

Elements - Manage Subscriber Care

Serving as a core component of CDG's Elements platform, Subscriber Care allows you to handle service orders and customer issues quickly and to produce accurate bills. When Subscriber Care is combined with our other elements, the result is a totally integrated solution for collecting your revenue and heightening your subscribers' satisfaction level.

OVERVIEW

The Subscriber Care element is a robust, reliable tool that manages subscriber information, revenue collection, and the use of the operational systems.

Subscriber Care provides support for wireline, Internet, cable, wireless, VoIP, IPTV and non-telecom services, offering your company the flexibility to roll out new products and bundles, bill customers reliably and provide superior customer service. Modular account structures, multilevel security protection, and efficient cycle billing—including multiple invoice distribution—make maintaining subscriber account information efficient and problem-free. Subscriber Care simplifies complex multi-step processes and enhances revenue-generating opportunities by enabling service representatives to enter leads and orders and to directly manage all types of requests.

Use of a comprehensive solution like Subscriber Care is a critical element for driving customer satisfaction, delivering a high level of service and successfully retaining your subscribers. Using this element, your service representatives can record, manage, and resolve customer service requests with increased speed and efficiency. Services and features—even complex combinations—can be implemented quickly, allowing your service representatives to respond to subscriber inquiries with clearly defined procedures while at the same time looking for cross-selling opportunities.

Subscriber Care allows you to combine services, offer reduced prices at the time of installation, apply discounts, and simplify complex charges by building custom packages and bundles. The system can also group charges for individual service providers and types of service providers to ensure required charges are entered or pricing objectives are achieved. Your company can customize Subscriber Care based on your specific business needs, through our tailored implementation process and hundreds of user defined configuration options. Reference data,

options, and information outside the Subscriber Care implementation can also be easily modified using database tables. Additionally, users can change screen and column sizes, column order and the sorting criteria for lists.

Access to Subscriber Care records is controlled through user accounts in the Security element. Security options can be uniquely customized to determine the elements and components a user may access, as well as the actions they can perform within a element. The system also logs all user activity and tracks modifications allowing companies to review the case history of any change. Subscriber Care provides efficient, standardized customer service processes that simplify employee training, accelerate incident resolution, improve customer satisfaction, and allow your company to make better-informed business decisions with reliable customer-data analysis.

Excellent customer service requires the fast and easy identification of subscribers, accounts, and services. Subscriber Care allows users to find what they need based on:

- Names
- Primary service information
- Internet email addresses
- Invoice / service / other addresses
- Social security numbers
- Contact phone numbers or email addresses
- Broadband equipment serial numbers
- Patronage IDs
- Internal system identifiers
- Accounts flagged as delinquent
- Subscribers with incomplete activity
- Custom company specified information



FINANCIAL FEATURES

Payments Subscriber payments may be made using cash or check, debit or credit cards, and EFT (Electronic Fund Transfer). Payments can be manually applied individually, in batches, or automatically applied through the use of files provided by financial institutions. Subscriber Care can also allocate payments to separate balance types based on predefined company criteria. With the Subscriber Connect element receiving and paying bills can be taken to the next level by allowing subscribers to pay their invoices online using a credit card or bank draft. It is also possible for users to reverse payments that are made in error when needed.

Adjustments Adjustments can be made at the account or service level, and adjustments that affect a large number of subscribers can be performed as a group. It is also possible to make adjustments directly to an invoice in order to impact the originally invoiced revenue categories while simultaneously preventing invoice items from being over-adjusted. Taxes for all adjustments are automatically calculated in all cases and users can waive them in situations where this is appropriate. Subscriber Care can also flag adjustments for approval by authorized personnel if specific thresholds are reached.

Deposits During the install process, deposit recommendations are made by Subscriber Care based on your company's preferences and requirements. Service representatives can, however, override these recommendations on a customer-by-customer basis. Deposit interest can be calculated using simple interest or compounding periods of a week, month or year, and interest calculations can be suspended based on late notices or NSF's. Based on policies defined by the company, deposits or deposit interest may be refunded or applied to an outstanding invoice.

Write-offs Accounts with unpaid past due balances that have had all services disconnected can be written off manually or through a batch process that flags these accounts using the minimum amount owed, the time out of service, or other selection criteria. Written off accounts are journalized according to their write-off allocation plan and written off balances are retained for reference purposes.

Invoice Presentation and Content Given Subscriber Care's ability to support multiple services under an individual account, companies can also create consolidated invoices that contain details for a variety of services. Services can be invoiced in advance or in arrears based on the account definition, and

companies can use a single invoice format (standard or customized) or multiple invoice formats for different services or types of customers.

Invoice Distribution and Scheduling Subscriber Care can be set up for single or multiple invoice cycles, and invoices can be created for mailing.

Rating and Discounting Subscriber Care includes a proprietary rules-based rating and discounting engine that allows your company the ability to offer a wide variety of pricing and discounting alternatives to your subscribers. Rating and discounting objects are defined and maintained with a powerful set of screens which use an object versioning scheme to ensure data consistency and integrity. Subscriber Care supports a multitude of rating and discounting options, including:

- Free (included) usage
- Transaction-based pricing
- Measured pricing (e.g. call duration)
- Retention of unused free minutes for future application
- Unlimited rating time periods
- Volume sensitive (tiered) rating and discounting
- Table-driven rules to define eligible and ineligible transactions for each rating object
- Default and subscription-based rate plans
- Discounts on recurring and non-recurring charges and usage
- Cross-product discounts
- Employee concession plans
- Minimum usage penalty charges
- Generation of percentage-based and flat fee charges based on user-defined criteria

Taxing Subscriber Care clients use the ZIPcomm® Database product from CCH, which contains the most well-researched tax determination data for wireless, wireline, and VoIP services. Subscriber Care loads this information into its own internal tax tables and includes screens that allow users to review and override the imported tax data if necessary.

Reporting Capabilities Subscriber Care interfaces compatible report writers. A multitude of standard billing and subscriber reports are available. Additional user-defined queries, reports, and Business Intelligence gadgets can be created using the Reporting element, which is an integrated query reporting tool that can report on any data points within the client's MBS database tables.



FINANCIAL FEATURES *(CONTINUED)*

External Interfaces External interfaces are essential to successful operation in telecommunications. Subscriber Care provides interfaces for:

- Customer account records exchange (Care)
- Line information database (LIDB)
- Caller name delivery (CNAM)
- Master street address guide (MSAG)
- E-911
- Calling card
- White pages
- Directory updates
- Taxing area code (TAR)
- Ach and credit card exchange with financial institutions
- Accounting packages
- Plant and facility mapping packages
- EMI exchange with clearinghouses and carriers
- CIBER exchange with clearinghouses and carriers
- Support for provisioning of various switches
- Support for raw call detail streams from various switches

Product Delivery

- **Online** Clients access Subscriber Care as an SaaS product located and operated on public cloud host AWS servers. The only company requirements for the client are an internet connection and modern web browser.