Modularity Billing System (MBS):
Customer Invoicing

CDG's Customer Invoicing module produces convergent invoices for landline, video on demand, internet, cable TV, and wireless. The module is fully integrated with the CDG's Customer Care and Mediation systems and utilizes table-driven business rules that allow the user to modify the invoicing process.

CONVERGENT BILLING

Designed for fast, easy data retrieval, the billing system provides cycle billing with multiple invoice distribution. This modular billing solution simplifies the complexities associated with bundling services that use custom charge packages, and makes credit adjustments easy using an online bill image screen. CDG's invoicing system improves invoice accuracy, optimizes staff efficiency and helps your company effectively control revenue.

FEATURES

Scheduler Process The scheduler process allows the user to control the extent of automation for each customer invoicing function. Processing levels range from full intervention (manually starting processes) to full automation (with processes starting when thresholds or other specific criteria are met). Criteria for automatic processing are table-driven and user-defined.

Event Notification Process System functions are performed by modules that can be customized to fit the needs of the user's business operations. One such feature is the ability to determine who is to be informed of a module's progress, and how often. A module can be set to send messages to selected personnel as functions are successfully completed, or only when issues may arise.

INVOICING OPTIONS

Customer Invoicing Module The Customer Invoicing module features multiple formats, assignable at the account level, that can be defined for each company. Invoices include areas for advertising or educational messages as well as service provider messages.

- Invoices can be distributed by US Mail (paper), email, CD-ROM, and Electronic Bill Presentation and Payments (web).
- Invoice formats are detailed with logically presented information and a variety of presentation options.
- Company and carrier logos can appear on invoices.

INVOICE CALCULATIONS

Rate Packages (Usage) These records are used to associate a usage type with a service provider to create default and non-default rate packages. Rate packages are at the highest level within the rating and billing application because they join the rate plan, rate CDMs, allowances, prerequisites and exclusions.

Rate Plans (Usage) Rate plans, the usage rating information for a service provider, are defined by a location and can be attached to service provider rate packages. Rate plans also contain surcharge information; the rates can be based on transactions or units.

Charges (Recurring / Nonrecurring / Timed Charges) A charge is a set proportional monetary amount associated with a specific aspect of service provided by a company. Charges can be related to an account or a service. The Charges screen is used to display all account and service charges related to an account.

Bundles (Recurring / Nonrecurring / Timed Charges) A bundle is a collection of charges. Bundles define the minimum and maximum number of charges that are necessary to make the bundle valid, as well as charge groupings that are valid for a flat rate. Bundles also allow companies to apply different ratings to single charges included in the bundle. Bundles can be associated with specific service providers, usage types and packages.

Cross Product Discounting (Recurring / Nonrecurring / Timed Charges and Usage) Allows for one type of service to provide the qualifying charges and another type of service to provide the eligible charges (and thus receive the discount).

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cdg MBS

FEATURES *(continued)*

INVOICE CALCULATIONS (continued)

Products (Recurring / Nonrecurring / Timed Charges and Usage) A product is a collection of one or more services to be installed together as a group. All services in MBS are installed using products. Products allow you to group packages from different service types and usage types into one product offering. Therefore, when a product is installed, all associated services are installed and the packages defined for the services are installed as well.

The goal of products is to allow discounting across service types and usage types. Each product record defines basic information about the product (such as how the product information should display on the invoice), as well as the types of services that must be installed for the product, the required packages for each usage type within each service, the service areas (grouped by service type) in which the product offering is available and the discounts associated with the product.

REPORTING

Reporting capabilities include the invoice totals summary for trends from previous billings and as a reference to other reports for consistency in totals.

Usage
- Usage details & summary reports.
- Additional usage detail reports for anomalies.
- Rate package summary to identify high-level problems.
- Billable usage details to verify individual rating scenarios.

Taxation
- Interfaces with CorpSystems Sales Tax Solution software, from CCH, a Wolters Kluwer business.
- Creates tax calculation summary, tax calculation service area summary, tax calculation details, tax calculation service area details and service provider tax summary.

Journals
- Have a flexible account structure.
- Create invoice totals summary, calculation details (expanded) and calculation details (condensed).
- Generate reports to support journalization and verification of journal account set-up, with interfaces to several prominent accounting packages.

Settlement Reporting
- A table-driven process for creating PARS, B&Cs, etc., for settlement between the company and various agencies.

STATEMENT ON STANDARDS FOR ATTESTATION ENGAGEMENTS (SSAE16)

The Customer Invoicing system is fully integrated with CDG's Customer Care and Mediation systems.

FULFILLMENT SERVICES

CDG offers a full range of printing and mailing services that build cost-effective productivity for your business.

FULL-SERVICE INVOICE PRESENTATION
Count on CDG to print, stuff publicity pieces, apply bulk mail permits, zip sort, and present invoices for mailing by the United States Postal Service. Alternatively, invoices can be prepared, sealed or not, for shipment to your home office. CDG also offers bills using web-based, electronic bill presentation.

For carrier and other wholesale bills, CDG can ship statements and reports to your specifications by Federal Express, United Parcel Service, or United States Postal Service.

Clients preferring a paperless environment can receive end-user invoices and carrier statements, as well as MBS and BDS-I billing reports, on CD-ROMs or DVDs.

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