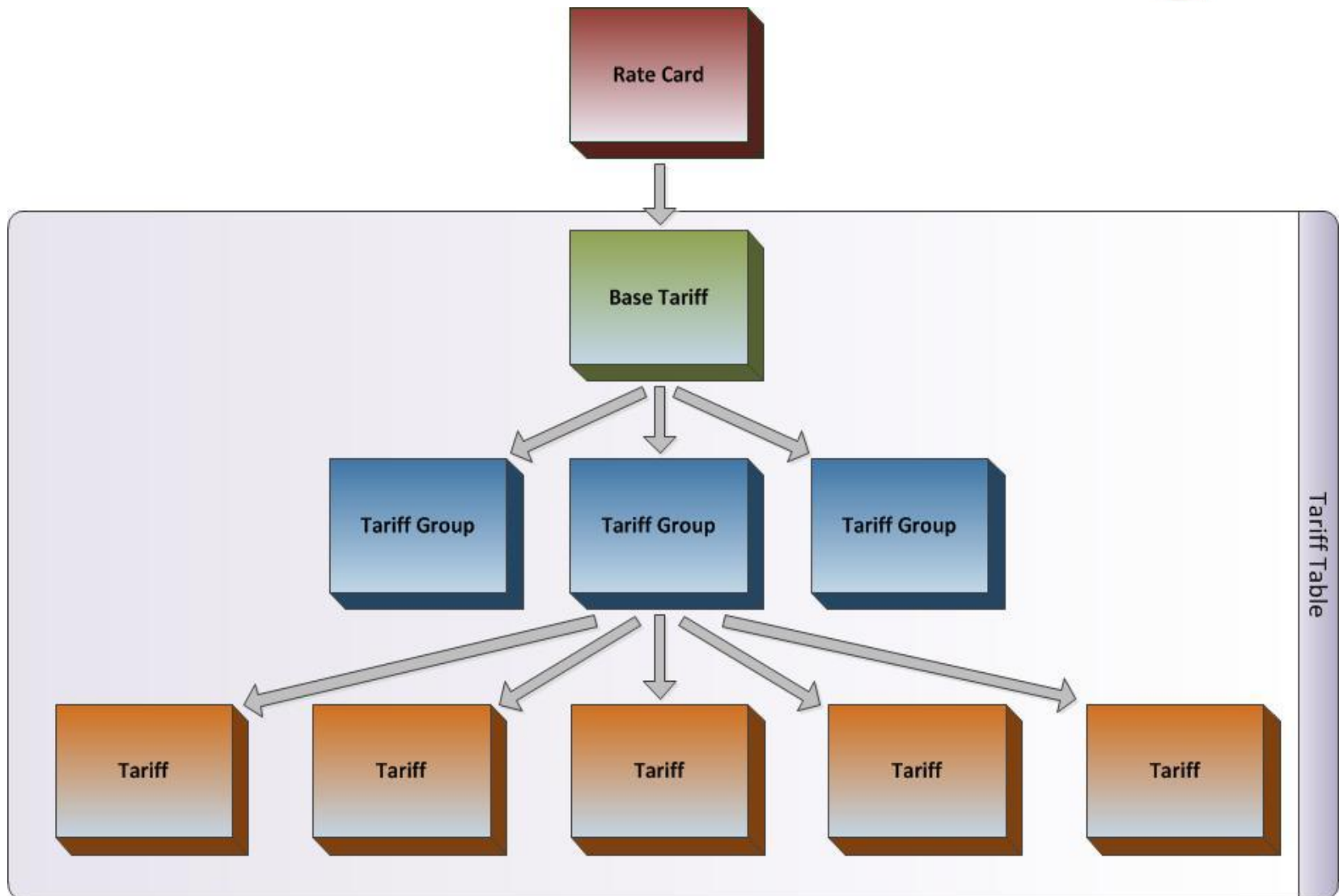
Buy and Sell

➢ Emersion provides a multi-tiered, hierarchical account structure

➢ Wholesaler, retail service provider (RSP), and end customer accounts can all exist in the system

➢ Buy package plans and buy service plans reflect the service cost prices or the rates that the service is purchased

➢ Sell package plans and sell service plans contain the prices that you sell the service to your customers

➢ The buy / sell structure allows the system to create invoices for a service at each level of the hierarchy.

Buy and Sell

➢ If your wholesaler does not exist in the system, you will create your buy package plans and buy service plans AND your sell package plans and sell service plans.
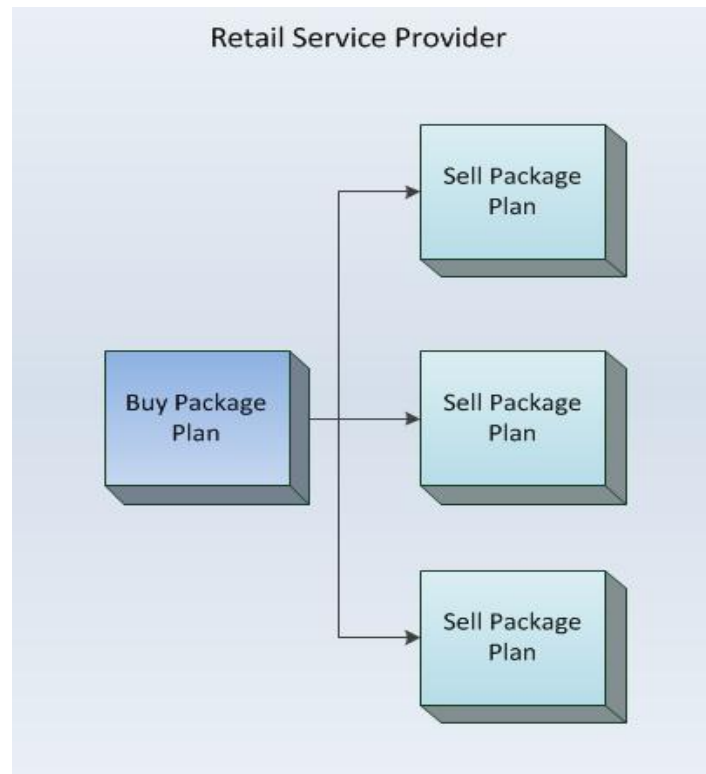
Buy and Sell

➢ If your wholesaler exists in the system, they will create their buy package plans and buy service plans, as well as sell package plans and sell service plans

➢ The wholesaler will make their sell package plans available to you, which become your buy package plans and buy service plans

➢ You create your sell package plans and sell service plans and link them to the buy package plans and buy service plans purchased from your wholesaler.

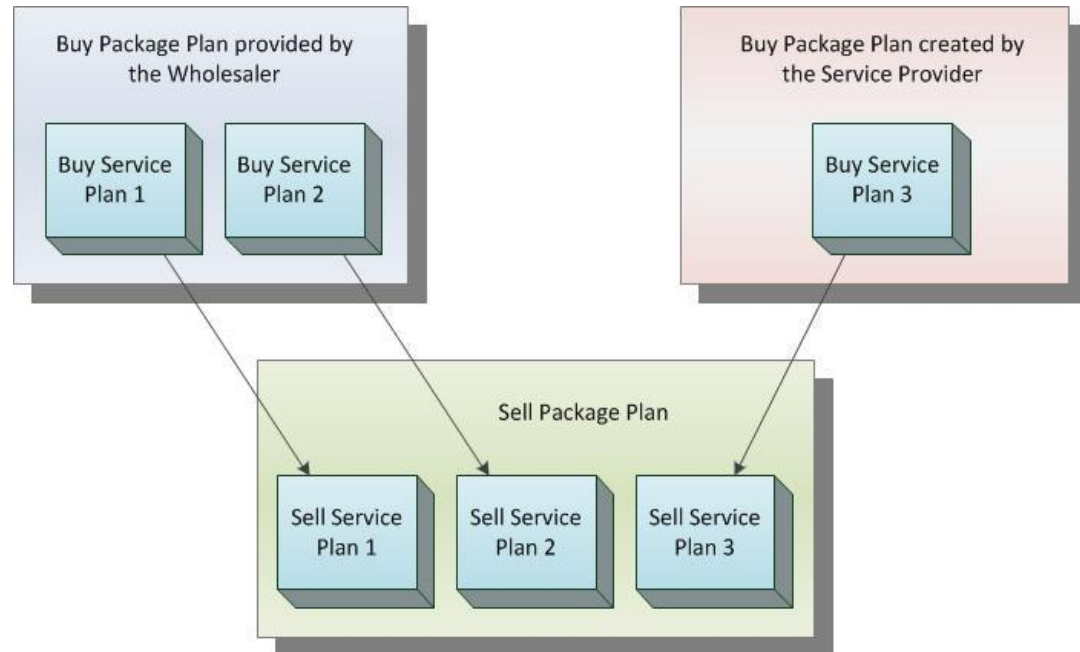# Buy and Sell
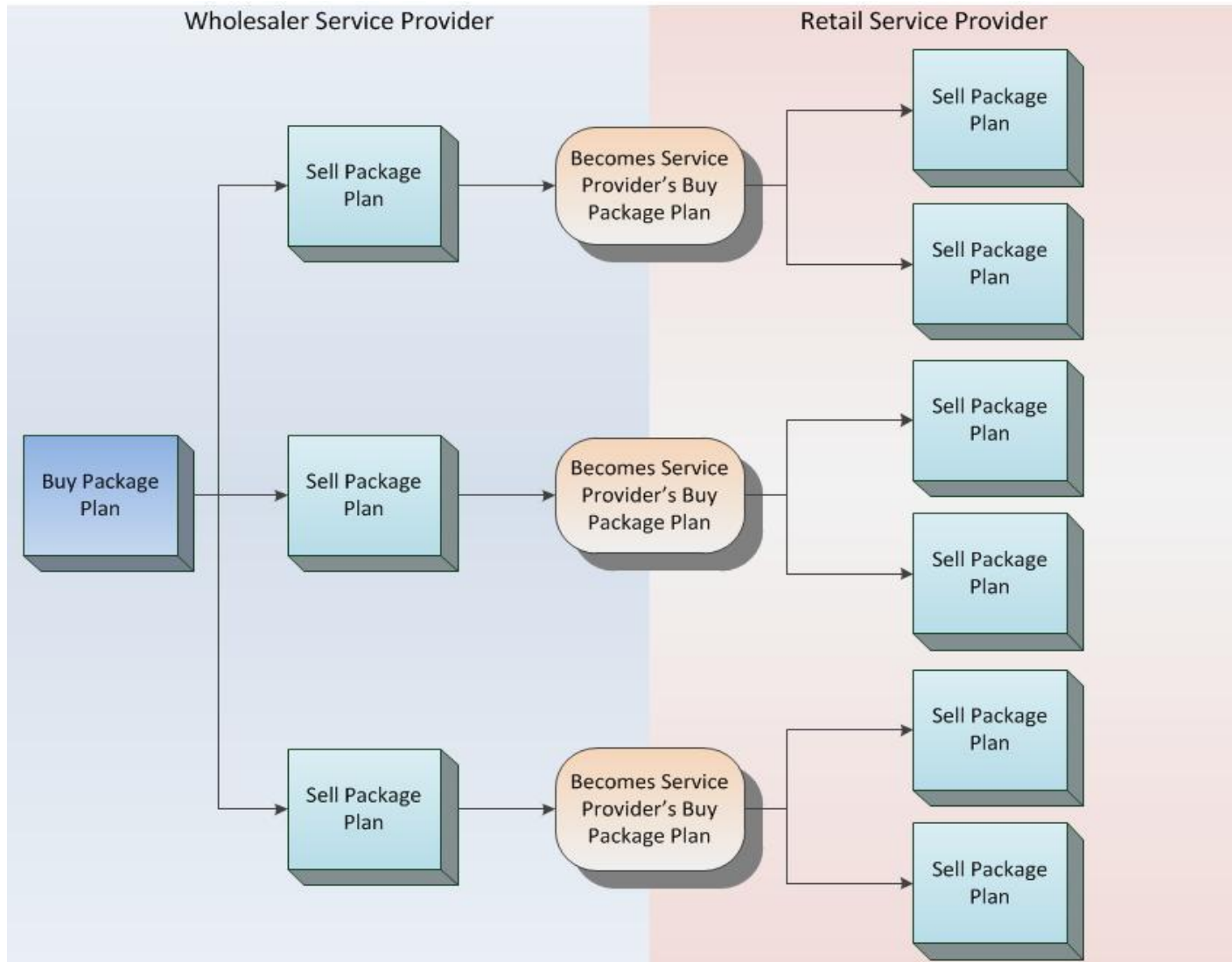
Linking Package Plans and Service Plans

➤ Enables the system to have the correct pricing at each level of the account hierarchy

➤ Sell package plans must be linked to buy package plans

➤ Both buy package plans and sell package plans also must be linked to buy service plans and sell service plan respectively

➤ A buy package plan must be linked to at least one buy service plan

➤ A sell package plan must be linked to at least one buy package plans and at least one sell service plan.

Linking Package Plans and Service Plans

➢ Sell package plans may be linked to multiple buy package plans

➢ Buy package plans can be sourced from:
- Buy package plans that you have created
- Buy package plans that have been made available to you by your wholesaler.

Buy Package Plan provided by the Wholesaler

Buy Service Plan 1
Buy Service Plan 2

Buy Package Plan created by the Service Provider

Buy Service Plan 3

Sell Package Plan

Sell Service Plan 1
Sell Service Plan 2
Sell Service Plan 3

Linking Package Plans and Service Plans

➢ You select the service plans included in a package plan by linking them to the package plan

➢ Each service plan can be set to mandatory or optional
  ➢ i.e. mandatory services must be active before the package plan is active

➢ A package plan may contain more than one of each service plan (i.e. service allowance) e.g. 5 mailbox service plans in a package with a data service

➢ You can only set mandatory services and the service allowance on buy package plans

➢ The sell package plan will inherit the mandatory services and service allowance from the buy package plan.

How Packages & Services are billed

- The instance of a package plan sold to a customer is referred to as a *package subscription*

- A *service subscription* is an instance of a service associated with a service plan that is contained in the package plan

- The system also creates *service bolt on subscriptions* when a bolt on is linked to the service plan in the package plan

- Package subscriptions, service subscriptions, service bolt-on subscriptions are all billed the same way

- Charges are generated for package subscriptions, service subscriptions, and service bolt-on subscriptions, either from the start or the end of a period

- The charges are put into a *Pending* status to be picked up by the Billing and Rating engine.

How Packages & Services are billed
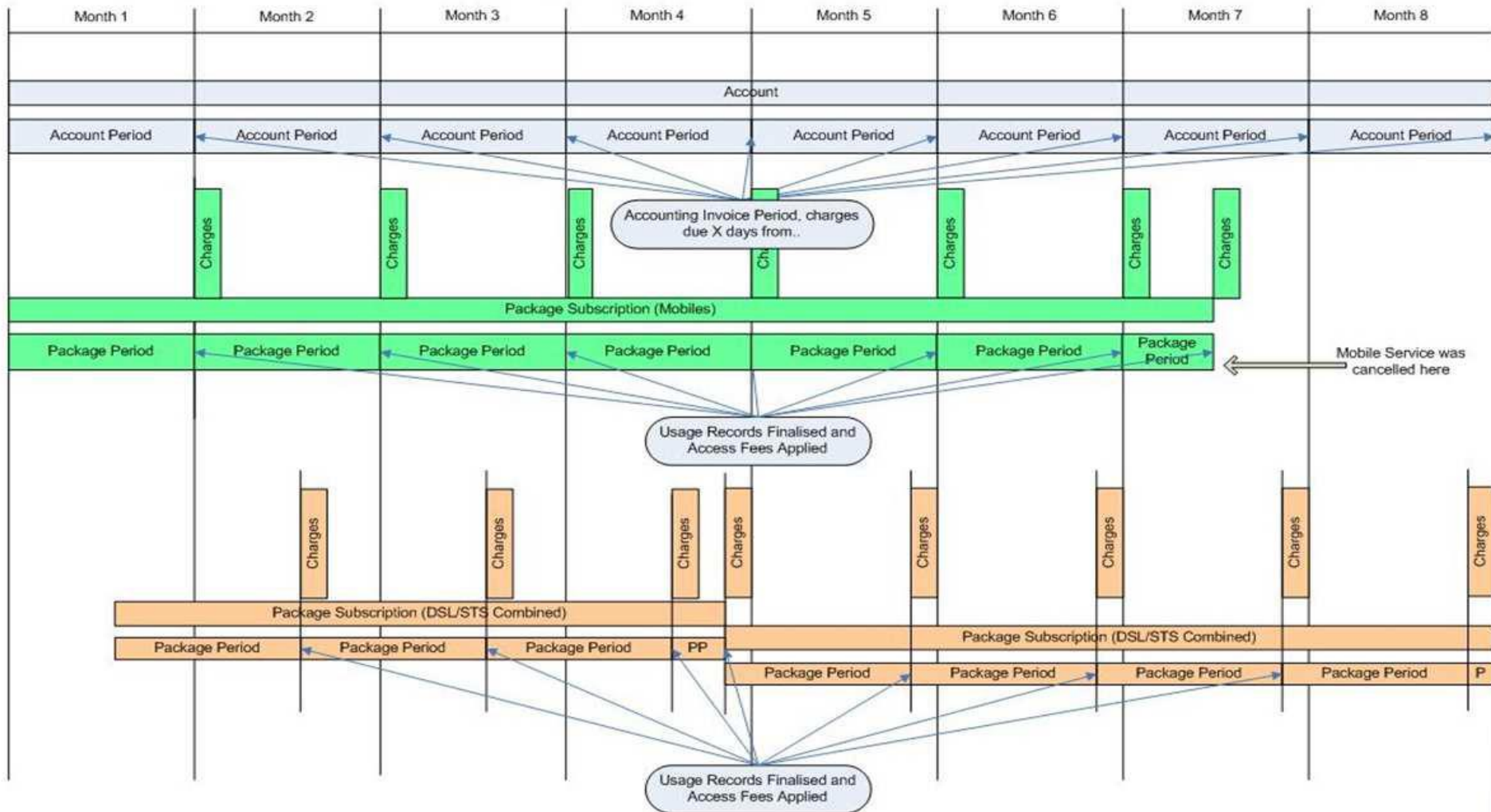
How Packages & Services are billed

➢ When usage data is processed, the system will find the appropriate service subscription period

➢ If the period has been closed, the usage will be put into the next open period

➢ The system allows an extra day at the end of the bill run to receive usage data from a provider to make sure the system has all charges expected for the current month
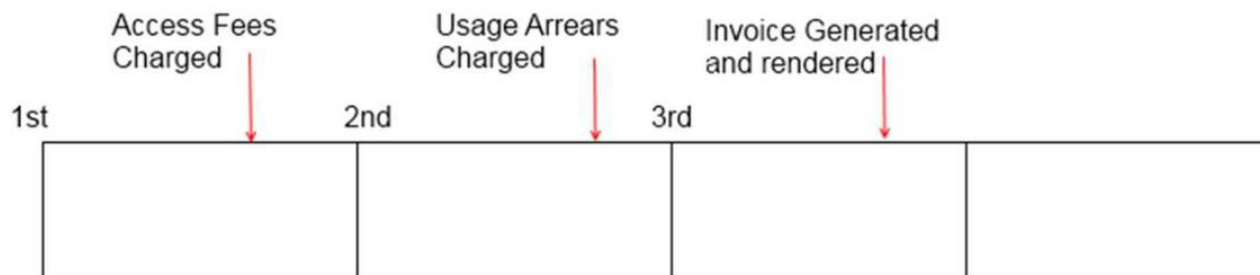
The above diagram presumes billing of the service is 1st of the month, and that invoicing period is also 1st of the month.

* Note: Each process may occur earlier during the day.

Quarantine

➤ The billing and rating engine places any issues found in quarantine

➤ E.g. missing service information, incorrect rating data, or usage file issues received from your upstream provider

➤ You must regularly review quarantine to resolve billing issues and ensure invoices contain all charges

➤ Records in quarantine may result in missing or incorrect charges on your invoices

➤ Once resolved, records can be re-processed.

Quarantine

BMS Quarantine

➢ Lists issues identified by BMS during supplier file mediation

➢ Separate tabs for Telephony, Data and Miscellaneous usage

➢ Records can be cleansed for re-processing, or written off to be ignored by the billing and rating engine.

Rating Quarantine

➢ Lists issues identified during rating, billing and invoice generation

➢ Once resolved, records need to be cleansed to re-process.

Questions?