Modularity Billing System (MBS):
Customer Care

Customer Care integrates all aspects of the billing process from managing customer information and equipment to creating invoices and collecting revenue. Serving as the core of CDG's MBS modular suite of applications, Customer Care allows you to handle service orders and customer issues quickly and to produce accurate bills. When Customer Care is combined with our other optional modules, the result is a totally integrated solution for collecting your revenue and heightening your customers' satisfaction level.

OVERVIEW

The MBS Customer Care module is a robust, reliable tool that manages customer information, revenue collection ,and the use of the operational systems.

Customer Care provides support for wireline, Internet, cable, wireless, VoIP, IPTV and non-telecom services, offering your company the flexibility to roll out new products and bundles, bill customers reliably and provide superior customer service. Modular account structures, multilevel security protection, and efficient cycle billing—including multiple invoice distribution—make maintaining customer account information efficient and problem-free. Customer Care simplifies complex multi-step processes and enhances revenue-generating opportunities by enabling service representatives to enter leads and orders and to directly manage all types of requests.

Use of a comprehensive solution like Customer Care is a critical element for driving customer satisfaction, delivering a high level of service and successfully retaining your customers. Using this module, your service representatives can record, manage, and resolve customer service requests with increased speed and efficiency. Services and features—even complex combinations—can be implemented quickly, allowing your service representatives to respond to customer inquiries with clearly defined procedures while at the same time looking for cross-selling opportunities.

Customer Care allows you to combine services, offer reduced prices at the time of installation, apply discounts, and simplify complex charges by building custom packages and bundles. The system can also group charges for individual service providers and types of service providers to ensure required charges are entered or pricing objectives are achieved. Your company can customize Customer Care based on your specific business needs, through our tailored implementatin process and hundreds of user defined configuration options. Reference data, options, and information outside the Customer Care implementation can also be easily modified using database tables. Additionally, users can change screen and column sizes, column order and the sorting criteria for lists.

Access to Customer Care records is controlled through user accounts in the Security module. Security options can be uniquely customized to determine the modules and components a user may access, as well as the actions they can perform within a module. The system also logs all user activity and tracks modifications allowing companies to review the case history of any change. Customer Care provides efficient, standardized customer service processes that simplify employee training, accelerate incident resolution, improve customer satisfaction, and allow your company to make better-informed business decisions with reliable customer-data analysis.

Excellent customer service requires the fast and easy identification of subscribers, accounts, and services. Customer Care allows users to find what they need based on:
- Names
- Primary service information
- Internet email addresses
- Invoice / service / other addresses
- Social security numbers
- Contact phone numbers or email addresses
- Broadband equipment serial numbers
- Patronage IDs
- Internal system identifiers
- Accounts flagged as delinquent
- Subscribers with incomplete activity
- Custom company specified information

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Payments Subscriber payments may be made using cash or check, debit or credit cards, and EFT (Electronic Fund Transfer). Payments can be manually applied individually, in batches, or automatically applied through the use of files provided by financial institutions. Customer Care can also allocate payments to separate balance types based on predefined company criteria. With the E-Care module, receiving and paying bills can be taken to the next level by allowing subscribers to pay their invoices online using a credit card or bank draft. It is also possible for users to reverse payments that are made in error when needed.

Adjustments Adjustments can be made at the account or service level, and adjustments that affect a large number of subscribers can be performed as a group. It is also possible to make adjustments directly to an invoice in order to impact the originally invoiced revenue categories while simultaneously preventing invoice items from being over-adjusted. Taxes for all adjustments are automatically calculated in all cases and users can waive them in situations where this is appropriate. Customer Care can also flag adjustments for approval by authorized personnel if specific thresholds are reached.

Deposits During the install process, deposit recommendations are made by Customer Care based on your company's preferences and requirements. Service representatives can, however, override these recommendations on a customer-by-customer basis. Deposit interest can be calculated using simple interest or compounding periods of a week, month or year, and interest calculations can be suspended based on late notices or NSFs. Based on policies defined by the company, deposits or deposit interest may be refunded or applied to an outstanding invoice.

Write-offs Accounts with unpaid past due balances that have had all services disconnected can be written off manually or through a batch process that flags these accounts using the minimum amount owed, the time out of service, or other selection criteria. Written off accounts are journalized according to their write-off allocation plan and written off balances are retained for reference purposes.

Invoice Presentation and Content Given Customer Care's ability to support multiple services under an individual account, companies can also create consolidated invoices that contain details for a variety of services. Services can be invoiced in advance or in arrears based on the account definition, and

companies can use a single invoice format (standard or customized) or multiple invoice formats for different services or types of customers.

Invoice Distribution and Scheduling Customer Care can be set up for single or multiple invoice cycles, and invoices can be created for mailing.

Rating and Discounting Customer Care includes a proprietary rules-based rating and discounting engine that allows your company the ability to offer a wide variety of pricing and discounting alternatives to your subscribers. Rating and discounting objects are defined and maintained with a powerful set of screens which use an object versioning scheme to ensure data consistency and integrity. Customer Care supports a multitude of rating and discounting options, including:

- Free (included) usage
- Transaction-based pricing
- Measured pricing (e.g. call duration)
- Retention of unused free minutes for future application
- Unlimited rating time periods
- Volume sensitive (tiered) rating and discounting
- Table-driven rules to define eligible and ineligible transactions for each rating object
- Default and subscription-based rate plans
- Discounts on recurring and non-recurring charges and usage
- Cross–product discounts
- Employee concession plans
- Minimum usage penalty charges
- Generation of percentage-based and flat fee charges based on user-defined criteria

Taxing Customer Care clients use the ZIPcomm® Database product from CCH, which contains the most well-researched tax determination data for wireless, wireline, and VoIP services. Customer Care loads this information into its own internal tax tables and includes screens that allow users to review and override the imported tax data if necessary.

Reporting Capabilities Customer Care interfaces compatible report writers. A multitude of standard billing and subscriber reports are available. Additional user-defined queries, reports, and Business Intelligence gadgets can be created using the Reporting module, which is an integrated query reporting tool that can report on any data points within the client's MBS database tables.

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External Interfaces External interfaces are essential to successful operation in telecommunications. Customer Care provides interfaces for:

- Customer account records exchange (Care)
- Line information database (LIDB)
- Caller name delivery (CNAM)
- Master street address guide (MSAG)
- E-911
- Calling card
- White pages
- Directory updates
- Taxing area code (TAR)
- Ach and credit card exchange with financial institutions
- Accounting packages
- Plant and facility mapping packages
- EMI exchange with clearinghouses and carriers
- CIBER exchange with clearinghouses and carriers
- Support for provisioning of various switches
- Support for raw call detail streams from various switches

Product Delivery

- **Online** Clients access Customer Care as an SaaS product located and operated on host servers. The only company requirements for the client are a internet connection and modern web browser.

mapquest

MapQuest services offer one-click access to integrated, interactive service address maps through MBS Customer Care and Trouble Reporting, census tract and block information for FCC ISP 477 reporting, automated address 'seeding,' 5-point address quality scoring, and invalid address reporting.

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