



- **Keywords**

- customers and agreements
- services and products
- triple-play ready
- points of presence
- inventory management
- debtors management
- revenue assurance
- driving of service activation
- telephony number pool
- number portability support
- discounting module
- billing & sales ledger
- invoices for flexible length period
- interconnection billing
- multiple resellers
- multiple service providers

- **Who should consider?**

- Telephony, VoIP and Wimax startups, ISPs, IT service providers, services outsourcing companies
- Fast-growing telecom operators and internet service providers, meeting limits in their existing billing and customer care software
- Telecom companies redesigning their processes and evaluating new billing and customer care system options
- Operators and internet / IT service providers planning to develop billing software themselves

- **Why Terabill?**

- Billing, customer care and adjacent processes are integrated into software: faster organisation build-up
- Time-to-market: launch and start billing your services at the speed of marketing
- Lower entry barriers with software license rent
- Professional support and development teams
- Tested and documented processes to support your business operations

- **Customers, products**

Customer information

Subscribed products and services

Documents in customer's language:

- Customer agreement
- Service agreement
- Invoice template
- Call detail report
- Device rent agreement
- Balance confirmation

Campaigns

- **Invoicing**

Bill multiple types of services:

- volume-based
- monthly fees
- event-based

Assemble invoices

Send invoices through:

- e-mail
- post
- XML- interface for massprint & mail partners

Supports direct debit orders

Sales results over several classifiers

- **Manage debtors**

Monitor customer account balances, manage debtors

Calculate overdue charges

Suspend/resume debtors services

- **Service orders**

Orders generation is triggered by creation and closing of service agreements in CRM module

Different parameters for orders of each service type (telephone, WiFi, xDSL, Wimax, TV etc)

Manual or automatic processing

- **Mediation**

Collects service usage data (CDRs)

Unlimited number of data sources

Configurable import filters

Multiple input formats

Configurable data conversion rules

- **Pricing**

Calculates cost & sales rates for volume-based services – telephony and VoIP CDRs

Identifies subscribers based on:

- a-number or
- source trunk or
- IP-address of source device

Interconnection billing

Flexible discounting, free minutes

Reports for monitoring call traffic and profitability

- **Sales ledger**

Import receivables

Enter cash and other types of payments or settlements

Process receivables automatically according to customer reference numbers

- **Inventory module**

Manage full lifecycle of devices

Real-time overview of device statuses and locations

Store transactions are tightly integrated to subscription creation and sales

Service orders contain device parameters for activation

Includes depreciation of devices