



Wireless Billing & Customer Care

Wireless Overview

Introduce the student to some factors that point to the tremendous growth in the wireless industry, and in mobile telephony in particular. Statistics are shown to back up claims that subscription to wireless services is wildly exceeding all projections. Stressed are the differences between landline and mobile environments. High level coverage is given to the radio spectrum as it applies to analog and digital communications. Finally, the importance and centrality of the billing system within the Telco is discussed.

- Wireless Generations
- Mobile Networks
- Radio Spectrum, Licenses & Auctions
- Growth of Mobile
- Billing Systems

Marketing & Pricing

Familiarize the student with the different types of wireless services currently being marketed, and ways in which they can be billed. This includes pricing models, block of time pricing, etc. for PCS and GSM. Special attention is given to the importance of VAS (Value Added Services) and the growth of data services.

- Services Sold
 - Voice
 - Value Added Services
 - Data
- Billing
 - Rate Plans
 - Promotions
- Prepaid Services

Customer Care

Study of the billing functions that are typically processed online (adjustments, notes, customer and product maintenance, etc.)

- Pre-Sale
- Point of Sale
- Active Subscriber
- Service Termination

Wireless Networks

This section introduces the students to the various wireless networks currently available around the world. The anatomy of a wireless transaction is described in detail from the handset, through the cell, the PSTN, to the receiving party.

- The Air Interface
- Network Infrastructure
- Signaling Networks

- Frequency Re-Use
- PCS Technologies
 - TDMA
 - CDMA
 - GSM

Event Processing

Comprehensive study of the event processing function for wireless xDRs. The CIBER and TAP standards are examined. The reformatting and rating functions are described in detail as well as the processing of roaming records.

- Mediation
- Input Formats
- Output Formats
- Rating
- Fraud
- Exception Processing

Roaming

The student is introduced to the issues of roaming between networks. A detailed explanation is given on the complexities of processing roaming records received from clearing houses.

- Anatomy of Roaming
- Network Setup
- Customer Options
- Billing for Roaming

Wireless Data

This section will explore the different methods employed to send data over the wireless networks. Some are in service, currently, and others are being deployed in 2000/2001. Following is the applications used in the data services and the pricing and impacts to billing.

- Transmission Types
 - CSD
 - CDPD
 - GPRS
 - CDMA
- Wireless IP Applications
- Pricing and Billing

Wireless Billing

A comprehensive study of all functions related to charges and credits calculations, quality control, and invoice production. Current issues such as real time "hot" billing and convergence are discussed. Billing methods for wireless product/discounts are discussed in great detail, as well as: pro-



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cessing tiers/tapers, taxes for multiple jurisdictions, adjustments, payments, and all data which finds its way into the invoice. Bill presentment on different media including internet is addressed.

- Bill Activities
 - Customer Selection Product Setup
 - Usage Accumulation
 - Discount Assessment
 - Fixed Charges and Adjustments
 - Taxes
- Invoice Review
- Billing Challenges

Finance

The student is introduced to the financial requirements that must be met by the billing system. Financial functions and their relationship with billing are described in detail.

- A/R Specialized Billing system
- Invoicing
- Payments
- Cash Transactions
- Management Reporting
- G/L Interface

Number Portability

This section introduces the student to the complexities associated with number portability in general, and *wireless* number portability in particular. Specially, what will be the impact on billing when all customers are allowed to “port” their numbers from wireline to wireless, from wireless to wireline, and from one service provider to another.

- Competition
- Local Number Portability
- Wireless Solution
- WNP Impact

System Selection

This section examines factors that could “make or break” the implementation of any billing system. What are the questions, which must be asked when selecting a billing solution? Open discussion on “What to do now?”

- Importance of Billing
- Billing System Evolution
- Options

Looking to the Future

What are the current trends in the Telecommunications industry? What is the impact of the latest mega-mergers and acquisitions? How will billing fare in the turmoil? Will Satellite communications become “communications for the masses”? Will wireline as we know it disappear?