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# Communications Data Group (CDG): Global Services

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From assistance in analyzing and improving current billing, reporting or revenue collection capabilities to expert advice on ways to eliminate revenue leakage or increase company efficiency, CDG's global services provide the revenue assurance tools and experts needed to help you meet your goals.

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## **CABS TRAINING**

Training for all aspects of carrier access billing and CDG CABS. Gain a practical understanding of carrier access billing function and design, as well as system work flows, relationships, terminology and navigation. Customized training for all phases of the CABS installation process and beyond. Personal training sessions at your office, at our facility, and web-based seminars are all available.

## **CABS STAFFING**

Complete CABS data entry, processing, invoicing and fulfillment services. CDG's experience and expertise can help you perform all your CABS related tasks, including rescuing unbilled access revenue you didn't even realize was missing.

## **FILING TARIFFS, ICAs AND CONTRACT AUDITS**

Tariff, ICA, and contract support services. The complex processes involved with carrier access billing, tariffs and agreements can be cumbersome and labor intensive. Plus, how do you know you've included every detail to optimize your billing? Our wealth of resources and accumulation of industry knowledge can guide you to ensure 'tight' filings and constant revenue assurance.

## **DATA CONVERSION**

Guidance and support for data mapping and converting existing databases to new billing systems, as well as data analysis to ensure accuracy.

## **MEDIATION PROCESSING**

Mediation processing consulting services including VOIP, soft switches, file format conversion, toll distribution, switch settings and CDR analysis. CDG's powerful Mediation module includes data collection and rating, usage distribution, usage processing to standard industry formats, and detailed reporting of all invalid toll dropped in editing.

## **IMPLEMENTATION ASSISTANCE**

Information acquisition and project management for all stages of CABS implementations. Table verification, release testing, information design and development and current billing auditing. We have expertise in planning and executing large and small scale implementations. Whether you are a CABS beginner or a seasoned veteran, implementing new billing is no easy task, but our outstanding support and service personnel historically achieve miracles!

## **DISPUTE RESOLUTION AND COLLECTION AND SETTLEMENTS**

Advisory and intermediary services for disputes, collections, and settlements. We'll work with carriers and customers to resolve disputes, determine settlements and obtain authorizations. Simple, automated collection services for processing manual collections.

## **DATA MIGRATION AND AUDITING**

Assistance with updating or changing application software and hardware; analyzing switch data; auditing data content, usage and usage billing and identifying and purging unneeded data to improve efficiency.

## **SERVICE ORDER ENGINEERING**

Engineering expertise and knowledge to ensure accurate billing of service orders based on facility access circuits review, gap analysis and ASR interpretation.

## **SYSTEM, PERSONNEL AND PROCESS PERFORMANCE ANALYSIS**

Objective review and analysis of company systems, personnel and processes.

## **GLOBAL SERVICES PARTNERS**

For more information about our global services partners, visit [www.cdg.ws/partners.php](http://www.cdg.ws/partners.php).