

**Framework 14.5
Implementation Conformance
Certification Report**

**MDS
Customer Management Platform (CMP)
Managed Service V6.4**

December 2015

Version 1.0

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1 Introduction

1.1 Executive Summary

This document provides details of MDS' self-assessment and TM Forum's Conformance Assessment of the **MDS Customer Management Platform (CMP) Managed Service Implementation**, against the following Framework 14.5 components:

- Business Process Framework Version 14.5

The assessment included a review of:

- The methodology approach to process modeling against the TM Forum's Business Process Framework Release 14.5 according to the specific processes submitted in scope for the Assessment.

Note that Conformance to the Information Framework (SID) Aggregate Business Entities (ABEs) was not covered in this Assessment.

2 Implementation Functionality/Capability Overview

2.1 MDS CMP Managed Service Implementation Overview

MDS is a trusted provider of managed service operations that has built a solid reputation in the telecoms industry over many years, consistently delivering on-time and to budget. MDS provides scalable, accurate and proven integrated Business Support Systems (BSS) solutions that support complex business customers and services by managing and maintaining the critical BSS application and infrastructure on behalf of Communication Service Providers (CSPs).

MDS Customer Management Platform (CMP) Managed Service empowers CSPs to monetise, price, launch and bill any product and service, rapidly, accurately and at a low total cost of ownership, helping providers to better understand and enhance the experience of their customers. Headquartered in the UK, MDS managed BSS solutions support millions of subscribers, with customers including BT, Dixons Carphone, eir, TalkTalk and Telefónica UK.

Through the award-winning CMP, MDS Managed Services offers CSPs a reduced cost, lower risk alternative to in-house customer management, without the need to sacrifice control and at a much lower total cost of ownership. The service offers the flexibility to manage specific processes, functions, systems and third-party services that can free-up key internal resource to focus on growth and innovation.

MDS provides rigorous support for CSP operations through its deep understanding of the customer life cycle processes and the challenges associated with robust service delivery. Utilising eTOM, ITIL, ISO9001, ISO 27001 and ISO22301 MDS Managed Services has integrated global industry standards into the managed services platform.

Benefits of MDS CMP Managed Service include:

- Utilisation of a Private Cloud to enable the expected flexibility and elasticity now demanded by CSPs
- Consistent proven and industry conformant processes that deliver assured 24/7 managed service operations
- Orchestration of network connectivity and functionality with partner-provided inputs
- Faster time to market when prototyping new ideas versus conventional business support license software and process updates
- Decoupling the creation and launch of service from legacy systems and processes that prohibit rapid response to changing technology, market, and customer conditions
- Mitigation of risk associated with change, new ideas, and unexpected challenges by leveraging a team of managed services personnel with extensive experience
- Integrated end-to-end solution functionality with on-demand results reporting

- Maintenance, upgrades, and configuration of the solution to meet the business-specific needs of each customer and end user
- Sophisticated revenue management functions that rate and bill convergent telecoms and cloud computing services
- Integrated CRM that provides the entire view of the customer and their services
- Service Level driven service delivery ethos supported by an extensive suite of service levels with real time monitoring and validation that assure all aspects of service delivery, providing complete business control across infrastructure, applications and processes.

A typical MDS CMP Managed Service infrastructure can be found in Figure 1 and can involve many third party service providers, for example credit reference agencies and print bureaus. An extensive suite of web services APIs are available to ensure seamless integration with external applications and systems increasing the solution flexibility and reducing the time to market.

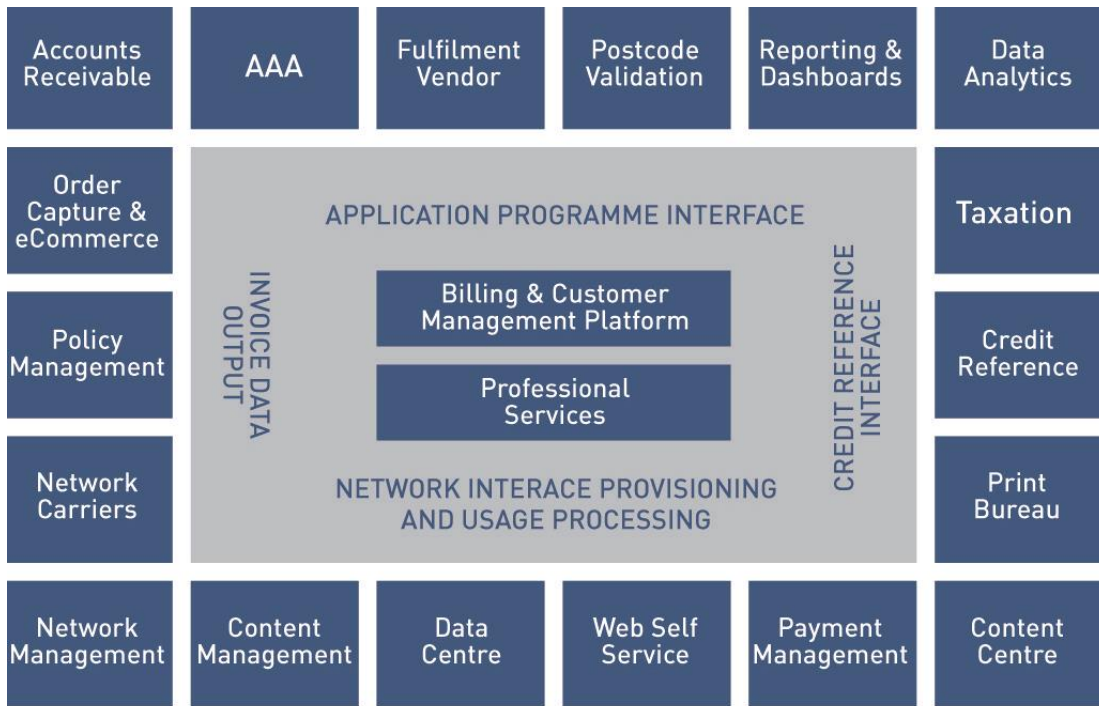


Figure 2-1 Typical MDS CMP Managed Service infrastructure

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 4 descriptions are analyzed by looking for implied tasks. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

Note that when a Level 3 process has not been decomposed to Level 4 processes, the implied tasks for the given Level 3 process are analyzed.

The Business Process Framework Level 4 descriptions (or Level 3 if appropriate) are analyzed by looking for implied tasks. Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 4 process implied task:

- **GREEN** is used to highlight key words or key statements that are fully supported
- **YELLOW** is used to highlight key words/key statements that are partially supported
- **GREY** is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, “A”, “M”, or “AM” is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

TM Forum Note 1: *When process mappings are presented against Level 4 processes, the mappings are provided against the text in the “Mandatory” field for the process. In the event of the Mandatory field not being used, the process mappings are in that case provided against the Level 4 Brief/Extended descriptions.*

TM Forum Note 2: *Note that if a Level 3 process has not been decomposed to Level 4 processes in the Business Process Framework, in such cases the process mapping support is provided against the Level 4 process descriptions (Brief & Extended).*

3.2 Business Process Framework Level 2 Process Scope

The following figure represent the Business Process Framework Level 2 processes (high-lighted in green) that were presented in scope for the assessment and that were assessed and support the corresponding Business Process Framework processes according to the results in Chapter 6 Framework Conformance Result.

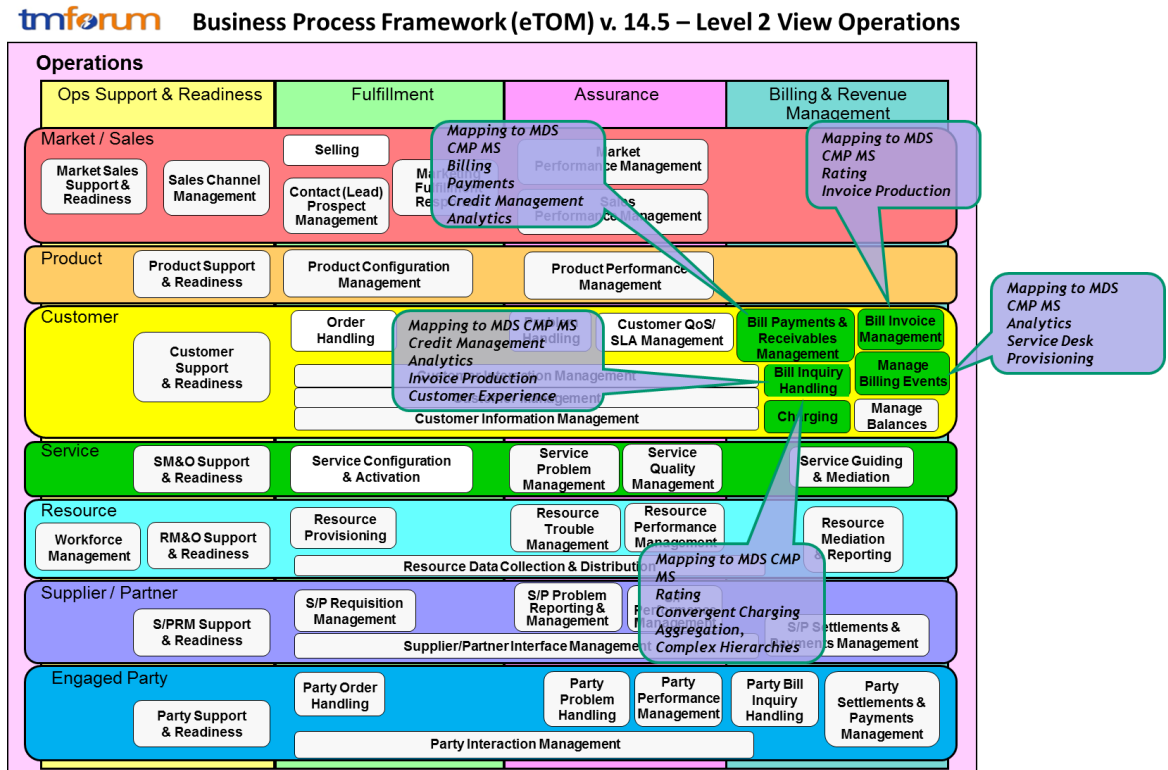


Figure 3-1 Level 2 process coverage for MDS CMP Managed Service Assessment

The following diagram identifies the number of Level 3 processes that were submitted for assessment, for each Level 2 process that was submitted in scope for the Assessment.

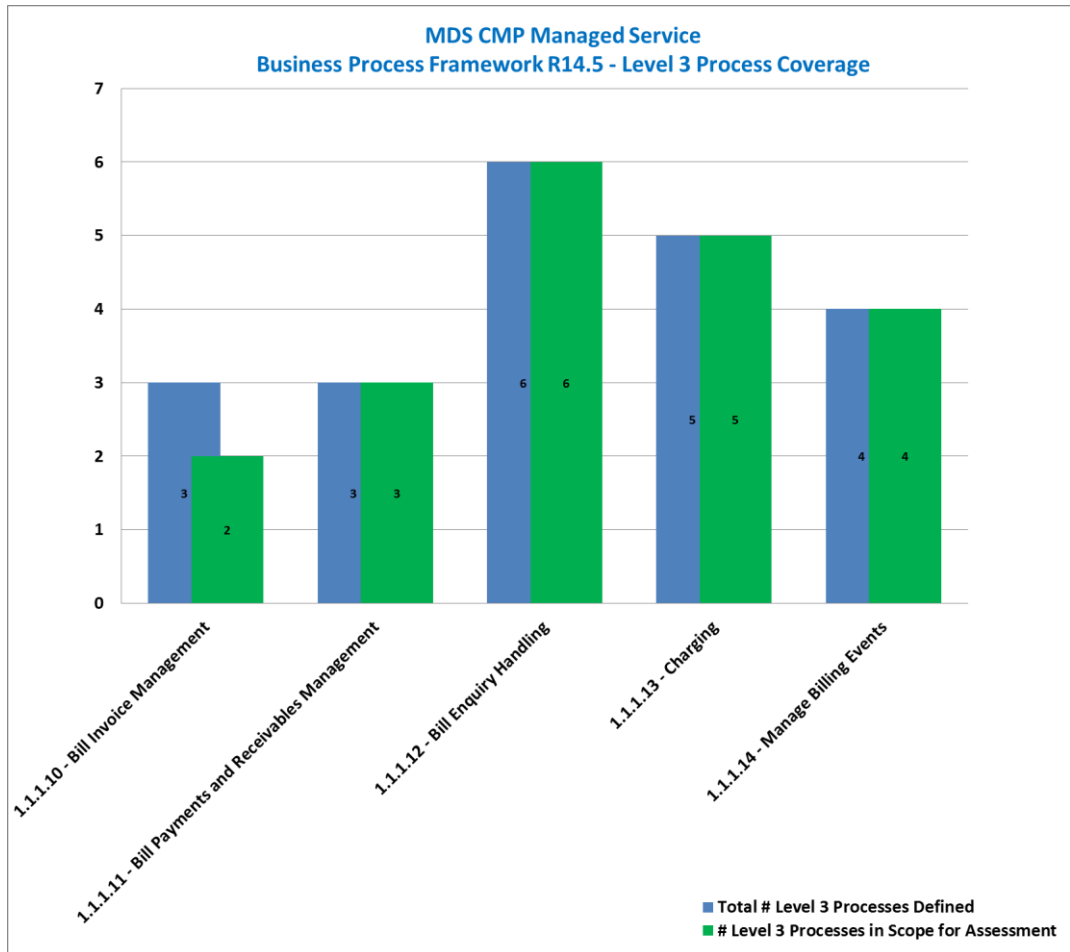


Figure 3-2 Level 3 process coverage for MDS CMP Managed Service Assessment

3.3 Implementation Scope

The diagram in Figure 3-3 represents MDS' CMP Managed Service Implementation with mappings to the Business Process Framework Level 2 processes that were submitted in scope for the Conformance Certification assessment.

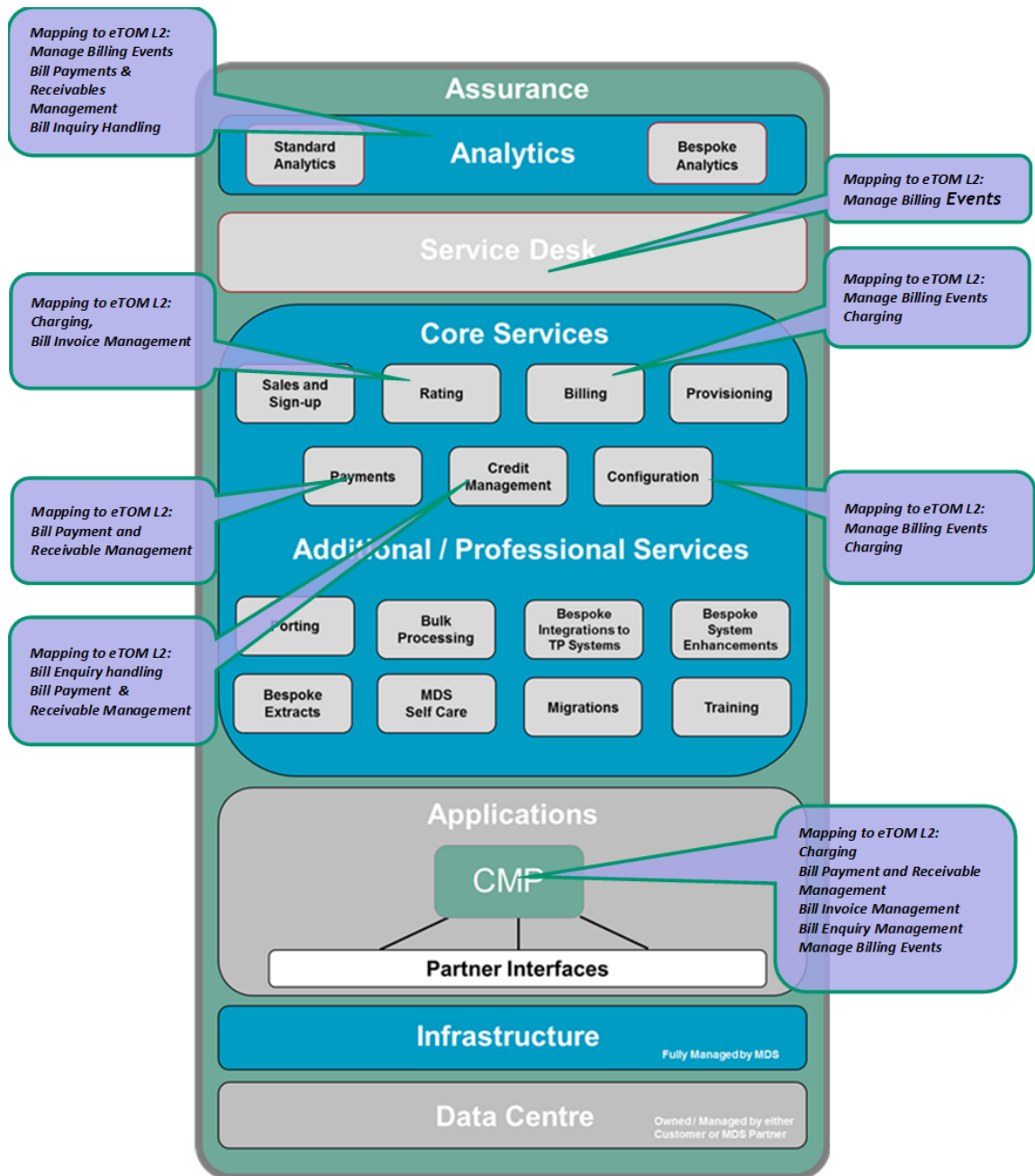


Figure 3-3 MDS CMP Managed Service Implementation mapped to eTOM L2 Processes in scope

4 Business Process Framework – Process Mapping Descriptions

This section provides the Process Mapping output from MDS' self-assessment which was reviewed by TM Forum Subject Matter Experts alongside supporting documentation for MDS' Managed Service Implementation.

4.1 L2: 1.1.1.10 - Bill Invoice Management

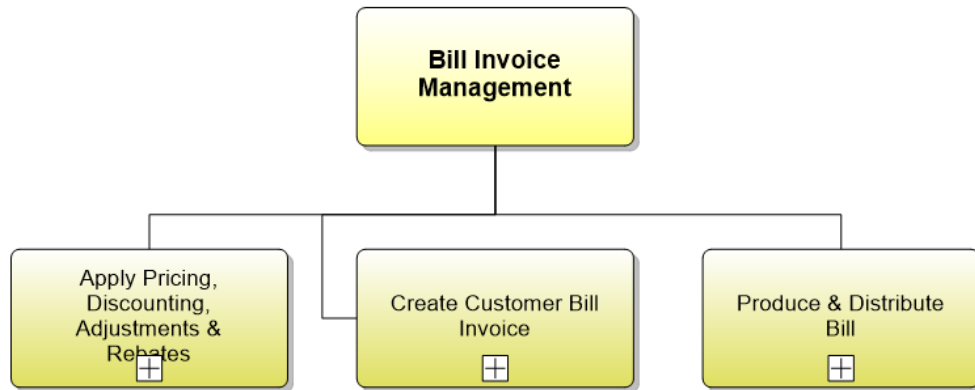


Diagram Description

Ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied.

Process Identifier: 1.1.1.10

Description

Ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied.

Extended Description

Bill Invoice Management processes ensure the bill invoice is created, physically and/or electronically produced and distributed to customers, and that the appropriate taxes, discounts, adjustments, rebates and credits for the products and services delivered to customers have been applied. These processes are accountable for assuring that enterprise revenue is billed and invoices delivered appropriately to customers. These processes are responsible for, but not limited to:

- Establishment and application of taxes and charges to the services delivered to customers;
- Application of the adjustment (adjustment decision done in Bill Inquiry Handling);
- Creation of accurate bill invoices including all adjustments, rebates, discounts, credits, etc.

- Production & distribution of bill in physical and/or electronic form to customers in accordance with the billing cycle;
- Forecasting of physical resources associated with bill production, such as paper and envelope quantities;
- Alignment and management of promotional material insertion into distributed bills
- Establishment and management of third party arrangements to support bill invoice generation, production and distribution.

4.1.1 L3: 1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates

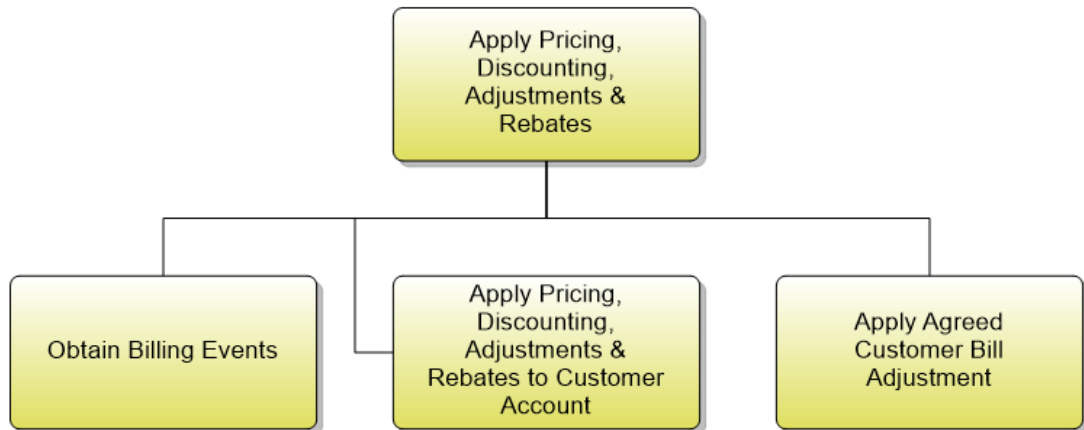


Diagram Description

Ensure that the bill invoice is reflective of all the commercially agreed billable events and any bill invoice adjustments agreed between a Service Provider and the customer.

4.1.1.1 *L4: 1.1.1.10.1.1 - Obtain Billing Events*

Process Identifier: 1.1.1.10.1.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process Description

Accept billing events that have been collected, translated, correlated, assembled, guided and service rated before determining the information would be applied to the customer’s bill invoice(s).

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.1.1 Obtain Billing Events
<p>Mandatory</p> <p>The purpose of the Obtain Billing Events process is to ensure that all billing events for services delivered to the customer by the Service Provider are available for processing. AM</p> <p>MDS Managed Services are responsible for collection, validation and reconciliation of usage data records both for traditional telco type usage records and other usage records such as purchases of, for example, video, data usage, IT cloud hosting, unified comms. MDS Managed Service will agree the collection location and scheduling/frequency with the MDS Managed Service client.</p> <p>ALL RELATED EVIDENCE IS DETAILED IN THE “Evidence Document Process Identifier: Level 2 Processes: 1.1.1.14 - Manage Billing Events” Document AND IS REFERENCED BY ITS PAGE NUMBER</p> <p>MDS.RB.1 Usage Processing See Page 2-7 2.12.1 Usage Data Collection and Validation See Page 7-8 Standard Report E019 Usage Rating Statistics See Page 8</p>

4.1.1.2 **L4: 1.1.1.10.1.2 - Apply Pricing, Discounting, Adjustments & Rebates to Customer Account**

Process Identifier: 1.1.1.10.1.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process Description

Determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer.

LEVEL 4 PROCESS MAPPING DETAILS
1.1.1.10.1.2 Apply Pricing, Discounting, Adjustments & Rebates to Customer Account
<p>Mandatory</p> <p>The purpose of Determine Customer Account process is to determine the customer account or customer specific pricing, charges, discounts, and taxation that should be delivered to the invoice(s) for the customer and ensure that the each cost item included in customer bill invoice(s) can correspond to a correct account through which customer will pay for the cost item. M/A</p> <p><i>CMP's core customer account billing facet is the customer agreement(s). The Agreement is central to Invoice Production and determines when a customer bill is produced, at what level (which accounts) in the hierarchy that the bill is consolidated and where the bill is sent to for payment to take place. The agreement orchestrates the pricing, discounting, adjustments and rating elements for each customer account and caters for complex customer hierachies.</i></p> <p>ALL RELATED EVIDENCE IS DETAILED IN THE “Evidence Document Process Identifier: Level 2 Processes: 1.1.1.14 - Manage Billing Events” Document AND IS REFERENCED BY ITS PAGE NUMBER</p> <p>MDS.RB.2 Invoicing See Page 9-26 Invoice Production See Page 26-28 Agreements See Page 28-31</p>

4.1.1.1 *L4: 1.1.1.10.1.3 Apply Agreed Customer Bill Adjustment*

Process Identifier: 1.1.1.10.1.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process Description

Apply and review any adjustment agreed in the previous billing period and make these included to the bill invoice

<i>LEVEL 4 PROCESS MAPPING DETAILS</i> <i>1.1.1.10.1.3 Apply Agreed Customer Bill Adjustment</i>
<p>Mandatory</p> <p>The purpose of the Apply Agreed Customer Bill Adjustment process is to ensure that any adjustments which have been agreed between customer and Service Provider are included in the customer bill invoice. AM</p> <p>Adjustments are generally applied via the Sales Ledger Adjustment (SLA) functionality that allows the SLA to be applied to immediately and raises a standalone credit note or to be applied on bill cycle when the SLA will used to offset an invoiced amount. If an adjustment places an account in credit a refund can be processed to repay the value of the account credit balance. CMP also facilitates credits applied as one off or recurring services and will also pro-rate credit services charged in advance that have subsequently been cancelled subject to the appropriate configuration of the service</p> <p>ALL RELATED EVIDENCE IS DETAILED IN THE “Evidence Document Process Identifier: Level 2 Processes: 1.1.1.14 - Manage Billing Events” Document AND IS REFERENCED BY ITS PAGE NUMBER</p> <p>MDS.CC.27 Account Adjustment See Page 32-37 Standard Report E013 Sales Ledger Adjustment Summary Report See Page 37-38 Sales Ledger Adjustments See Page 38-44</p>

4.1.2 L3: 1.1.1.10.2 Create Customer Bill Invoice

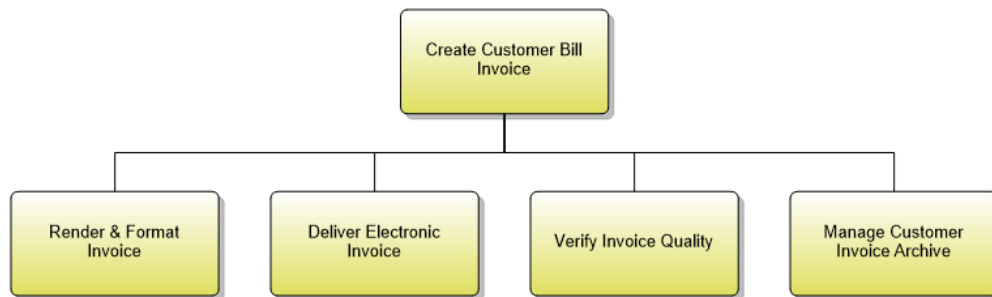


Diagram Description

Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective trading partners.

Production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective other parties.

Extended Description

The primary purpose of the Create Customer Bill Invoice process is the production of a timely and accurate invoice in accordance with the specific billing cycles and reflective of the final charges for services, together with any adjustments, delivered to the customer by the Service Provider and respective other parties. This process contains the invoicing components of the Service Provider's business. This includes the rendering/formatting of an invoice, the delivery of an electronic copy of an invoice to customers and the processes that verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. The flow of this process can be viewed as an extension of the company's e-business strategy. In this case, the Service Provider would render an invoice electronically, via the Internet for example. Furthermore, this process provides specifications for the formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers. Additionally these processes store the customer invoice for a period of time to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices.

4.1.2.1 *L4: 1.1.1.10.2.1 Render & Format Invoice*

Process Identifier 1.1.1.10.2.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

This process provides formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.1 - Render & Format Invoice
<p>Mandatory</p> <p><i>This process provides formatting of invoices in different ways and to achieve different publishing possibilities, and supports the creation of different invoice formats for different publication media. The process is further responsible for splitting and re-arranging invoices for customers (particularly customers with complex account structures) according to agreements made with these customers</i> AM</p> <p><i>CMP Functionality – Billing Media.</i> Page 17 of document ‘1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R2.11.8 Billing Media</p> <p><i>CMP Functionality - Hierarchies – Groups, Corps, Account, Subscriptions, Billing Addresses</i> Page 8 of document ‘1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R2.2 Hierarchies/ Page 17 of document ‘1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R2.11.8 Billing Media</p> <p><i>CMP Functionality - Agreements – Billing Cycles, Consolidation levels, Billing Addresses</i> Page 8 of document ‘1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R2.2 Hierarchies/</p> <p>Page 12 of document ‘1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R3.3 Agreement Summary/</p>

Page 17 of document '1.1.1.10.2.1_Render__Format_Invoice_A_V1.0v0_0_1.doc R2.11.8'
Billing Media

4.1.2.2 **L4: 1.1.1.10.2.2. Deliver Electronic Invoice**

Process Identifier 1.1.1.10.2.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Deliver the electronic copy of an invoice to customers.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.2 - Deliver Electronic Invoice
<p>Mandatory</p> <p>The purpose of Deliver Electronic Invoice process is to deliver the electronic copy of an invoice to customers. A</p> <p><i>CMP – Functionality - Hierarchies – Groups, Corps, Account, Subscriptions, Billing Addresses</i> Pages 8-9 -11 1.1.1.10.2.2 - Deliver Electronic Invoice.doc</p> <p><i>CMP Functionality - Agreements – Billing Cycles, Consolidation levels, Billing Addresses</i> Pages 11-12-171.1.1.10.2.2 - Deliver Electronic Invoice.doc</p> <p><i>CMP Functionality - Web Services</i> Page 17 1.1.1.10.2.2 - Deliver Electronic Invoice.doc</p> <p><i>CMP Configuration - setting up various bill media etc.</i> Page 17 1.1.1.10.2.2 - Deliver Electronic Invoice.doc</p>

4.1.2.3 *L4: 1.1.1.10.2.3 Verify Invoice Quality*

Process Identifier: 1.1.1.10.2.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Verify invoice quality before distribution to the customer in electronic form and the process responsible for physical invoice production and distribution.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.3 - Verify Invoice Quality
<p>Mandatory</p> <p><i>The purpose of Verify Invoice Quality process is to verify invoice quality prior to distribution to the customer in electronic form, or to the process responsible for physical invoice production and distribution. Verifying invoice quality is either a manual operation or an automatic behaviour. The process is responsible for ensuring the invoice format and content can meet customer requirements. When verifying invoice quality is failed, the process is also responsible for sending the invoice back to another process to reprocess. AM</i></p> <p><i>CMP Functionality – Pre-Bill Routines (data quality)</i> Pages 16+21 1.1.1.10.2.3 - Verify Invoice Quality.doc</p> <p><i>CMP Functionality – Billing Media (ensuring the invoice format)</i> Page 9. 1.1.1.10.2.3 - Verify Invoice Quality.doc</p> <p><i>CMP Process Assurance - Bill Quality (LAE graphs) - BT</i> Pages 8-20 1.1.1.10.2.3 - Verify Invoice Quality.doc</p>

4.1.2.4 *L4: 1.1.1.10.2.4 Manage Customer Invoice Archive*

Process Identifier 1.1.1.10.2.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Store the customer invoice for a period of time is to address regulation and/or internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.10.2.4 - Manage Customer Invoice Archive
<p>Mandatory</p> <p>The purpose of Manage Customer Invoice Archive process is to store the customer invoice for a period of time, to perform regulation and/or serve internal requirements, during which they can be accessed to support any customer or regulator agency inquiries on bill invoices, and the process is further responsible for archiving the customer invoices to historical customer invoice after a period of time according to Service Provider's management requirements. Furthermore the process is responsible for managing and maintaining archiving cycle. AM</p> <p><i>CMP Managed Service Process –Archiving</i> Page 8.1.1.1.10.2.4 - Manage Customer Invoice Archive.doc <i>CMP Functionality - Purge/Back Up Routines?</i> Pages 8-11 1.1.1.10.2.4 - Manage Customer Invoice Archive.doc</p>

4.1.3 L3: 1.1.1.10.3 - Produce & Distribute Bill *(Not Assessed)*

This L3 process was not submitted for assessment.

4.1.4 Detailed Conformance Results

Table 4-1 1.1.1.10 - Bill Invoice Management – Detailed Conformance Scores

MDS CMP Managed Service Framework 14.5 Business Process Framework Conformance Scores	
Operations: Level 1: 1.1.1 - Customer Relationship Management	
Level 2: 1.1.1.10 - Bill Invoice Management	Conformance Scores
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates	5
1.1.1.10.1.1 - Obtain Billing Events	100%
1.1.1.10.1.2 - Apply Pricing, Discounting, Adjustments & Rebates to Customer Account	100%
1.1.1.10.1.3 - Apply Agreed Customer Bill Adjustment	100%
1.1.1.10.2 - Create Customer Bill Invoice	5
1.1.1.10.2.1 - Render & Format Invoice	100%
1.1.1.10.2.2 - Deliver Electronic Invoice	100%
1.1.1.10.2.3 - Verify Invoice Quality	100%
1.1.1.10.2.4 - Manage Customer Invoice Archive	100%
<i>1.1.1.10.3 - Produce & Distribute Bill</i>	<i>Not in Scope</i>

4.2 L2: 1.1.1.11 - Bill Payments & Receivables Management

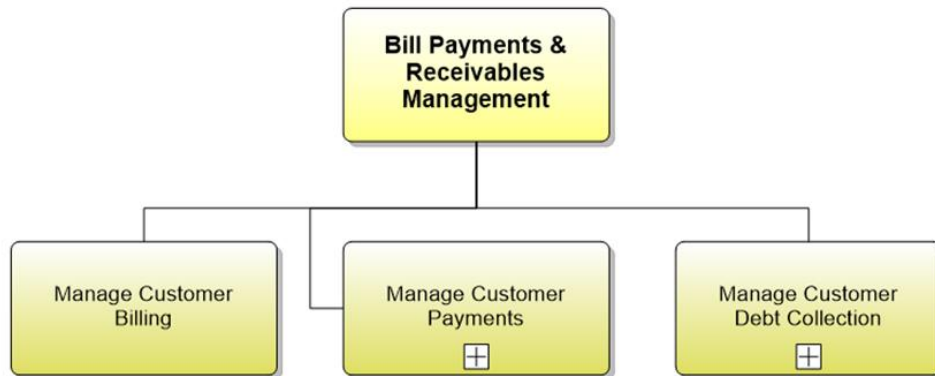


Diagram Description

Ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments.

Process Identifier: 1.1.1.11

Description

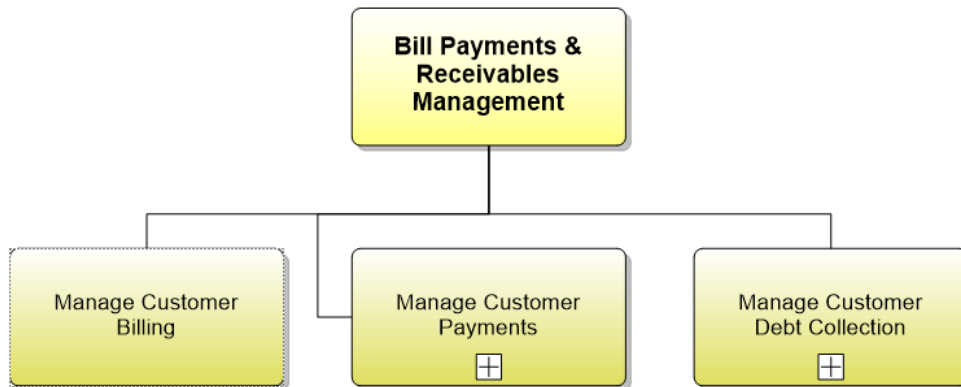
Ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments.

Extended Description

The purpose of the Bill Payments & Receivables Management processes is to ensure that enterprise revenue is collected through pre-established collection channels and put in place procedures to recover past due payments. These processes are responsible for managing customer's billing account, processing their payments, performing payment collections and monitoring the status of the account balance. These processes are responsible for, but not limited to:

- Establishment and management of customer payment processes and channels;
- Establishment and management of debt collection processes
- Establishment and management of third party arrangements to support collection and recovery of past due payments.

4.2.1 L3: 1.1.1.11.1 - Manage Customer Billing



Process Identifier: 1.1.1.11.1

Description

Ensure effective management of the customer’s billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.11.1 Manage Customer Billing
<p>Extended Description</p> <p>The primary purpose of this process pertains to effective management of the customer’s billing account as it relates to the products purchased and consumed throughout the appropriate billing cycle. This process focuses on managing changes to the customer’s billing account (for example, customer billing address, etc.) as it relates to the customer’s service portfolio, such as ensuring that the correct purchased products are assigned to the customer’s billing account for accurate billing. A/M</p> <p>CMP is an advanced, convergent, billing and revenue management platform offering extensive capabilities and capacities to deliver a high-performance and flexible rating engine. CMP has multi-dimensional rating capabilities to support custom price plans, flexible bundles and discounts. The CMP platform allows the rating of any service, over any network including, but not limited to, 2G, 3G and 4G mobile voice and data, fixed wire, VoIP; allowing the rating and billing of multiple services.</p> <p>CMP facilitates consumer, SME, enterprise and government or M2M business operations on a single system with multiple contracts and structures supported through a single organisational structure.</p> <p>The Customer Relationship Management (CRM) interface is used to maintain customer details together with an extensive catalogue of standard web services. The CRM interface & associated web services allows Customer Service Advisers (CSA) and 3rd Party systems to manage many aspects of the customer relationship including but not limited to:</p>

- Create and manage customer structures and details.
- Amend tariffs.
- Manage services, discounts, bundles on a subscription.

Where CSA's are involved in performing tasks in relation to Manage Customer Billing process wizards are available take the CSA through the operation step-by-step.

ALL EVIDENCE IS REFERENCED IN THE "Evidence Mapping Document Process Identifier: Level 2 Processes: 1.1.1.11- Bill Payments & Receivables Management" AND IS IDENTIFIED BY ITS RELEVANT PAGE NUMBER

MDS.CC 3 Change Tariff See Page 2-3

MDS.CC 4 Bundles See Page 4-11

MDS.CC 5 Discounts See Page 12-19

MDS.CC 6 Services See Page 20-27

MDS.CC 15 Change Billing Address See Page 28-29

MDS.CC 22 Change Billing Frequency See Page 30-31

MDS.CC 24 Change Consolidation See Page 32-33

MDS.CC 25 Change Bill Cycle See Page 34-35

MDS.CC 36 Cut & Paste CMP Entity See Page 36-37

MDS.CC 39 Bulk Changes See Page 38-39

Maintain Bundles See Page 39-58

Maintain Discounts See Page 58-76

Maintain Services See Page 76-83

Invoice Address Control See Page 83

Invoice Consolidation Level See Page 82-84

Edit Agreement Details See Page 84-88

Apply Bulk Changes See Page 87-94

CMP Web Services See Page 93

Update Address See Page 93

Update Agreement See Page 94

Create Discount See Page 94

Update Discount See Page 94

Create Bundle See Page 94

Update Bundle See Page 94

Update Tariff See Page 94

Create Service See Page 95

Update Service See Page 95

4.2.2 L3: 1.1.1.11.2 - Manage Customer Payments

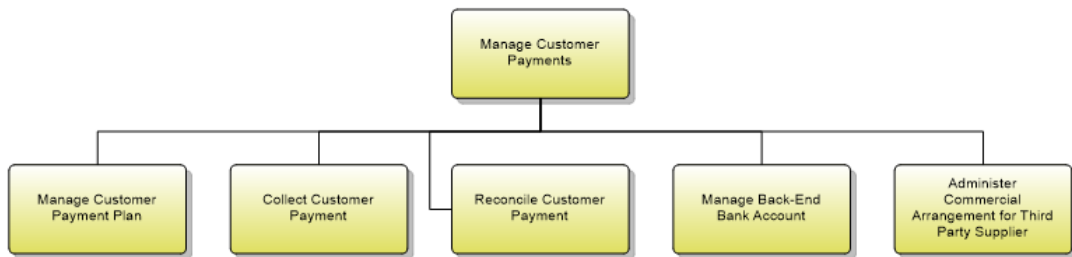


Diagram Description

Collect payments made by the customer and reconcile the payments to the invoices.

Extended Description

The purpose of the Manage Customer Payments process is to collect payments made by the customer and reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. These processes can include credit/debit/EFT payments using various channels, either directly or through third parties, and cash or cheque payments, either directly or through third parties. In all the above cases these processes are responsible for the processes interacting with the customers and/or the third parties. The processes are also responsible for establishing managing back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally these processes inform the Financial Management on all those payments for updating the ledger. These processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, other parties. Note that the other Party Capability Delivery process is used to deliver the commercial agreements. To the extent that processing of any payments is undertaken internally, i.e. cheque processing, these processes are responsible for managing the operation and quality of the internal processing. Where payments do not match invoices, this process is responsible for informing the Manage Customer Debt Collection Manage Debt Management processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments . Underpayments and overpayments are handled appropriately by these separate processes.

4.2.2.1 *14: 1.1.1.11.2.1 - Manage Customer Payment Plan*

Process Identifier 1.1.1.11.2.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Description

Manage payment plans made with the customer.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.1 Manage Customer Payment Plan
<p>Mandatory</p> <p>The purpose of Manage Customer Payment Plan process is to establish new payment plans, modify or remove existing payment plans. A/M</p> <p>MDS's Managed CMP solution caters for a wide variety of payment methods and options for MDS customers. Standard "out of the box" arrangements are available where MDS have in place agreements with third party payment processing suppliers enabling a fast to market approach or a more extensive outsourced model.</p> <p>Alternatively MDS customer can choose to work with their existing payment processing suppliers and utilize MDS standard payment processing interfaces, payment reconciliations, service assurance and processes. MDS facilitate customers to update payments in batch mode & through real-time interfaces; either by direct contact with CSAs or via external portals, websites or other third party e.g. the customer's own self-service platform, by the use of MDS standard payment web services.</p> <p>MDS Workflow Event Functionality See Page 100 Change Credit Control Procedure Details See Page 96 MDS CC.14 Payment Plan See Page 110 MDS CC.13 Promised Payment See Page 98 S019 Credit Control Exception Reports See Page 99</p>

4.2.2.2 *L4: 1.1.1.11.2.2 Collect Customer Payment*

Process Identifier 1.1.1.11.2.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Description

Collect payments made by the customer.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.2 Collect Customer Payment
<p>Mandatory</p> <p>The purpose of Collect Customer Payment process is to collect the payments from the customer. To the extent that processing of any payments is undertaken internally, i.e. check processing, these processes are responsible for managing the operation and quality of the internal processing. A/M</p> <p>MDS's Managed CMP solution caters for a wide variety of payment methods and options for MDS customers. Standard "out of the box" arrangements are available where MDS have in place agreements with third party payment processing suppliers enabling a fast to market approach or a more extensive outsourced model.</p> <p>Alternatively MDS customer can choose to work with their existing payment processing suppliers and utilise MDS standard payment processing interfaces, payment reconciliations, service assurance and processes. MDS facilitate customers to update payments in batch mode & through real-time interfaces; either by direct contact with CSAs or via external portals, websites or other third party e.g. the customer's own self-service platform, by the use of MDS standard payment web services.</p> <p>MDS PA 1 - Payments – Overview See Page 112 MDS PA 2 - One-Off Card Payment See Page 115 Payment Services See Page 115</p>

4.2.2.3 *L4: 1.1.1.11.2.3 - Reconcile Customer Payment*

Process Identifier 1.1.1.11.2.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Description

Reconcile the payments to the invoices.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.3 Reconcile Customer Payment
<p>Mandatory</p> <p>The purpose of Reconcile Customer Payment process is to reconcile the payments to the invoices. This process is meant to match these payments with the services/invoices delivered to this customer. Where payments do not match invoices, this process is responsible for informing the Manage Customer Debt Collection processes of any underpayments, and the Bill Inquiry Handling processes for any over-payments. These processes are responsible for reconciling the money received into the bank accounts against the payments expected in the invoices. Additionally these processes inform the Financial Management on all those payments for updating the ledger. A/M</p> <p>MDS Managed CMP provides a fully assured and reconciled service backed by extensive service levels to ensure infrastructure, applications and processes are operating as intended for optimum performance. Payment assurance routines ensure that the integrity of payment processing functions are maintained and automated alarm systems highlight any instance where any exceptions occur in the payments reconciliation process. Standard reports are available to MDS Managed Service customers to utilise for bank reconciliation.</p> <p>MDS PA 1.9 General Payments Processing Exceptions See Page 117 E012 Receipts Audit Trail See Page 118</p>

4.2.2.4 *L4: 1.1.1.11.2.4 - Manage Back-End Bank Account*

Process Identifier 1.1.1.11.2.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Description

Manage back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.4 Manage Back-End Bank Account
<p>Mandatory</p> <p>The purpose of Manage Back-End Bank Account process is to manage back-end bank accounts for receipt of the customer payments and for the transfer of funds collected by third parties. These processes are responsible for managing payment commercial agreement agreed with banks and the payment interfaces for collecting the customer payments. A</p> <p>CMP has a pre-integrated interface with a payment clearing service for one-off and recurring card payments. CMP has a framework which allows alternative payment providers to be used. The CMP Payments Processing Interface incorporates a number of interfaces to third parties for collecting payments from customers. To control these mechanisms, CMP offers either a fully automated solution, where there is a direct interface to the third party, or a semi-automated solution, where the payment requests are generated but the link to the third party is performed manually.</p> <p>CMP performs automated payment processing for Recurring Credit Card payments (via continuous credit card Authority): This is delivered via a 3rd party card payments provider.</p> <p>CMP supports a number of providers and a framework exists to build an interface to any payment provider with a suitable API that the customer may already have a commercial relationship with.</p> <p>Card Payment Vendor see page 119</p>

4.2.2.5 *L4: 1.1.1.11.2.5 Administer Commercial Arrangement for Third Party Supplier*

Process Identifier 1.1.1.11.2.5

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Description

Establish the requirements for, and manage any commercial arrangements agreed with, third party suppliers.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.2.5 Administer Commercial Arrangement for Third Party Supplier
<p>Mandatory</p> <p>The purpose of Administer Commercial Arrangement for Third Party Supplier process is to establish the requirements for, and manage any commercial arrangements agreed with, third party suppliers of payment services. After commercial arrangements are agreed, this process is responsible for monitor the execution of the commercial arrangements.</p> <p>MDs have a prescribed supplier selection process which is used to select suitably qualified 3rd party suppliers of payment services. Following selection CMP has suite of reports and routines that are run to administer payment services and there are reportable KPI’s which monitor and report on the provision and execution of the agreed commercial arrangements. A/M</p> <p>See Supplier Selection Process Page 119 See Payments 120 See KPI reporting Page 140</p>

4.2.3 L3: 1.1.1.11.3 - Manage Customer Debt Collection

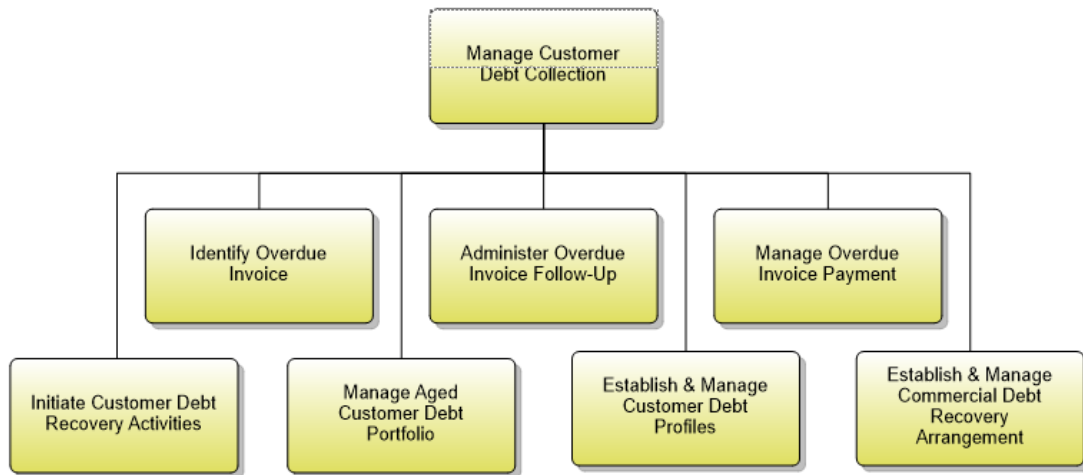


Diagram Description

Collect past due payments from the customer.

Extended Description

The purpose of the Manage Customer Debt Collection process is to collect past due payments from the customer. This process monitors the amount due from the customer, i.e. check whether the payments are made on time, and implements necessary activities and policies to recover amounts overdue. The responsibilities of this process include, but are not limited to:

- Identifying invoices which are overdue for payment;
- Initiating and managing follow-up with customers having overdue amounts;
- Arranging and monitoring payment plans to allow customers to pay overdue amounts in installments;
- Initiating debt recovery activities in accordance with appropriate commercial practice and policies;
- Managing the aged customer debt portfolio;
- Establishing and managing customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis;
- Establishing and managing commercial arrangements with third parties for the recover of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties

Note that these processes may initiate a direct enquiry to the customer and attempt to manage the initial recovery through the Bill Inquiry Handling processes. These processes use policies established by the Support Bill Payments & Receivable Management process to direct any escalation of the recovery processes being employed. Note that where third party arrangements need to be put in place, these processes are responsible for establishing the requirements for, and managing any commercial arrangements agreed with, third party suppliers. The Supply Chain Capability Delivery process is used to deliver the commercial agreements.

MDS Managed Service Support:

CMP has extensive and sophisticated automated credit control and debt collection features that enables pre-determined, automated credit management procedures to be triggered when customer accounts become overdue. These procedures include the ability to send correspondence, add the overdue account to designated CSAs worklists and to apply service restrictions where appropriate. MDS Managed Services ensure that the appropriate credit control routines are triggered in conjunction with the clients' credit management teams approach to debt management. Standard aged debt reporting is available for clients who don't wish to operate automated credit control routines.

4.2.3.1 *L4: 1.1.1.11.3.1 - Identify Overdue Invoice*

Process Identifier 1.1.1.11.3.1

Process Context

Identify invoices which are overdue for payment.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.1 Identify Overdue Invoice
<p>Mandatory</p> <p><i>The purpose of Identify Overdue Invoice process is to identify invoices which are overdue for payment. It monitors the amount due from the customer A/M</i></p> <p><i>CMP allows flexible payment terms to be applied to customer accounts thus allowing, for example, consumer customers to have 7-day payment terms and a large multi-national company 45-day payment terms. CMP's automated credit control routines cater for the flexible payment terms by applying an overdue + "n" days approach where collections activity commences "n" days after a pre-determined balance becomes overdue. This allows accounts on different payment terms to be treated consistently. Using the previous example both customer types with differing payment terms would be identified when an outstanding balance became overdue by "n" days.</i></p> <p><i>Where clients do not wish to utilise automated credit control procedures, reporting is made available to manage outstanding balances.</i></p> <p><i>Automated credit control is triggered by a balance becoming overdue which could represent a single invoice, multiple invoices across complex hierarchies or a mixture of invoices, payments, adjustments, payment reversal etc that result in a threshold for an amount overdue being triggered.</i></p> <p>Standard Report E001 Aged Debt See Page 141 New Account See Page 142 Default Payment Terms 152</p>

4.2.3.2 *L4: 1.1.1.11.3.2 - Administer Overdue Invoice Follow-Up*

Process Identifier 1.1.1.11.3.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Initiate and manage follow-up with customers having overdue amounts.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.2 - Administer Overdue Invoice Follow-Up
<p>Mandatory</p> <p>The purpose of Administer Overdue Invoice Follow-Up process is to initiate and manage follow-up with customers having overdue amounts. This process is responsible for setting up the follow-ups based on the policies. The policies are associated to customer’s profile such as customer credit, customer group, overdue amounts, debt occurrence times, purchased products and etc. This process is also responsible for modifying or removing the designated follow-ups when the policies or situations are changed. A/M</p> <p>The treatment and management of overdue balances/invoices is determined primarily by the stage of the automated credit control procedure that the instance of overdue balance/invoice has reached. Stage 1 could be to send a letter, if no payment or response is reached Stage 2 could be to make a phone call etc. CMP's flexibility in allowing many credit control procedures to be operated against many differing customer types ensures that the appropriate treatment is afforded to overdue invoices. CMP also enables disputed amounts to be placed in query (see CROSS REF required) to enable part or whole of the overdue balance to be held from any collections routine.</p> <p>Further CMP allows credit control actions to be suspended for up to "n" days to allow, for example, a promised payment to be received. Standard reports are available to assist in managing accounts on automated credit control procedures.</p> <p>Maintain Credit Control Procedures Page 155 MDS.CO.1 Credit Management Page 163 MDS.CO.7 Delay Credit Control Page 165 MDS.CO.8 Exclude from Credit Control Page 167 S019 Credit Control Exception Reports Page 168</p>

4.2.3.3 *L4: 1.1.1.11.3.3 - Manage Overdue Invoice Payment*

Process Identifier: 1.1.1.11.3.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Arrange and monitor payment plans to allow customers to pay overdue amounts in installments.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.3 - Manage Overdue Invoice Payment
<p>Mandatory</p> <p><i>The purpose of Manage Overdue Invoice Payment process is to arrange and monitor payment plans to allow customers to pay overdue amounts in installments. This process arranges payment plans to allow customers to pay overdue amounts, leads to an agreement with the customers, and monitors the execution of the payment plans. This process should consider the payment amounts in installment whether can be undertaken by the customer.A/M</i></p> <p><i>CMP credit control procedures include the functionality to automatically remove customers from collections procedures when a payment is received that satisfies the condition (overdue amount) that triggered the commencement of the credit control processes. The CMP managed service operation runs the exit from credit control procedure routines at frequencies agreed with the client to ensure that customers are not processed to father stages of the credit control process when a payment has been received. For customers who are subject to automated credit control procedures, when a payment is received any service restriction that has been applied is reversed without the need for manual intervention. The facility to delay the next stage of a credit control procedure is also a feature and can be used in conjunction with a promised payment from a customer.</i></p> <p>Credit Control Procedure Stages Configuration Page 95 MDS.CO.7 Delay Credit Control Page 165 MDS.CC.13 PROMISED PAYMENT PROCESS Page 169</p>

4.2.3.4 *L4: 1.1.1.11.3.4 - Initiate Customer Debt Recovery Activities*

Process Identifier 1.1.1.11.3.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Initiate debt recovery activities in accordance with appropriate commercial practice and policies.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.4 - Initiate Customer Debt Recovery Activities
<p>Mandatory</p> <p>The purpose of Initiate Customer Debt Recovery process is to initiate customer debt recovery activities in accordance with appropriate commercial practice and policies. This process includes deciding appropriate recovery activities based on debt recovery policies, launching debt recovery activities and monitoring the executions. The debt recovery policies are associated to the customer’s profile such as payment history, customer group, purchased products, overdue amounts. This process includes overdue invoice reminding via phone call, SMS, email, by manually or automatically, by humans or applications. This process is also responsible for terminating customer debt recovery activities when the customer pays. A/M</p> <p>Typically MDS Managed Service Client's debt recovery treatment activities commence when the services provided to a customer are ended and, if applicable, the contract is terminated. CMP automated credit control procedures cater for clients who pursue this (and other recovery) strategy by completing all the stages in the credit control procedure with the final stage ensuring that the relationship with the customer is terminated and the customer account prepared for final billing (including any charges, rebates or termination fees). Identification of accounts due to commence debt recovery action is achieved by the credit control procedure final stage assigning the customer account a new account type earmarked specifically for debt recovery action. Once an account has received a final invoice applying any further charges and rebates MDS clients can choose to, for example, utilise the services of external debt collection agencies, write off any outstanding balance or use internal teams to recover the final balance. Clients are offered a great deal of flexibility by the credit control features in CMP and therefore other debt collection strategies can also be initiated</p> <p>6.4 Maintain Credit Control Procedures Page 153 8.9.3 Credit Control Procedures Page 153 continuation of 6.4 above.</p>

4.2.3.5 *L4: 1.1.1.11.3.5 - Manage Aged Customer Debt Portfolio*

Process Identifier 1.1.1.11.3.5

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Manage the aged customer debt portfolio.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.5 - Manage Aged Customer Debt Portfolio
<p>Mandatory</p> <p>The purpose of Manage Aged Customer Debt Portfolio process is to manage the aged customer debt portfolio. When the customer debt can't be recovered in a period of time decided by Service Provider, this process is responsible to transform this customer debt to aged customer debt portfolio. This process is responsible for transforming the overdue invoice to the aged customer debt portfolio when it didn't be recovered after a time of period or based on other triggers according to the Service Provider's policies. The aged customer debt portfolio should include all the information of the customer debt profiles. The process is also responsible for managing and maintaining transforming cycle. When the overdue payment is recovered after transforming, this process is responsible to remove the aged customer debt portfolio and notice Establish & Manage Customer Debt Profiles process to update the customer debt profile.</p> <p>A/M</p> <p>Customer Debt Portfolios are identified in CMP by Account Types and/or the credit control stage that a particular customer has reached in the process. A typical collection strategy would see overdue customers being progressed through the various stages of the credit control procedure until the end of the collections process. At this point various actions can occur including placing the customer account in a specific account type (debt portfolio) that identifies the customer account as suitable for debt collection activities. In accordance with the MDS client's credit policies, further actions could take place that could involve further changes to the customer's Account Type to indicate different debt portfolios for example, Internal Debt Collection Team, External Debt Recovery Agency, Write Off etc.</p> <p>CMP caters for en masse updates of account types using "Account Type Movement" functionality.</p> <p>8.2.7 Action Types and Action Codes Configuration Page 170 MDS.CC.40 Change Account Type Page 172 8.9.14.1 Account Type Movement Page 173</p>

4.2.3.6 *L4: 1.1.1.11.3.6 - Establish & Manage Customer Debt Profiles*

Process Identifier 1.1.1.11.3.6

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Establish and manage customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.6 - Establish & Manage Customer Debt Profiles
<p>Mandatory</p> <p>The purpose of Establish & Manage Customer Debt Profiles process is to establish and manage customer debt profiles to assist in managing debt recovery and debt risk on a customer, product or customer group basis. The customer debt profile is a part of customer’s profile, which can include customer credit, customer group, overdue date, overdue amounts, overdue occurring times, debt recovery means and occurring times, customer debt recovery response and etc. This process is responsible for keeping updates of the customer debt profiles according to results from Initiate Customer Debt Recovery Activities process. M/A</p> <p>Changes in debt portfolio typically occur in-line with the MDS Clients' credit policy. Account Types are created to reflect the various debt portfolios that can be assigned to customer accounts. The "Change Account Type Process" allows CSAs to move customer accounts to the Account Type that reflects the required debt portfolio. New Account Types can be set up to cater for new collection strategies including, but not limited to, a new debt recovery agency being introduced. Automated debt portfolio updates can be triggered by CMP credit control processes, for example, a credit control stage can auto change an account type from "Normal" to " Pass to Debt Recovery"</p> <p>MDS.CC.40 Change Account Type Page 172 Action Types and Action Codes Configuration Page 170 Account Type Movement Page 173</p>

4.2.3.7 *L4: 1.1.1.11.3.7 - Establish & Manage Commercial Debt Recovery Arrangement*

Process Identifier 1.1.1.11.3.7

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Establish and manage commercial arrangements with third parties for the recover of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.11.3.7 - Establish & Manage Commercial Debt Recovery Arrangement
<p>Mandatory</p> <p>The purpose of Establish & Manage Commercial Debt Recovery Arrangement process is to establish and manage commercial arrangements with third parties for the recovery of aged debt, and/or for the write-off and selling of parts of the debt portfolio to third parties. This process is responsible for filtering and packaging the aged customer debt portfolios based on the Service Provider’s policies, deciding the third parties’ action items and monitoring the status of the arrangements. A/M</p> <p>MDS Managed Service Clients own the commercial relationship with debt recovery companies however CMP facilitates the extraction of customer accounts that have been identified as eligible for 3rd party debt collection activities. The extract is in a standard format designed to provide sufficient information to facilitate debt recovery activities.</p> <p>Further the MDS CMP Managed Service supports the automated updating of customer accounts via a response file following activities as advised by third party debt recovery agents through a debt collection. The debt recovery agency /MDS Client must ensure that the format of the customer account updates meet the format required for the MDS CMP Managed Service debt collection update routines. Payments, account status changes, payment plans and closures can all be updated via the interface and updates are reflected in CMP by means of workflow events logged against the customer account.</p> <p>MDS.CO.1 Credit Management Page 178 MDS.CO.5 Debt Recovery Agency Page 177 Debt Recovery Interface Overview Page 178</p>

4.2.4 Detailed Conformance Results

Table 4-2 1.1.1.11 - Bill Payments and Receivables Management – Detailed Conformance Scores

MDS CMP Managed Service Framework 14.5 Business Process Framework Conformance Scores	
Operations: Level 1: 1.1.1 - Customer Relationship Management	
Level 2: 1.1.1.11 - Bill Payments and Receivables Management	Conformance Scores
1.1.1.11.1 - Manage Customer Billing	5
1.1.1.11.2 - Manage Customer Payments	5
1.1.1.11.2.1 - Manage Customer Payment Plan	100%
1.1.1.11.2.2 - Collect Customer Payment	100%
1.1.1.11.2.3 - Reconcile Customer Payment	100%
1.1.1.11.2.4 - Manage Back-End Bank Account	100%
1.1.1.11.2.5 - Administer Commercial Arrangement for Third Party Supplier	100%
1.1.1.11.3 - Manage Customer Debt Collection	5
1.1.1.11.3.1 - Identify Overdue Invoice	100%
1.1.1.11.3.2 - Administer Overdue Invoice Follow-Up	100%
1.1.1.11.3.3 - Manage Overdue Invoice Payment	100%
1.1.1.11.3.4 - Initiate Customer Debt Recovery Activities	100%
1.1.1.11.3.5 - Manage Aged Customer Debt Portfolio	100%
1.1.1.11.3.6 - Establish & Manage Customer Debt Profiles	100%
1.1.1.11.3.7 - Establish & Manage Commercial Debt Recovery Arrangement	100%

4.3 L2: 1.1.1.12 - Bill Inquiry Handling

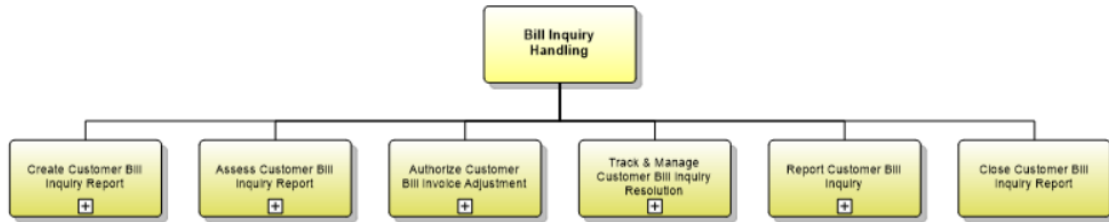


Diagram Description

Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.

Process Identifier: 1.1.1.12

Description

Ensure the timely and effective fulfillment of all customer bill inquiries and complaints.

Extended Description

The purpose of Bill Inquiry Handling process is to ensure the timely and effective fulfillment of all customer bill inquiries and complaints. This process is responsible for managing customer interaction as it relates to a customer’s billing relationship to a Service Provider. This includes the creation of inquiries against the customer’s billing account(s), and management of changes to customer billing account structure and details, the managing of all customer bill inquiry lifecycle, reporting changes and updates and closing of customer bill inquiry when all activities were accomplished. This process can be viewed via traditional means, with a service representative managing the customer or via e-business means. In the latter case, inquiries, complaints and changes to details would be handled via electronic media without the intervention of a representative.

4.3.1 L3: 1.1.1.12.1 - Create Customer Bill Inquiry Report

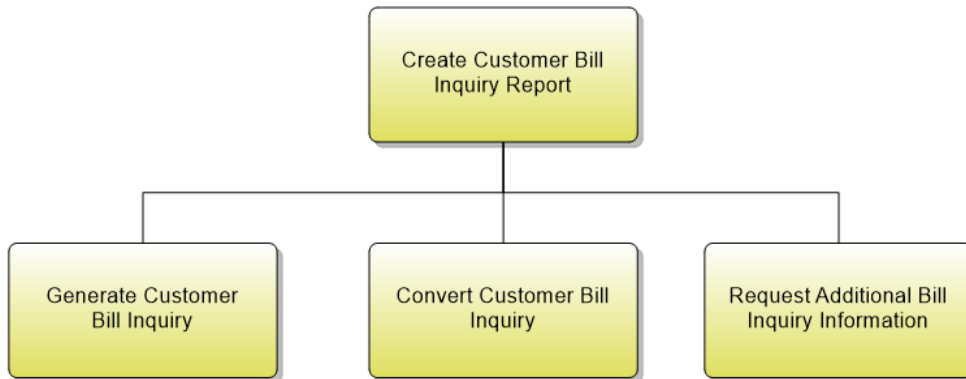


Diagram Description

Create a new customer bill inquiry report.

Extended Description

The objective of the Create Customer Bill Inquiry Report process is to create a new customer bill inquiry report, modify existing customer bill inquiry reports, and request cancellation of existing customer bill inquiry reports. A new customer bill inquiry report may be created as a result of specific customer initiated bill inquiry or complaint notifications. If the customer bill inquiry report is created, the Create Customer Bill Inquiry Report processes are responsible for converting the received information into a form suitable for the Bill Inquiry Handling processes, and for requesting additional information if required.

4.3.1.1 *L4: 1.1.1.12.1.1 - Generate Customer Bill Inquiry*

Process Identifier 1.1.1.12.1.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Generate a new customer bill inquiry.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.1 - Generate Customer Bill Inquiry
<p>Mandatory</p> <p><i>The purpose of Generate Customer Bill Inquiry is to generate a new customer bill inquiry. A/M</i></p> <p>MDS standard business processes cater for contacts of all type – telephone, email, letter etc. to trigger the Bill Enquiry process ensuring that the necessary information is captured via CMP workflow event functionality.</p> <p>CMP has a single integrated database designed to allow bill inquiry (and any other customer enquiry) to be dealt with at the point of customer contact. Where it is not possible to resolve a customer bill inquiry at the point of initial customer contact CMP has inherent functionality that facilitates whole or part invoices being “queried” by a customer.</p> <p>The purpose of the functionality is to allow invoiced amounts to be disputed by placing the disputed amount in a state of query. An amount having a state of query is suspended from any collections activity enabling the outstanding non-queried debt to be collected as per standard credit policy. Placing an amount in query (full or part invoice) automatically generates a workflow event that enables the management of the bill inquiry using CMP’s extensive workflow capabilities.</p> <p><i>The purpose of Generate Customer Bill Inquiry is to generate a new customer bill inquiry.</i></p> <p>6.2.2 Invoice Query Page 2 CMP Workflow event functionality Page 3 Business Process MDS.CC.1 Inbound Customer Contact Page 9 Business Process MDS.CC.2 Billing Enquiry Section 2.2 Page 7 Business Process MDS.CC.2 Billing Enquiry - Place Amount In Query 2.2 Page 10</p>

4.3.1.2

4.3.1.3 *L4: 1.1.1.12.1.4 - Convert Customer Bill Inquiry*

Process Identifier 1.1.1.12.1.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Convert the received information into a form suitable for the Bill Inquiry Handling processes

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.4 - Convert Customer Bill Inquiry
<p>Mandatory</p> <p><i>The purpose of Convert Customer Bill Inquiry process is to convert the received information into a form suitable for the Bill Inquiry Handling processes. This process is responsible for extracting data from received information, and applying the suitable template. A/M</i></p> <p><i>MDS standard business processes cater for contacts of all type – telephone, email, letter etc. to trigger the bill inquiry process ensuring that the necessary information is captured via workflow event functionality.</i></p> <p><i>CMP Workflow event functionality – Page 4</i></p> <p><i>Business Process MDS.CC.1 Inbound Customer Contact Page 9</i></p>

4.3.1.4 *L4: 1.1.1.12.1.5 - Request Additional Bill Inquiry Information*

Process Identifier 1.1.1.12.1.5

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Request additional information for the Bill Inquiry Handling processes.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.1.5 - Request Additional Bill Inquiry Information
<p>Mandatory</p> <p>The purpose of Request Additional Bill Inquiry Information process is to request additional information for the Bill Inquiry Handling processes. The additional information requiring can be happening at any time during Bill Inquiry Handling process. This process is responsible for avoiding the duplication of the additional bill inquiry information request and ensuring the requested information hasn't already existed in customer bill inquiry. A/M</p> <p>CMP workflow event functionality is the mechanism for recording communications with customers regardless of whether the communication is inbound or outbound, verbal or non-verbal. Workflow event functionality allows all the pertinent details regarding a bill inquiry to be collated centrally and thus is available to any CSA involved in the resolution of a customer bill inquiry. Workflow events allow the delegating of tasks to individuals or groups, the ability to diary an action for completion and the automating of customer communications - for example a letter to a customer requesting further information regarding a bill inquiry.</p> <p>CMP Workflow event functionality – Page 4 Business Process MDS.CC.29 Outbound Call – Page 12 Business Process MDS.CC.49 Update Workflow Event Page 13</p>

4.3.2 L3: 1.1.1.12.2 - Assess Customer Bill Inquiry Report

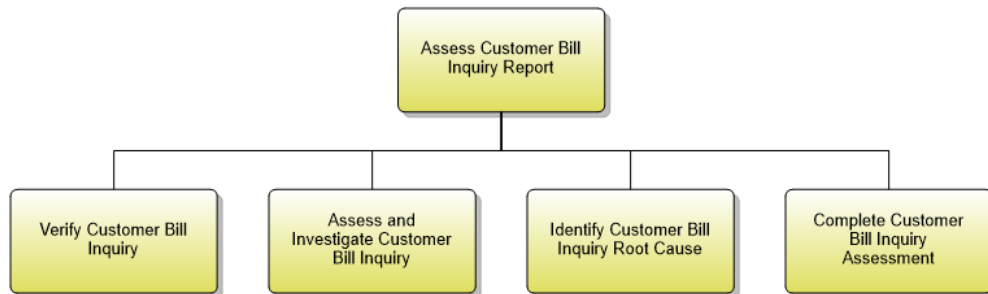


Diagram Description

Assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas

Extended Description

The purpose of the Assess Customer Bill Inquiry Report processes is to assess the bill inquiry report to determine the nature of the inquiry, and to determine whether the inquiry has arisen due to circumstances originating in other process areas. The responsibilities of these processes include, but are not limited to: - Verifying whether the information supplied by the customer is correct - Performing assessment and investigation based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. The Assess Customer Bill Inquiry Report processes will make the results of the investigation available to other processes. The Assess Customer Bill Inquiry Report processes will update the customer bill inquiry report, as required during the assessment, and when the root cause has been identified. The Assess Customer Bill Inquiry Report processes will notify the Track & Manage Bill Inquiry Resolution processes when the investigation and assessment is complete.

4.3.2.1 *L4: 1.1.1.12.2.1 - Verify Customer Bill Inquiry*

Process Identifier 1.1.1.12.2.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Verify whether the information supplied by the customer is correct.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.1 - Verify Customer Bill Inquiry
<p>Mandatory</p> <p>The purpose of Verify Customer Bill Inquiry process is to verify whether the information supplied by the customer is correct. A/M</p> <p>CMP workflow event functionality is the mechanism for capturing the information provided by a customer in relation to a bill inquiry. Once the nature of the bill inquiry is determined (including any additional information gathered via process 1.1.1.12.1.5 - Request Additional Bill Inquiry Information, the veracity or otherwise of the inquiry can be established. CMP as a single integrated customer database contains all pertinent details of the customer’s price plans, discounts, bundles etc. to be able to establish the outcome of the inquiry.</p> <p>CMP Workflow event functionality – See Page 4 Business Process MDS.CC.2 Billing Enquiry Section 2.2 Page 7 Business Process MDS.CC.2 Billing Enquiry - Place Amount In Query 2.2 Page 10</p>

4.3.2.2 *L4: 1.1.1.12.2.2 - Assess and Investigate Customer Bill Inquiry*

Process Identifier 1.1.1.12.2.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Assess and investigate customer bill inquiry based on the customer provided information.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.2 - Assess and Investigate Customer Bill Inquiry
<p>Mandatory</p> <p>The purpose of Assess and Investigate Customer Bill Inquiry is to assess and investigate customer bill inquiry based on the customer provided information to determine whether the circumstances leading to the bill inquiry is linked to the underlying services, or other processes. Update the customer bill inquiry report, as required during the assessment.A/M</p> <p>CMP as a single integrated customer database contains all pertinent details of the customer’s price plans, discounts, bundles etc. to be able to establish the outcome of the inquiry. The nature of each investigation will vary dependent on the specific nature of the bill inquiry and CSAs charged with investigating the bill inquiry will be able to access detailed invoice, usage, services records together with the customer’s price plans, discounts, bundles etc.</p> <p>Where the investigation requires involvement of other departments or individuals then CMP workflow event functionality can be utilised to manage the ownership of the bill inquiry at any particular point. Workflow functionality also allows for the concept of a departments or individual user to complete their action within a specified timeframe.</p> <p>CMP Workflow event functionality Page 4 Business Process MDS.CC.2 Billing Enquiry Section 2.2 Page7</p>

4.3.2.3

4.3.2.4 *L4: 1.1.1.12.2.3 - Identify Customer Bill Inquiry Root Cause*

Process Identifier 1.1.1.12.2.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Identify the root cause on customer bill inquiry.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.3 - Identify Customer Bill Inquiry Root Cause
<p>Mandatory</p> <p><i>The purpose of Identify Customer Bill Inquiry Root Cause is to identify the root cause on customer bill inquiry and make the results available to other processes. Once the root cause is identified, this process will notify Modify Customer Bill Inquiry process to update the customer bill inquiry report. A/M</i></p> <p><i>CMP workflow event functionality facilitates the capture and assignation of pre-configured reason codes that allow root cause to be established for any particular work flow event that is raised within the system. When dealing with a Bill Inquiry the CSA establishes with the customer the reason for the Bill Inquiry being raised and captures the reason via reason code. The workflow event notepad functionality allows additional narrative to be added if appropriate.</i></p> <p><i>Reason codes are then available for analysis and remedial root cause activities to be undertaken.</i></p> <p><i>CMP Workflow event functionality – Page 4</i> <i>Business Process MDS.CC.2 Billing Enquiry Section 2.2 Page 7</i> <i>S008 Billing Enquiry Contacts Rates Page 28</i> <i>MDS CC.26 Record Customer Contact Page 13</i></p>

4.3.2.5 *L4: 1.1.1.12.2.4 - Complete Customer Bill Inquiry Assessment*

Process Identifier 1.1.1.12.2.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Complete the assessment when the investigation and assessment is complete.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.2.4 - Complete Customer Bill Inquiry Assessment
<p>Mandatory</p> <p>The purpose of Complete Customer Bill Inquiry Assessment process is to finish the assessment when the investigation and assessment is complete. This process is responsible for notifying the Track & Manage Bill Inquiry Resolution processes about the completion. A/M</p> <p>Once a Bill Inquiry has been investigated, validated and completed there are 3 outcomes:</p> <ul style="list-style-type: none"> • Upheld in full, • Upheld in part • Declined <p>The status of the workflow event and, if relevant, any amount that has been placed in query will be updated to reflect the outcome using the appropriate processes.</p> <p>CMP Workflow event functionality – Page 4 Business Process MDS.CC.2 Billing Enquiry Section 2.2 Page 7 Business Process MDS.CC.2 Billing Enquiry - Place Amount In Query Page 10 CMP Invoice query functionality Page 3</p>

4.3.3 L3: 1.1.1.12.3 - Authorize Customer Bill Invoice Adjustment

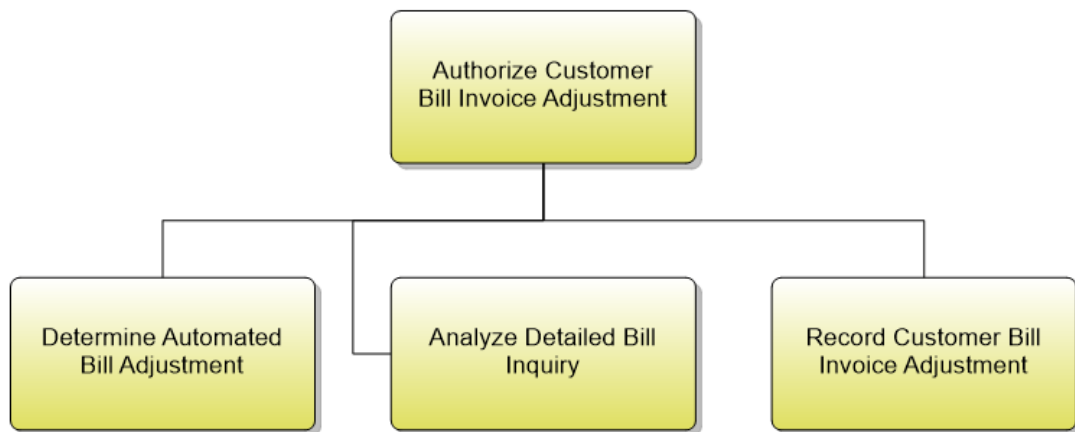


Diagram Description

Adjust the customer's bill invoice based on detailed assessment and/or policy.

Extended Description

The purpose of the Authorize Customer Bill Invoice Adjustment processes is to adjust the customer's bill invoice based on detailed assessment and/or policy. The responsibilities of this process include, but are not limited to: - Determination of whether policy allows for automated adjustment of the customer bill invoice, and approving any resultant adjustments; - Undertaking more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment - Recording the results of the adjustment if approved into the records relating to the customer's bill invoice. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes. The resolution processes may require investigation of the billing processes themselves to determine whether the disputed bills are the result of quality errors within the Service Provider processes.

4.3.3.1 *L4: 1.1.1.12.3.1 - Determine Automated Bill Adjustment*

Process Identifier 1.1.1.12.3.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Determination of whether policy allows for automated adjustment of a party bill invoice, and approving any resultant adjustments.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.1 - Determine Automated Bill Adjustment
<p>Mandatory</p> <p>The purpose of Determine Automated Bill Adjustment process is to determine whether policy allows for automated adjustment of the customer bill invoice and approving any resulting adjustments. When the authorization is approved, this process is responsible for notifying the relevant process to apply the adjustment Reserved for future use. A/M</p> <p>CMP allows pre-set bill adjustment limits (Sales Ledger Adjustments) to be allocated at CSA level/function security level which determines the value of the adjustment any particular CSA can apply. If the application of the credit is within the CSA’s authorised value range then the CSA can apply the adjustment. If the amount to be credited exceeds the CSA limit then by using the applicable workflow event functionality a CSA can pass the workflow event to an appropriate person with the relevant authority to perform the adjustment. CMP functional security features in conjunction with workflow event functionality provide a framework that controls the application of adjustments to customer accounts. All adjustments are generated from a workflow event. Within a workflow event the options that a CSA can progress are controlled by security and therefore Agent A can be allowed the functionality and Agent B not allowed the functionality.</p> <p>Where Agent A is permitted the functionality, further controls exist in that Agent A may only have access to certain services with a maximum values of adjustment that can be selected. For example Agent A can be allowed to access “Good Will Credit £10” with a maximum value of £10 whilst their Team leader can be allowed to access “Good Will Credit £50” with a maximum value of £10.</p> <p>CMP Workflow event functionality – Page 3 CMP Invoice query functionality Page 2 Business Process MDS.CC.2 Billing Enquiry - Place Amount In Query Page 10 Business Process MDS.CC.27 Account Adjustment Page 16 CC.27.2 Adjust Using Invoice Page 16 CC.27.1 Ad Hoc Adjustment Page 17 See Goodwill Screen shot Page</p>

4.3.3.2 *L4: 1.1.1.12.3.2 - Analyze Detailed Bill Inquiry*

Process Identifier 1.1.1.12.3.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Analyse and investigate to determine whether a bill adjustment is acceptable.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.2 - Analyze Detailed Bill Inquiry
<p>Mandatory</p> <p>The purpose of Analyze Detailed Bill Inquiry process is to undertake more detailed analysis and investigation to determine whether a bill adjustment is acceptable, including gaining appropriate management authority to make the adjustment. These processes rely on the availability of appropriate adjustment policies, which are created within the Support Bill Inquiry Handling processes, for the timely resolution of major billing disputes. Reserved for future use.</p> <p>A/M</p> <p>CMP allows pre-set bill adjustment limits (Sales Ledger Adjustments) to be allocated at CSA level/function security level which determines the value of the adjustment any particular CSA can apply. If the application of the credit is within the CSA’s authorised value range then the CSA can apply the adjustment. If the amount to be credited exceeds the CSA limit then by using the applicable workflow event functionality a CSA can pass the workflow event to an appropriate person with the relevant authority to perform the adjustment. Several reports are available to interrogate the adjustments made either by value/s or by individuals</p> <p>CMP Invoice query functionality Page 2 CMP Workflow event functionality Page 3 Business Process MDS.CC.27 Account Adjustment Page 15 CC.27.2 Adjust Using Invoice Page 16 CC.27.1 Ad Hoc Adjustment Page 17 S028 Exceptional Value Sales Ledger Adjustments Page 19 S042 Sales Ledger Adjustment by Employee Audit Page19</p>

4.3.3.3 *L4: 1.1.1.12.3.3 - Record Customer Bill Invoice Adjustment*

Process Identifier 1.1.1.12.3.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Record the results of the adjustment if approved into the records relating to the customer’s bill invoice.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.3.3 - Record Customer Bill Invoice Adjustment
<p>Mandatory</p> <p>The purpose of Record Customer Bill Invoice Adjustment process is to record the results of the adjustment if approved into the records relating to the customer’s bill invoice. This process is responsible for recording the entire adjustment events including adjustment operator, timestamp and detailed reason, for management purpose. A/M</p> <p>CMP processes adjustments to invoices using the Sales Ledger Adjustment functionality. Sales Ledger Adjustments (SLAs) can be applied as debits or credits and can be triggered from whole or part invoices as well as on an ad hoc basis. Where a Bill Inquiry scenario occurs SLAs are raised using the “Adjust Using Invoice” process.</p> <p>CMP Invoice query functionality Page 2 CMP Sales Ledger Adjustments Page 19 Business Process MDS.CC.2 Billing Enquiry - Place Amount In Query Page 10 Business Process CC.27.2 Adjust Using Invoice Page 16 CC.27.1 Ad Hoc Adjustment Page 17</p>

4.3.4 L3: 1.1.1.12.4 - Track & Manage Customer Bill Inquiry Resolution

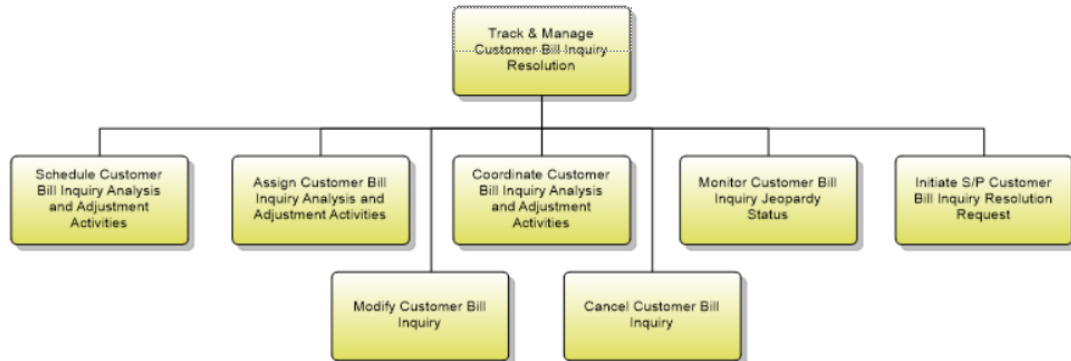


Diagram Description

Efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiries in jeopardy.

Extended Description

The objective of the Track & Manage Customer Bill Inquiry Resolution processes is to efficiently assign, coordinate and track specific customer bill inquiry analysis, bill adjustments and ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, and escalate any open customer bill inquiries in jeopardy. Responsibilities of these processes include, but are not limited to:

- Scheduling, assigning and coordinating analysis and specific customer bill inquiry/complaint adjustment activities;
- Modifying the customer bill inquiry/complaint status;
- Canceling a customer bill inquiry when the specific request was related to a false billing event
- Monitoring the jeopardy status of open customer bill inquiries, and escalating customer bill inquiries as necessary.

Note that some specific product and/or service components may be owned and managed by suppliers/partners. In these cases the Track & Manage Customer Bill Inquiry Resolution process is responsible for initiating requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. These processes will co-ordinate all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

The Track & Manage Bill Inquiry Resolution processes will also inform the Close Customer Bill Inquiry processes by modifying the customer bill inquiry status to cleared when the specific customer bill inquiry/complaint issues have been resolved.

4.3.4.1 *L4: 1.1.1.12.4.1 - Schedule Customer Bill Inquiry Analysis and Adjustment Activities*

Process Identifier 1.1.1.12.4.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

The purpose of Schedule Customer Bill Inquiry Analysis and Adjustment Activities process is to schedule analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for planning the analysis and adjustment activities in specific order and allotted time.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.1 - Schedule Customer Bill Inquiry Analysis and Adjustment Activities
<p>Mandatory</p> <p>The purpose of Schedule Customer Bill Inquiry Analysis and Adjustment Activities process is to schedule analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for planning the analysis and adjustment activities in specific order and allotted time. AM</p> <p>Workflow event functionality allows default resolution times to be allocated that are used to ensure that work in progress can be monitored for:</p> <ul style="list-style-type: none"> • Volumes of any particular workflow event • Owners of workflow events • Whether the resolution by date has been exceeded (overdue) <p>Using default and bespoke “resolution required by dates” ensures that Bill Enquiry turnaround times can be agreed with customers or managed to internal service levels. Workflow event functionality ensures that work in progress can be measured, assigned and tracked.</p> <p>CMP allows the generation of an adjustment (Sales Ledger Adjustments) to be applied immediately or on the customer’s standard bill cycle.</p> <p>A standard CMP report is available to highlight workflow events that are unresolved and past their resolution required by date to assist in managing the timely resolution of Bill Inquires.</p> <p>CMP Invoice query functionality Page 2 CMP Workflow event functionality Page 3 Business Process MDS.CC.27 Account Adjustment Page 15 CC.27.2 Adjust Using Invoice Page 16 CC.27.1 Ad Hoc adjustment Page 17 Standard Report E011 Overdue Unresolved Workflow Events Page 23</p>

4.3.4.2 *L4: 1.1.1.12.4.2 - Assign Customer Bill Inquiry Analysis and Adjustment Activities*

Process Identifier 1.1.1.12.4.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Assign analysis and specific customer bill inquiry/complaint adjustment activities.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.2 - Assign Customer Bill Inquiry Analysis and Adjustment Activities
<p>Mandatory</p> <p>The purpose of Assign Customer Bill Inquiry Analysis and Adjustment Activities process is to assign analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for decomposing an activity to subsequent tasks and appointing other processes to accomplish them. A/M</p> <p>Workflow event functionality allows specific users or departments to be allocated work through the “pass to user” feature of workflow events. The pass to user feature can be defaulted to specific groups or individuals for workflow event types or on ad hoc basis as the discretion of an Agent. This functionality serves to ensure that when a workflow event is raised the correct skill sets are available to deal with Bill Inquiries. Where a user needs to involve another team or individual they can further utilise the pass to user functionality to redirect the workflow accordingly.</p> <p>CMP Workflow Event Functionality Page 4 Business Process CC.49 Update Workflow Event Page 13</p>

4.3.4.3 *L4: 1.1.1.12.4.3 – Coordinate Customer Bill Inquiry Analysis and Adjustment Activities*

Process Identifier: 1.1.1.12.4.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

The purpose of Coordinate Customer Bill Inquiry Analysis and Adjustment Activities process is to coordinate analysis and specific customer bill inquiry/complaint adjustment activities. The process is responsible for ensuring that appropriate credits and/or other agreed adjustments are made available to the adjustments processes activities, coordinating all the actions necessary in order to guarantee that all tasks are finished at the appropriate time and in the appropriate sequence.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.3 - Coordinate Customer Bill Inquiry Analysis and Adjustment Activities
<p>Mandatory</p> <p>The purpose of Schedule Customer Bill Inquiry Analysis and Adjustment Activities process is to schedule analysis and specific customer bill inquiry/complaint adjustment activities. This process is responsible for planning the analysis and adjustment activities in specific order and allotted time. AM</p> <p>Workflow event functionality allows default resolution times to be allocated that are used to ensure that work in progress can be monitored for:</p> <ul style="list-style-type: none"> • Volumes of any particular workflow event • Owners of workflow events • Whether the resolution by date has been exceeded (overdue) <p>Using default and bespoke “resolution required by dates” ensures that bill inquiry turnaround times can be agreed with customers or managed to internal service levels.</p> <p>Workflow event functionality ensures that work in progress can be measured, assigned and tracked. A standard CMP report is available to highlight workflow events that are unresolved and past their resolution required by date to assist in managing the timely resolution of bill inquires.</p> <p>CMP Invoice query functionality Page 2 CMP Workflow event functionality Page 3 Business Process MDS.CC.2 Billing Enquiry Page 7 Standard Report E011 Overdue Unresolved Workflow Events Page 23</p>

4.3.4.4 *L4: 1.1.1.12.4.4 - Monitor Customer Bill Inquiry Jeopardy Status*

Process Identifier 1.1.1.12.4.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Monitor the jeopardy status of open customer bill inquiries

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.4 - Monitor Customer Bill Inquiry Jeopardy Status
<p>Mandatory</p> <p>The purpose of Monitor Customer Bill Inquiry Jeopardy Status process is to monitor the jeopardy status of open customer bill inquiries. This process is responsible for keeping close watch over the resolving progress. When customer bill inquiry isn't handled in time, this process will escalate customer billing inquiry for notification.AM</p> <p>Workflow event functionality allows default resolution times to be allocated that are used to ensure that work in progress can be monitored for:</p> <ul style="list-style-type: none"> • Volumes of any particular workflow event • Owners of workflow events • Whether the resolution by date has been exceeded (overdue) <p>Using default and bespoke “resolution required by dates” ensures that Bill Enquiry turnaround times can be agreed with customers or managed to internal service levels.</p> <p>Workflow event functionality ensures that work in progress can be measured, assigned and tracked. A standard CMP reports are available to highlight workflow events that are unresolved and past their resolution required by date and to report on value, volumes and aging of the amounts that have been placed in query.</p> <p>CMP Workflow event functionality Page 3 Business Process MDS.CC.2 Billing Enquiry Page 7 Standard Report E011 Overdue Unresolved Workflow Events Page 23 Standard Report E006 Customer Accounts With Open Query Amounts Page 24</p>

4.3.4.5 *L4: 1.1.1.12.4.5 - Initiate S/P Customer Bill Inquiry Resolution Request*

Process Identifier 1.1.1.12.4.5

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Initiate requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.5 - Initiate S/P Customer Bill Inquiry Resolution Request
<p>Mandatory</p> <p>The purpose of Initiate S/P Customer Bill Inquiry Resolution Request process is to Initiate requests, through - S/P Settlements & Payments Management for resolution by the supplier/partner of the specific bill inquiries/complaints. Some specific product and/or service components may be owned and managed by suppliers/partners.</p> <ul style="list-style-type: none"> • Append the Business Process Framework text according to the type of support <ul style="list-style-type: none"> ○ N/A • add a reference to supporting evidence documentation which should be delivered with the self-assessment material
<p>Optional</p> <p>Not required for process mapping</p>
<p>Interactions</p> <p>Not required for process mapping</p>

4.3.4.6 *L4: 1.1.1.12.4.6 - Modify Customer Bill Inquiry*

Process Identifier 1.1.1.12.4.6

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Modify existing customer bill inquiries

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.6 - Modify Customer Bill Inquiry
<p>Mandatory</p> <p>The purpose of Modify Customer Bill Inquiry process is to modify existing customer bill inquiries when the bill inquiry or complaint is changed by the customer, a CSR or other processes. This process is also responsible for changing the status of customer bill inquiries/complains.AM</p> <p>Where a bill inquiry has been captured via CMP workflow event functionality standard processes cater for the updating and amendment of the bill inquiry. Where, as a result of a bill inquiry, an amount has been placed in query status CMP caters for amending the value of the amount in query to either increase or decrease the figure dependent on the circumstances.</p> <p>CMP Invoice query functionality - Page 2 Amend Query Amounts Page 25 Business Process MDS. CC.49 Update Workflow Event Page 12</p>

4.3.4.7 *L4: 1.1.1.12.4.7 - Cancel Customer Bill Inquiry*

Process Identifier 1.1.1.12.4.7

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Request cancellation of existing customer bill inquiry reports

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.4.7 - Cancel Customer Bill Inquiry
<p>Mandatory The purpose of Cancel Customer Bill Inquiry process is to cancel existing customer bill inquiries.AM Where a bill inquiry has been captured via CMP workflow event functionality standard processes cater for the cancellation of the bill inquiry workflow event. Where, as a result of a bill inquiry, an amount has been placed in query status CMP caters for cancellation of the amount query by resolution of the automated workflow event CMP Invoice query functionality - Page 2 Resolve Query Amounts Page Page 25 Business Process MDS. CC.49 Update Workflow Event Page 12</p>

4.3.5 L3: 1.1.1.12.5 - Report Customer Bill Inquiry

Diagram Description

Report on the customer's bill inquiry.

Extended Description

The objective of the Report Customer Bill Inquiry processes is to monitor the status of customer bill inquiries, provide notifications of any changes and provide management reports. These processes are responsible for continuously monitoring the status of customer bill inquiries and managing notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. Notification lists are managed and maintained by the Support Bill Inquiry Handling processes. These processes record, analyze and assess the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. These specialized summaries could be specific reports required by specific audiences and/or customers. These processes also report any identified constraints that can affect customer billing quality standards to other processes. These constraints may include specific resource (billing application and/or database, for example) failures, etc.

4.3.5.1 L4: 1.1.1.12.5.1 - Monitor Customer Bill Inquiries

Process Identifier 1.1.1.12.5.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. "instantiated") with other similar process elements for application within a specific organization or domain.

Process description

Monitor the status of customer bill inquiries continuously.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.5.1 - Monitor Customer Bill Inquiries
<p>Mandatory</p> <p>The purpose of Monitor Customer Bill Inquiries process is to continuously monitor the status of all customer bill inquiries. The process is responsible for logging all the status changes on customer bill inquiries including creation, modification, cancellation and etc.A/M</p> <p>CMP functionality allows for all workflow events assigned to teams and agents to be monitored and presented in date order to ensure visibility of all workflow events that require resolution. Further reporting is available to identify all bill inquiries raised, all bill inquiries that are outstanding and all bill inquiries raised by their current status. Further, if an amount has been placed in query as a result of a bill inquiry CMP functionality standard reporting is available that enables the status and ageing of queries to be reviewed to ensure that a global view of Bill Inquiries is available.</p>

CMP Workflow Functionality Page 3
CMP Query functionality Page 21
Display Queries by Account Page 25
Standard Report E006 Customer Accounts With Open Query Amounts Page 24
Standard Report E011 Overdue Unresolved Workflow Events Page 23
Standard Report E020 Workflow Events Report Page 26

4.3.5.2 *L4: 1.1.1.12.5.2 - Provide Customer Bill Inquiry Change Notification*

Process Identifier 1.1.1.12.5.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Manage notifications to other processes and to other parties.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.5.2 - Provide Customer Bill Inquiry Change Notification
<p>Mandatory</p> <p>This purpose of Provide Customer Bill Inquiry Change Notification process is to manage notifications to other processes and to other parties, including customers, registered to receive notifications of any status changes. A/M</p> <p>CMP workflow functionality and standard processes cater for the change of status of bill inquiry (including those with an associated amount in query).</p> <p>Business Process MDS.CC.28 Outbound Correspondence Page 27</p> <p>Business Process MDS.CC.29 Outbound Call Page 11</p> <p>Business Process MDS. MDS.CC.46 Resolve Workflow Event Page 28</p> <p>Business Process MDS. CC.49 Update Workflow Event Page 12</p>

4.3.5.3 *L4: 1.1.1.12.5.3 - Provide Management Reports*

Process Identifier 1.1.1.12.5.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.12.5.3 - Provide Management Reports
<p>Mandatory</p> <p>The purpose of Provide Management Reports is to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. This process records, analyzes and assesses the customer bill inquiry status changes to provide management reports and any specialized summaries of the efficiency and effectiveness of the overall Bill Inquiry Handling processes. This process also reports any identified constraints that can affect customer billing quality standards to other processes. A/M</p> <p>CMP standard reporting outputs provide the necessary insight to analyse and assess bill inquiries (including those with an associated amount in query). CMP standard functionality allows visibility of the query amounts outstanding via the Display Queries by Account functionality.</p> <p>Standard Report S008 Billing Enquiry Contacts Rates Page 28</p> <p>Standard Report E006 Customer Accounts With Open Query Amounts Page 24</p> <p>Standard Report E011 Overdue Unresolved Workflow Events Page 23</p> <p>Standard Report E020 Workflow Events Report Page 26</p>

4.3.6 L3: 1.1.1.12.6 - Close Customer Bill Inquiry Report

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.12.6- Close Customer Bill Inquiry Report
<p>Mandatory</p> <p>The objective of the Close Customer Bill Inquiry Report processes is to close a customer bill inquiry report when the bill inquiry/complaint has been resolved. These processes monitor the status of all open customer bill inquiry reports, and recognize that a customer bill inquiry report is ready to be closed when the status is changed to cleared. A/M</p> <p>CMP workflow event functionality and standard reporting outputs provide the necessary insight to monitor the status of all open customer bill inquiry reports. Where a bill inquiry results in a disputed amount being placed in query, CMP standard functionality allows visibility of the query amounts outstanding via the Display Queries by Account functionality- reporting is also available of any outstanding amounts in query. CMP standard workflow event functionality allows resolution required by dates to be agreed and monitored thus providing visibility with the user interface of any bill inquiries that are open and those that are open and overdue. Standard reporting of workflow events allows tracking and trending of open and resolved bill inquiries</p> <p>CMP Workflow Functionality See page 4 Display Queries by Account Page 25 Standard Report E006 Customer Accounts With Open Query Amounts Page 24 Standard Report E011 Overdue Unresolved Workflow Events Page 23 Standard Report E020 Workflow Events Report Page 26</p>

4.3.7 Detailed Conformance Results

Table 4-3 1.1.1.12 - Bill Enquiry Handling – Detailed Conformance Scores

MDS CMP Managed Service Framework 14.5 Business Process Framework Conformance Scores	
Operations: Level 1: 1.1.1 - Customer Relationship Management	
Level 2: 1.1.1.12 - Bill Enquiry Handling	Conformance Scores
1.1.1.12.1 - Create Customer Bill Inquiry Report	5
1.1.1.12.1.1 - Generate Customer Bill Inquiry	100%
1.1.1.12.1.4 - Convert Customer Bill Inquiry	100%
1.1.1.12.1.5 - Request Additional Bill Inquiry Information	100%
1.1.1.12.2 - Assess Customer Bill Inquiry Report	5
1.1.1.12.2.1 - Verify Customer Bill Inquiry	100%
1.1.1.12.2.2 - Assess and Investigate Customer Bill Inquiry	100%
1.1.1.12.2.3 - Identify Customer Bill Inquiry Root Cause	100%
1.1.1.12.2.4 - Complete Customer Bill Inquiry Assessment	100%
1.1.1.12.3 - Authorize Customer Bill Invoice Adjustment	5
1.1.1.12.3.1 - Determine Automated Bill Adjustment	100%
1.1.1.12.3.2 - Analyze Detailed Bill Inquiry	100%
1.1.1.12.3.3 - Record Customer Bill Invoice Adjustment	100%
1.1.1.12.4 - Track & Manage Customer Bill Inquiry Resolution	4.71
1.1.1.12.4.1 - Schedule Customer Bill Inquiry Analysis and Adjustment Activities	100%
1.1.1.12.4.2 - Assign Customer Bill Inquiry Analysis and Adjustment Activities	100%
1.1.1.12.4.3 - Coordinate Customer Bill Inquiry Analysis and Adjustment Activities	100%
1.1.1.12.4.4 - Monitor Customer Bill Inquiry Jeopardy Status	100%
1.1.1.12.4.5 - Initiate S/P Customer Bill Inquiry Resolution Request	0%
1.1.1.12.4.6 - Modify Customer Bill Inquiry	100%
1.1.1.12.4.7 - Cancel Customer Bill Inquiry	100%
1.1.1.12.5 - Report Customer Bill Inquiry	5
1.1.1.12.5.1 - Monitor Customer Bill Inquiries	100%
1.1.1.12.5.2 - Provide Customer Bill Inquiry Change Notification	100%
1.1.1.12.5.3 - Provide Management Reports	100%
1.1.1.12.6 - Close Customer Bill Inquiry Report	5

4.4 L2: 1.1.1.13 – Charging

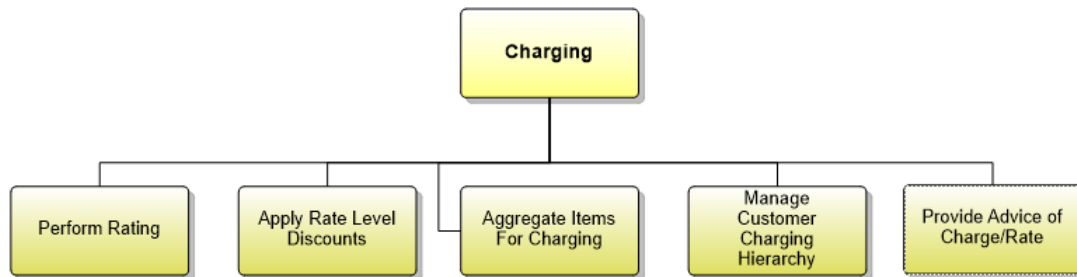


Diagram Description

Charging processes assure appropriate rating and discounting of event records based on prices. Prices for products are established through mechanisms such as contracts, tariffs, service agreements or price lists.

Charging may occur in real-time, near real-time, or may be executed on a periodic basis. These processes will also support pre-paid and post-paid pricing arrangements.

Process Identifier: 1.1.1.12

Description

Managing the assignment of a value (monetary or other) to an event or product, or combination (bundle or aggregate) of the above.

Extended Description

The purpose of Charging is to assign a value (monetary or other) to an event or product, or combination (bundle or aggregate) of the above. The charge may be either a credit or a debit and can be handled either online or offline. Online charging is performed in real-time, requiring an authorization component which may affect how the service is rendered and enables an operator to provide prepaid services to its customers. Whereas offline charging is performed after the service is rendered and is not required to be done in real-time and generally relates to subscription based products. The charge may appear on a customer invoice via Apply Pricing, Discounting, Adjustments & Rebates.

4.4.1 L3: 1.1.1.13.1 - Perform Rating

Process Identifier 1.1.1.13.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Calculating the value of the service/product, before, during or after the rendering of the service.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.1 - Perform Rating
<p>Extended Description</p> <p>Process responsible for calculating the value of the service/product, before, during or after the rendering of the service, based on parameters of the request (type, quantity, etc.), parameters of the customer/subscriber (tariffs, price plans, accumulated usage, contracts, etc.) and other parameters (time-of-day, taxes, etc.). The same request maybe rated differently for different subscribers based on their purchased offers or service agreements. A</p> <p><i>NOTE: No decomposition to Level 4 processes, hence mappings provided against the Level 3 process descriptions and implied tasks.</i></p> <p>CMP provides a high-performance and flexible rating engine delivering multi-dimensional rating capabilities to support custom price plans, flexible bundles and discounts. The CMP platform allows the rating of any service, over any network including, but not limited to, 2G, 3G and 4G mobile voice and data, fixed wire, VoIP; allowing the rating and billing of multiple services. CMP is an agile Cloud-based, standards-based, flexible platform that allows MDS clients to respond to their customers' demands and innovate in real time. CMP facilitates consumer, SME, enterprise and government or M2M business operations on a single system with multiple contracts and structures supported through a single organizational structure.</p> <p>See Page 2-6 CMP Rating Evidence Document Process Identifier: Level 2 Processes: 1.1.1.13 – Charging</p> <p>See Page 6 CMP Rating Features Evidence Document Process Identifier: Level 2 Processes: 1.1.1.13 – Charging</p>

**See Page26 MDS.RB.1.1 Usage Processing/Collection Evidence Document Process Identifier:
Level 2 Processes: 1.1.1.13 – Charging**

4.4.2 L3: 1.1.1.13.2 - Apply Rate Level Discounts

Process Identifier 1.1.1.13.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Applies discounts to product prices.

NOTE: No decomposition to Level 4 processes, hence mappings provided against the Level 3 process descriptions and implied tasks.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.2 - Apply Rate Level Discounts
<p>Extended Description</p> <p>This process applies discounts to product prices at an individual product level. A discount may be expressed as a monetary amount or percentage, and modifies a price for a product. When a discount is expressed as a percentage, the discounting process determines the discount calculated in relation to the price for the product. The discount may be displayed as a separate entry on the bill or may be combined with the rate for the product to only show as one entry. Discounts may be a one-time event or may have some duration (days, months, life of product, etc.). Discounts may apply to a specific customer or be generally available based on selection of products (for example - bundles). Discounting structures may involve tiers, tapers, or thresholds. A</p> <p>CMP has a comprehensive discounting capability and caters for rate level discounts in a variety of ways to ensure a truly flexible rating engine.</p> <p>Examples of rate level discounts include (but are not limited to):</p> <ul style="list-style-type: none"> - Cumulative - Cross Product - Volume Related - Favourite numbers

- Closed User Groups

*See Discount Schemes Page 31 Evidence Document Process Identifier: Level 2 Processes:
1.1.1.13 – Charging*

*See Closed User Groups Page 6 Evidence Document Process Identifier: Level 2 Processes:
1.1.1.13 – Charging*

4.4.3 L3: 1.1.1.13.3 - Aggregate Items For Charging

Process Identifier 1.1.1.13.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Manages the accumulation of items that may be used in the selection of a value or in calculation of a rate/discount.

NOTE: No decomposition to Level 4 processes, hence mappings provided against the Level 3 process descriptions and implied tasks.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.3 - Aggregate Items For Charging
<p>Extended Description</p> <p>This process is responsible for accumulating contributing items, which can be quantities, values (monetary or other) or both. Aggregation can occur over time or can be initiated to gather a “snapshot” of the items at a point in time. The aggregated items may be used in Perform Rating or Apply Rate Level Discounts to determine the applicable price or discount and may further be used as a quantity in the calculation of a rate or discount. A</p> <p>A bundling facility exists which can be attached to a tariff, whereby a predetermined number of units or values can be incorporated within a service, for example, a connection fee could also include 50 free minutes of usage.</p> <p><i>The Charge Capping feature enables the capping of any usage charges processed, not just data usage, by CMP on a daily basis. This allows for late landing usage to be aggregated into the appropriate day's events and then correctly charge capped at point of billing.</i></p> <p>See Page34 Data Charge Capping Configuration Level 2 Process: 1.1.1.13 – Charging Evidence Document See Page 35 Bundles Level 2 Process: 1.1.1.13 – Charging Evidence Document</p>

4.4.4 L3: 1.1.1.13.4 - Manage Customer Charging Hierarchy

Process Identifier 1.1.1.13.4

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Managing the charging relationships among subscribers.

NOTE: No decomposition to Level 4 processes, hence mappings provided against the Level 3 process descriptions and implied tasks.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.4 - Manage Customer Charging Hierarchy
<p>Extended Description</p> <p>Customer hierarchies are commonly used for corporate customers, family plans or other type of affinity groups. This process manages the charging relationships among subscribers, e.g. sharing, inheriting or restricting balances, price plans and discounts. Thereby assuring that a charge is added to or subtracted from the correct (sub-) account balance. A</p> <p>CMP supports multi-level account hierarchies for organisations using structures, families and other multi-user groups, whilst providing a single view of the Customer. There are four levels in a CMP hierarchy, group, corporate, account and subscriptions that allow for many billing and customer management options to be chosen. The customer hierarchy together with the customer agreement controls the consolidation level of invoices, billing addresses and billing cycles for organisations with the need for greater billing flexibility. Whilst rating occurs at a subscription level the customer hierarchy can have, for example, discounts that apply to all the subscriptions in that hierarchy.</p> <p>See Page 37 Hierarchy Level 2 Process: 1.1.1.13 – Charging Evidence Document See Page 38 Agreements Level 2 Process: 1.1.1.13 – Charging Evidence Document</p>

4.4.5 L3: 1.1.1.13.5 - Provide Advice of Charge/Rate

Process Identifier 1.1.1.13.5

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Provide advice of charge/rate.

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.5 - Provide Advice of Charge/Rate
<p>Extended Description</p> <p>The activity of Provide Advice of Charge/Rate is responsible for providing advice on rates, in real-time or offline, an estimate or value of the charge or rate for a specific usage or service request. The advice is usually based upon performing a full rating process for the request. The accuracy of the Advice underlies the complexity of the product offering - so that a 100% accurate AOC might not always be available in real-time. In these cases alternatives are usually sought (for example offline presentation / product type offering change. Advice of charge can be provided pre-, during or post event. Advice of charge can be used/utilized by several different end-2-end processes A</p> <p>There are a number of methods providing Advice of Charge. CMP rates usage records as soon as they are available from the network and stores rated usage as unbilled usage until the appropriate billing cycle when unbilled usage is billed. Having rated but not yet billed usage is the most likely area that an advice of charge query would be satisfied however it would be possible to provide an advice of charge for billed data, for example, where the customer has not yet received the bill or doesn't receive itemized billing. General advice of charge information can be provided from the customer's tariff/price plan and CMP also supports contextual web links that allow pricing data to be accessed via pre-configured (but parameterized in the context of the customer) URLs. A web service is provided in order to allow 3rd party systems to query billed or unbilled calls enabling remote advice of charge advice to be delivered.</p>

See Page 41 Subscription sub-options Level 2 Process: 1.1.1.13 – Charging Evidence Document

See Page 44 MDS.CC.52 View Unbilled Usage Level 2 Process: 1.1.1.13 – Charging Evidence Document

***See Page 17 Invoice Query Level 2
Process: 1.1.1.13 – Charging Evidence Document***

***Page 42 Query Unbilled Units Level 2
Process: 1.1.1.13 – Charging Evidence Document***

***See Page 42 Tool Bar -Web links Level 2
Process: 1.1.1.13 – Charging Evidence Document***

4.4.6 Detailed Conformance Results

Table 4-4 1.1.1.13 - Charging – Detailed Conformance Scores

MDS CMP Managed Service Framework 14.5 Business Process Framework Conformance Scores	
Operations: Level 1: 1.1.1 - Customer Relationship Management	
Level 2: 1.1.1.13 - Charging	Conformance Scores
1.1.1.13.1 - Perform Rating	5
1.1.1.13.2 - Apply Rate Level Discounts	5
1.1.1.13.3 - Aggregate Items For Charging	5
1.1.1.13.4 - Manage Customer Charging Hierarchy	5
1.1.1.13.5 - Provide Advice of Charge/Rate	5

4.5 L2: 1.1.1.14 - Manage Billing Events

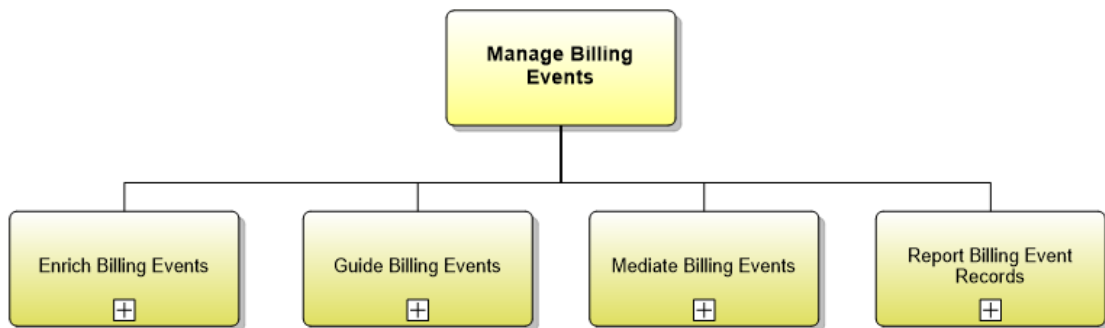


Diagram Description

Encompasses the functions required to guide, distribute, mediate, summarize, accumulate, and analyze billing event records.

Process Identifier: 1.1.1.14

Description

Encompasses the functions required to guide, distribute, mediate, summarize, accumulate, and analyze billing event records.

Extended Description

The billing events management processes encompass the functions required to guide, distribute, mediate, summarize, accumulate, and analyze billing event records. These processes may occur in real-time, near real-time, or may be executed on a periodic basis. Billing event records include records produced by network elements (service events), records that indicate the need for periodic billing of a reoccurring product rate, and records that indicate the need for billing of a non-reoccurring rate. The guiding processes ensure that the event records used in the billing processes are appropriately related to the correct customer billing account and products. The billing event records are edited and if necessary reformatted (mediated) to meet the needs of subsequent processes. The billing event records may also be enriched with additional data during this process.

4.5.1 L3: 1.1.1.14.1 - Enrich Billing Events

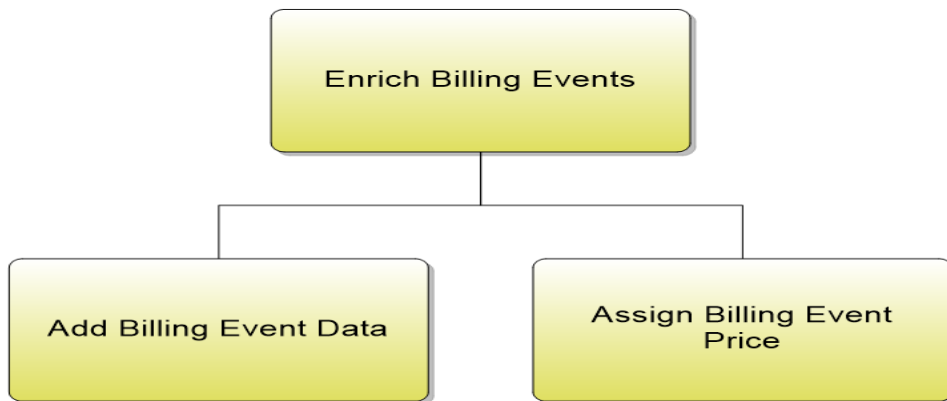


Diagram Description

Enrich billing event records with additional data.

Extended Description

The Enrich Billing Events processes will augment the billing event records by adding data to the records from sources such as customer, product, or other reference data. A billing event may be assigned a price without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record.

CMP provides a high-performance and flexible rating engine delivering multi-dimensional rating capabilities to support custom price plans, flexible bundles and discounts. The CMP platform allows the rating of any service, over any network including, but not limited to, 2G, 3G and 4G mobile voice and data, fixed wire, VoIP; allowing the rating and billing of multiple services. CMP is an agile Cloud-based, standards-based, flexible platform that allows MDS clients to respond to their customers' demands and innovate in real time. CMP facilitates consumer, SME, enterprise and government or M2M business operations on a single system with multiple contracts and structures supported through a single organisational structure.

4.5.1.1 *L4: 1.1.1.14.1.1 Add Billing Event Data*

Process Identifier 1.1.1.14.1.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Add data to the records from sources such as customer, product, or other reference data to augment the billing event records.

LEVEL 4 PROCESS MAPPING DETAILS

1.1.1.14.1.1 Add Billing Event Data

Mandatory

The purpose of Add Billing Event Data process is to add data to the records from sources such as customer, product, or other reference data to augment the billing event records. This process is responsible for enriching billing events with additional data which is not provided by or known by services providing the billing events, but needed by other billing processes. Hence this process is also responsible for obtaining additional data from corresponding data sources based on each billing events record information. A/M

CMP can load many different types of usage data including both traditional voice (fixed and mobile) and non-traditional (for data usage; day passes, eHealth, telematics, direct-to-bill. software licences, etc.). The process of collecting usage data and allocating the rated, mediated or re-classified usage to the subscriber record is a fundamental concept within CMP, the MDS managed service operation is responsible for collection, mediation, rating and allocation of usage on behalf of clients. Service Level Agreements will govern the frequency of the collection, mediation, rating and allocation of usage.

MDS.RB.1 Usage Processing v4.0 Page 2

CMP Rating Page 7

Standard Report E019 Usage Rating Statistics Page 11

4.5.1.2 *L4: 1.1.1.14.1.2 - Assign Billing Event Price*

Process Identifier 1.1.1.14.1.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Assign a price to a billing event without consideration of specific product or customer information. The assigned price may be used to enrich the billing event record.

<p style="text-align: center;">LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.1.2 Assign Billing Event Price</p>
<p>Mandatory</p> <p style="background-color: #00ff00; padding: 2px;">The purpose of Assign Billing Event Price process is to assign a price to a billing event without consideration of specific product or customer information. This process performs static rating of service events without considering customer or product information A</p> <p>CMP initially assigns a classification or re classification of usage prior to the usage being assigned to a subscriber, the classification/re-classification can be based on a number of factors such as date/time, dialed number, network, network classification etc. Once usage is classified it can be rated and attributed to a subscriber, in most instances the final billed priced is known at the point of attributing usage to a subscriber however in certain instances the billed price will not be the actual price charged to a customer, for example where a discount is subsequently applied.</p> <p>2.12 CMP Rating Page 7</p>

4.5.2 L3: 1.1.1.14.2 - Guide Billing Events

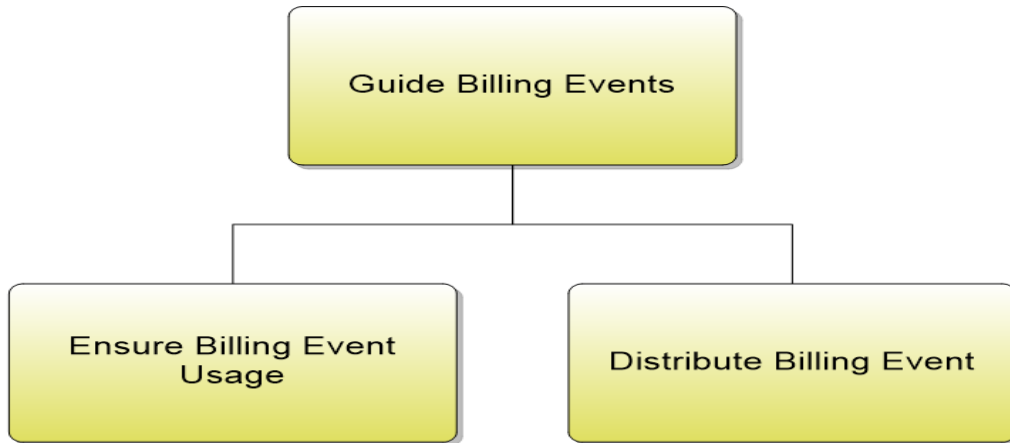


Diagram Description

Ensures that the event records used in the billing processes are related to the correct customer billing account and subscribed products.

Extended Description

The Guide Billing Events processes ensure that the event records used in the billing process relate to the correct customer billing account and products. A specific event record may be related to multiple customer billing accounts and subscribed products. Distribution of billing event records to other processes may also occur.

CMP functionality allocates (guides) usage data to the appropriate customer post usage collection, validation, classification, mediation and rating. Rating takes in account products, tariffs, bundles etc. and the guiding of billing events is undertaken following rating or following re-processing of usage where it wasn't possible to guide the billing event successfully at initial allocation to a subscriber.

4.5.2.1 *L4: 1.1.1.14.2.1 - Ensure Billing Event Usage*

Process Identifier: 1.1.1.14.2.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Ensure that the event records used in the billing process relate to the correct customer billing account and products.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.2.1 Ensure Billing Event Usage
<p>Mandatory</p> <p><i>The purpose of Ensure Event Record Usage process is to ensure that the event records used in the billing process relate to the correct customer billing account and products. A/M</i></p> <p>Following usage/event classification it can be allocated to a CMP subscription and thereby a particular customer. Where it is not possible to allocate usage/events to a CMP subscriber the usage/event is allocated an "unallocated" status.</p> <p>MDS.RB.1 Usage Processing v4.0 Page 2</p> <p>Usage Classification Page 12</p> <p>Standard Report E019 Usage Rating Statistics Page 11</p> <p>Unallocated Reports - MDS Analytics Low Level Design V2.0 Page 13</p> <p>Standard Report E056 Unallocated Usage Subscriber Due To Bill Page 15</p>

4.5.2.2 *L4: 1.1.1.14.2.2 - Distribute Billing Event*

Process Identifier 1.1.1.14.2.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Distribute billing event records to other processes

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.2.2 Distribute Billing Event
<p>Mandatory</p> <p>The purpose of Distribute Billing Event process is to distribute billing events to other processes which need access to billing events. This process is also responsible for recording distribution logs to avoid duplicated billing event distribution. A</p> <p>The CMP rating function is the pre-cursor to the distribution of billing events to subscribers. All usage events that can be rated are allocated (distributed) to subscribers and any that aren't allocated to subscribers are identified as "unallocated usage". CMP is a single integrated billing, rating and customer management platform and therefore has no need to distribute billing events to other systems or components for further treatment.</p> <p>MDS.RB.1 Usage Processing v4.0 Page 2</p> <p>CMP Rating Page 7</p>

4.5.3 L3: 1.1.1.14.3 - Mediate Billing Events

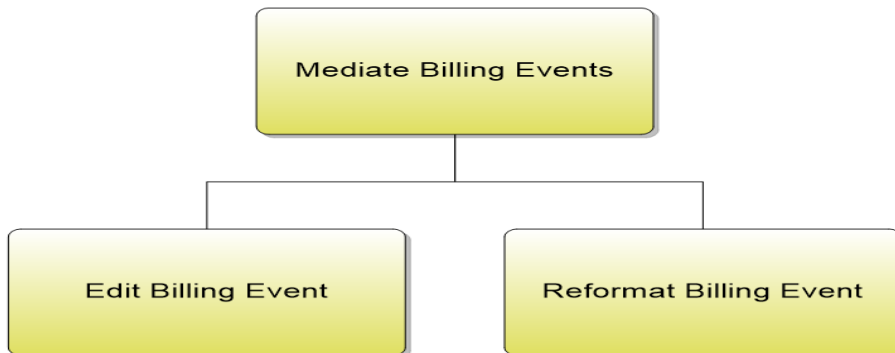


Diagram Description

Edits and reformats data for recipient applications.

Extended Description

The Mediate Billing Events process edits and reformats the data record to meet the needs of a recipient application.

4.5.3.1 *L4: 1.1.1.14.3.1 Edit Billing Event*

Process Identifier: 1.1.1.14.3.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Edit the data record for recipient applications.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.3.1 Edit Billing Event
<p>Mandatory</p> <p>This process is responsible for editing billing events to adapt to the contents expected by receiving processes and applications. This includes examining individual fields in billing events, modifying the contents of individual fields in billing events and removing unwanted data and fields, identifying billing event type. Additionally, this process is also responsible for billing events consolidation, billing event splitting, billing events correlation and duplicated billing events deletion if necessary. A/M</p> <p>A single generic Usage Interface is used by CMP to allow many different formats of usage feeds from multiple suppliers to be transformed into a standard CMP interface format prior to being collected and processed. This negates the need for development each time a new interface format is introduced.</p> <p>Mediated usage files are collected from a pre-defined location on the IFS and processed. If a usage class has not been assigned by the transformation engine/adaptor then the functionality allows for a pre-defined program to be called which performs basic classification.</p> <p>See Mediation Page 16 See Generic User Interface. Page 16</p>

4.5.3.2 *L4: 1.1.1.14.3.2 Reformat Billing Event*

Process Identifier: 1.1.1.14.3.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Reformat the data record for recipient applications.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.3.2 Reformat Billing Event
<p>Mandatory</p> <p>The purpose of Reformat Billing Event process is to reformat billing events to adapt to the format expected by receiving processes and applications. This includes examining individual fields in billing events and translating billing events from one format to another. Additionally, this process is also responsible for maintenance the input and output format template. A/M</p> <p>Mediated usage files are collected from a pre-defined location on the IFS and processed into CMP. If a usage class has not been assigned by the transformation engine/adaptor then the functionality allows for a pre-defined program to be called which performs basic classification. This same program also carries out any re-classification and duplicate checking. Ideally, the transformation process/adaptor passes in a usage class, used by the generic Usage Interface to map the usage records into CMP to be validated, allocated to a subscription and rated accordingly.</p> <p>Records failing validation are written to the ZCall Detail file. Errors are written to Usage Error and Usage Error Detail files. For example, Call Classification errors are written to Usage Error Detail files.</p> <p>This solution complements the associated Data Transformation Engine solution as supplied by LAE. It also offers a flexible, generic solution for managing usage in relation to new product types.</p> <p>In addition, this solution provides a framework for any external system to interface to CMP, if the format is agreed as part of an initial mapping exercise and CMP is configured accordingly to accept the attributes.</p> <p>See Mediation Page 16 See Generic User Interface Page 16</p>

4.5.4 L3: 1.1.1.14.4 - Report Billing Event Records

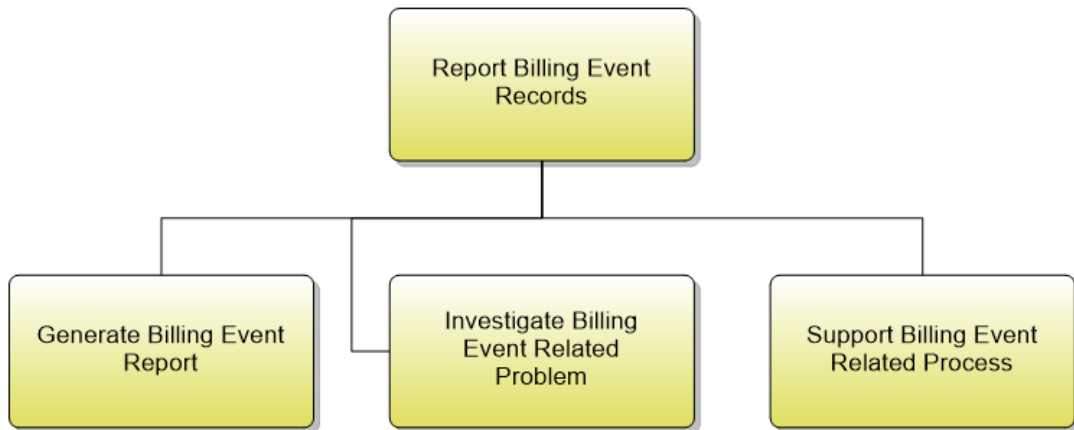


Diagram Description

Generate reports on billing event records based on requests from other processes.

Extended Description

The purpose of the Report Billing Event Record processes is to generate reports on billing event records based on requests from other processes. These processes produce reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints. Investigation of problems related to these event records is also part of this process. These processes also support other processes such as customer review of billing events (pre-billing and post-billing).

MDS Managed CMP has both internal and external reporting capabilities. The internal reporting function is aimed at ensuring MDS deliver the contracted services to their clients and focuses on reconciliation, validation and revenue/service/process assurance.

Reporting is also available for MDS clients through a standard reporting suite to assist in providing insight into billing events and help them discover any abnormalities or patterns of concern or interest.

4.5.4.1 *L4: 1.1.1.14.4.1 - Generate Billing Event Report*

Process Identifier: 1.1.1.14.4.1

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Generate reports on billing event records based on requests from other processes.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.4.1 - Generate Billing Event Report
<p>Mandatory</p> <p>The purpose of the Generate Billing Event Report process is to generate reports on billing event records. This process produces reports that may identify abnormalities, which may be caused by fraudulent activity or related to customer complaints. A/M</p> <p>CMP offers a diverse range of reports that can interrogate and identify abnormalities within billing event records; these are covered within standard revenue assurance and fraud assurance report routines. All billing event enquiries where raised via customer or 3rd party are routed and managed through MDS dedicated Service Operation Centre who manage the “ticket” through to resolution.</p> <p>See Incident and Request Management Process Page 22 See Standard Revenue Assurance Processes. Page 22 See MDS Fraud Alert Service. Page 22</p>

4.5.4.2 *L4: 1.1.1.14.4.2 Investigate Billing Event Related Problem*

Process Identifier: 1.1.1.14.4.2

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Investigate problems related to billing event records.

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.4.2 Investigate Billing Event Related Problem
<p>Mandatory</p> <p>The purpose of the Investigate Billing Event Related Problem process is to investigate problems related to billing event records. Where reporting indicates problems with billing event records such as data format errors, configuration problems, system or network problems this process initiates and manages an investigation and follow-up of the indicated problems. A/M</p> <p>CMP offers a diverse range of reports that can interrogate and identify abnormalities within billing event records; these are covered within standard revenue assurance and fraud assurance report routines. All billing event enquiries where raised via customer or 3rd party are routed and managed through MDS dedicated Service Operation Centre (SOC) who manage the “ticket” through to resolution. System are monitored on a 24/7 basis by an alerting system which automatically alerts into the SOC</p> <p>See Incident and Request Management Process. Page 22 See Nimsoft Monitoring doc. Page 22 See Standard Revenue Assurance Processes. Page 22 See MDS Fraud Alert Service. Page 22 E019 USAGE RATING STATS Page 23 S011 BUNDLE EXCEED REPORT Page 23 S014 CALL PRICING SUMMARY Page 23 S032 HIGH USAGE NEW SUBSCRIBERS Page 24 S051SUBSCRIBERS WITHOUT BILLED USAGE Page 25</p>

4.5.4.3 *L4: 1.1.1.14.4.3 - Support Billing Event Related Process*

Process Identifier: 1.1.1.14.4.3

Process Context

This process element represents part of the overall enterprise, modelled in business process terms, and can be applied (i.e. “instantiated”) with other similar process elements for application within a specific organization or domain.

Process description

Support other processes such as customer review of billing events (pre-billing and post-billing).

LEVEL 4 PROCESS MAPPING DETAILS 1.1.1.14.4.3 - Support Billing Event Related Process
<p>Mandatory</p> <p>The purpose of the Support Billing Event Related Process is to support other processes which use or consume billing events. A/M</p> <p>Following the collection of billing events process there is pre-bill and post-bill revenue assurance activity, carried out by the MDS Managed Service to ensure the accuracy of billing and spot potential issues at the appropriate point in the process.</p> <p><i>See Pre Bill Report Page 25</i></p> <p><i>See Post Bill Report Page 29</i></p> <p><i>See Pre Bill Process Page 28</i></p> <p><i>See Post Bill Reconciliation Process Page 32</i></p>

4.5.5 Detailed Conformance Results

Table 4-5 1.1.1.14 – Manage Billing Events – Detailed Conformance Scores

MDS CMP Managed Service Framework 14.5 Business Process Framework Conformance Scores	
Operations: Level 1: 1.1.1 - Customer Relationship Management	
Level 2: 1.1.1.14 - Manage Billing Events	Conformance Scores
1.1.1.14.1 - Enrich Billing Events	5
1.1.1.14.1.1 - Add Billing Event Data	100%
1.1.1.14.1.2 - Assign Billing Event Price	100%
1.1.1.14.2 - Guide Billing Events	5
1.1.1.14.2.1 - Ensure Billing Event Usage	100%
1.1.1.14.2.2 - Distribute Billing Event	100%
1.1.1.14.3 - Mediate Billing Events	5
1.1.1.14.3.1 - Edit Billing Event	100%
1.1.1.14.3.2 - Reformat Billing Event	100%
1.1.1.14.4 - Report Billing Event Records	5
1.1.1.14.4.1 - Generate Billing Event Report	100%
1.1.1.14.4.2 - Investigate Billing Event Related Problem	100%
1.1.1.14.4.3 - Support Billing Event Related Process	100%

5 Information Framework Assessment Overview

5.1 Mapping Technique Employed

Not applicable for this assessment.

5.2 Information Framework Assessment - ABE Scope

Not applicable for this assessment.

5.3 Product Scope

Not applicable for this assessment.

6 Framework Conformance Result

This section details the Scores awarded to reflect Conformance of MDS' Managed Service product to the Business Process Framework & Information Framework components of Framework 14.5.

6.1 Business Process Framework – Scoring Rules

The conformance scores granted were based on the following TM Forum scoring rules:

Framework 14.5 Conformance Certification (Product/Solution/Implementation)		
Business Process Framework (eTOM) - Conformance Level Descriptions (Level 3 processes)		
Process level	Conformance Score	Qualifier
Level 1	Not applicable	Conformance Assessment shall not be carried out at this process level - hence Conformance Level shall not be awarded at this level.
Level 2	Not applicable	A conformance level is not awarded to Level 2 processes in Framework 12.0 Assessments. The Certification Report shall highlight the coverage of a Level 2 process submitted in scope for an Assessment in terms of number of Level 3 processes submitted for assessment out of the total number defined for the Level 2 process.
Level 3	Score is awarded between 3.1 & 5.	The Conformance Score is awarded for each Level 3 processes submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3.1 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 Implied Tasks as decomposed in the Level 4 process definitions. <i>Any manual implementation of the process support shall be noted in the Conformance Report and Detailed Results Report.</i>

Figure 6-1 TM Forum Business Process Framework: Conformance Scoring Rules

Additional Notes on Business Process Framework Conformance Scoring

1. Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.

A conformance level shall not be awarded for Level 1 processes.

2. Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient.

A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.

3. The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying Level 4 process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 4 processes/Implied Tasks. This provides finer granularity of scoring than in Assessment prior to Framework 12.0 based Assessments.

4. In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. This note specifically applies to Product & Solution Assessments.

5. Processes that are supported via manual implementation only, are not considered in scope for the Assessment. This note specifically applies to Product & Solution Assessments.

6.2 Business Process Framework – Conformance Result Summary

The graph in this section provides an overview of the conformance levels granted to the Level 3 Processes presented in scope for the MDS Managed Service Assessment. Each Level 3 process was measured using a Business Process Framework (eTOM) conformance score according to level of Conformance – Full Conformance or Partial Conformance as described in section 6.1 Business Process Framework – Scoring Rules.

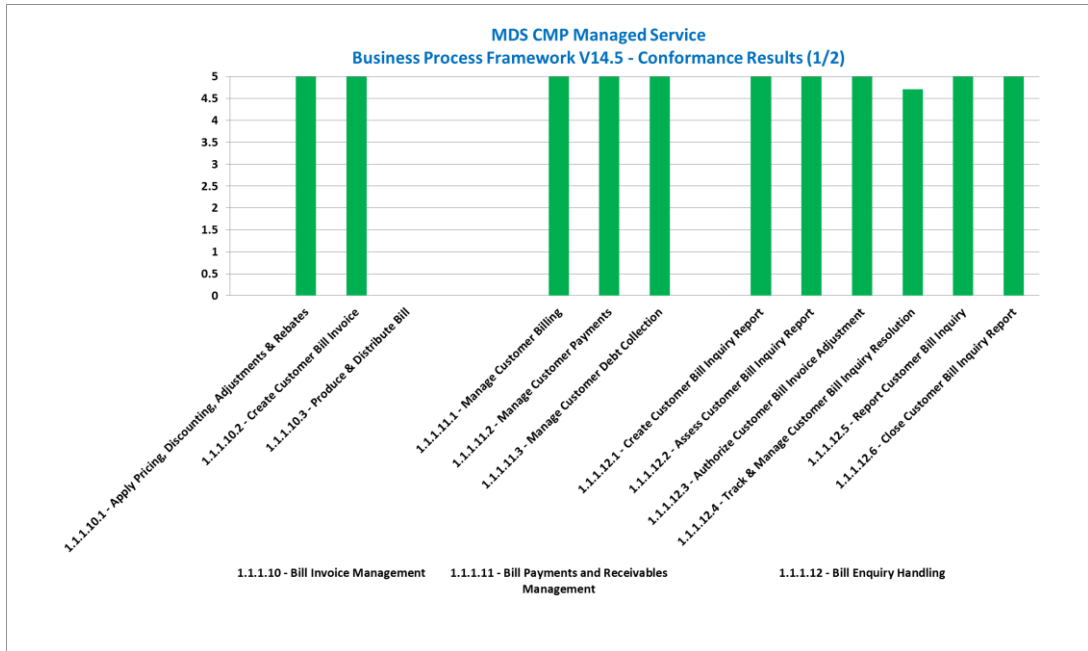


Figure 6-2 Business Process Framework: Conformance Result Summary (1/2)

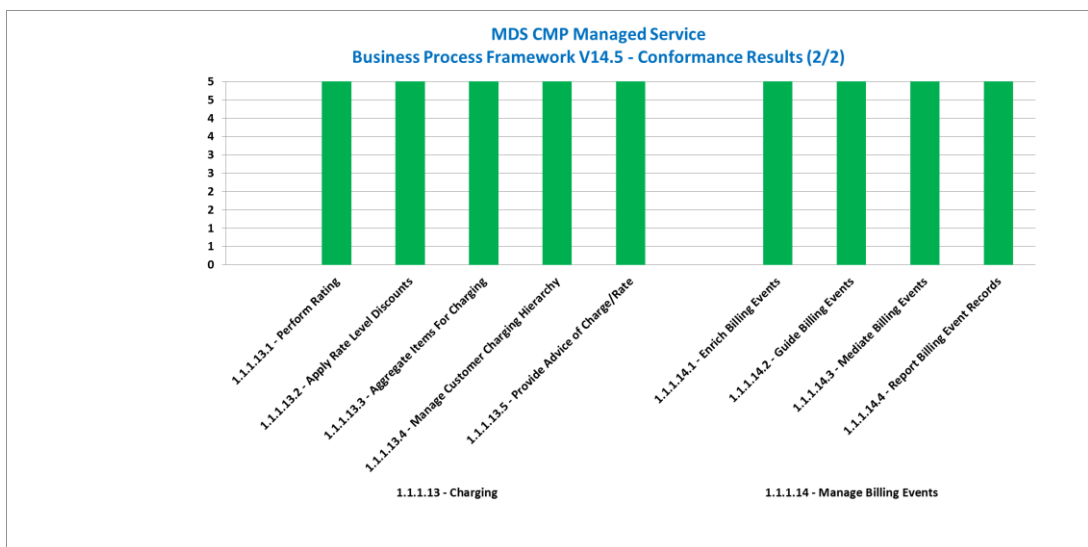


Figure 6-3 Business Process Framework: Conformance Result Summary (2/2)

6.3 Business Process Framework – Detailed Conformance Results

The following table provides a more detailed breakdown of the scores awarded with some additional commentary

Table 6-1 Business Process Framework: Detailed Conformance Results

MDS CMP Managed Service Implementation Business Process Framework (eTOM) Release 14.5 Conformance		
L1 / L2 / L3 Process	L3 Process Score [L2 Coverage]	Comments
Level 1: 1.1.1 - Customer Relationship Management		
Level 2: 1.1.1.10 - Bill Invoice Management	[2/3]	
1.1.1.10.1 - Apply Pricing, Discounting, Adjustments & Rebates	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.10.2 - Create Customer Bill Invoice	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
<i>1.1.1.10.3 - Produce & Distribute Bill</i>	<i>Not in Scope</i>	<i>Not in Scope</i>
Level 2: 1.1.1.11 - Bill Payments and Receivables Management		
1.1.1.11.1 - Manage Customer Billing	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.11.2 - Manage Customer Payments	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

1.1.1.11.3 - Manage Customer Debt Collection	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Level 2: 1.1.1.12 - Bill Enquiry Handling	[6/6]	
1.1.1.12.1 - Create Customer Bill Inquiry Report	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12.2 - Assess Customer Bill Inquiry Report	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12.3 - Authorize Customer Bill Invoice Adjustment	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12.4 - Track & Manage Customer Bill Inquiry Resolution	4.7	Partially Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process supported alignment criteria with the standard Business Process Framework (eTOM) but with some deviations.
1.1.1.12.5 - Report Customer Bill Inquiry	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.12.6 - Close Customer Bill Inquiry Report	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Level 2: 1.1.1.13 - Charging	[5/5]	

1.1.1.13.1 - Perform Rating	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.2 - Apply Rate Level Discounts	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.3 - Aggregate Items For Charging	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.4 - Manage Customer Charging Hierarchy	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.13.5 - Provide Advice of Charge/Rate	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
Level 2: 1.1.1.14 - Manage Billing Events	[4/4]	
1.1.1.14.1 - Enrich Billing Events	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).
1.1.1.14.2 - Guide Billing Events	5.0	Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).

<p>1.1.1.14.3 - Mediate Billing Events</p>	<p>5.0</p>	<p>Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>
<p>1.1.1.14.4 - Report Billing Event Records</p>	<p>5.0</p>	<p>Fully Conformant Supporting evidence and documentation submitted for the assessment of this level 3 process fulfilled alignment criteria with the standard Business Process Framework (eTOM).</p>

6.4 Information Framework – Scoring Rules

Not applicable for this assessment.

6.4.1 Information Framework Maturity Conformance Scoring Methodology

Not applicable for this assessment.

6.4.2 Information Framework Adoption Conformance Scoring Methodology

Not applicable for this assessment.

6.5 Information Framework – Conformance Result Summary

Not applicable for this assessment.

6.5.1 Information Framework - Maturity Conformance Result Summary

Not applicable for this assessment.

6.5.2 Information Framework - Adoption Conformance Result Summary

Not applicable for this assessment.

6.6 Information Framework – Detailed Conformance Result

Not applicable for this assessment.