Modularity Billing System (MBS): E-Care

CDG's E-Care module is a web-based electronic bill payment and presentment (EBPP) application that allows your customers the flexibility to see their invoices, make payments, and view account and service information online. E-Care also provides options for allowing customers the ability to add service features, create and track trouble tickets for their services, view unbilled usage, download call details, obtain detailed usage analysis information on billed calls, and much more.

OVERVIEW

Delivery of E-Care services helps to attract and retain customers, increase customer satisfaction, and reduce support costs over time, all factors that help to increase your revenue. And if your customers choose the "paperless" option, you'll also reduce your printing, fulfillment, and postal costs.

E-Care is hosted on a secure server with 128-bit SSL encryption, so your customers can be assured that all online transactions and personal information are secure. The E-Care module consists of two applications: Subscriber E-Care and E-Care Administration

E-CARE MODULE

E-Care provides your customers with account maintenance and viewing options, including the ability to make online payments using a credit card or bank draft. E-Care's customer interface is customizable, so you can use the colors and logos that reflect your company's brand online.

REGISTRATION

The E-Care registration process prompts the customer to enter information from a recent invoice and takes just minutes. Customers with multiple accounts and invoices can register one account and E-Care will give them quick access to all of their accounts. Your customers will appreciate this time-saving feature.

VIEW INVOICES

When invoices are posted online, E-Care users receive email notification advising them that their invoices are available for viewing. Online invoices look nearly identical to print invoices; and you can include your company logos and other graphic elements. Invoices are posted in PDF format, making it easy for users to navigate, search, save, and print documents. E-Care's online service also allows customers to discontinue paper invoices if they choose.

PAY INVOICES

Using E-Care, your customers can pay their bills online anytime, day or night, using the payment methods you have specified in the E-Care Administration application:

- Credit Card (Visa, MasterCard, AMEX, or Discover)
- Bank Draft

When a customer makes a payment, E-Care sends the customer an email containing the payment details. Customers also have the option to securely save their credit card and bank draft information for future use, so that future payments can be made in seconds. Your company selects the credit card types that will be accepted for payment. If your company utilizes the EFT processing feature in MBS Customer Care, your customers can also maintain their EFT settings through E-Care.

E-CARE *(CONTINUED)*

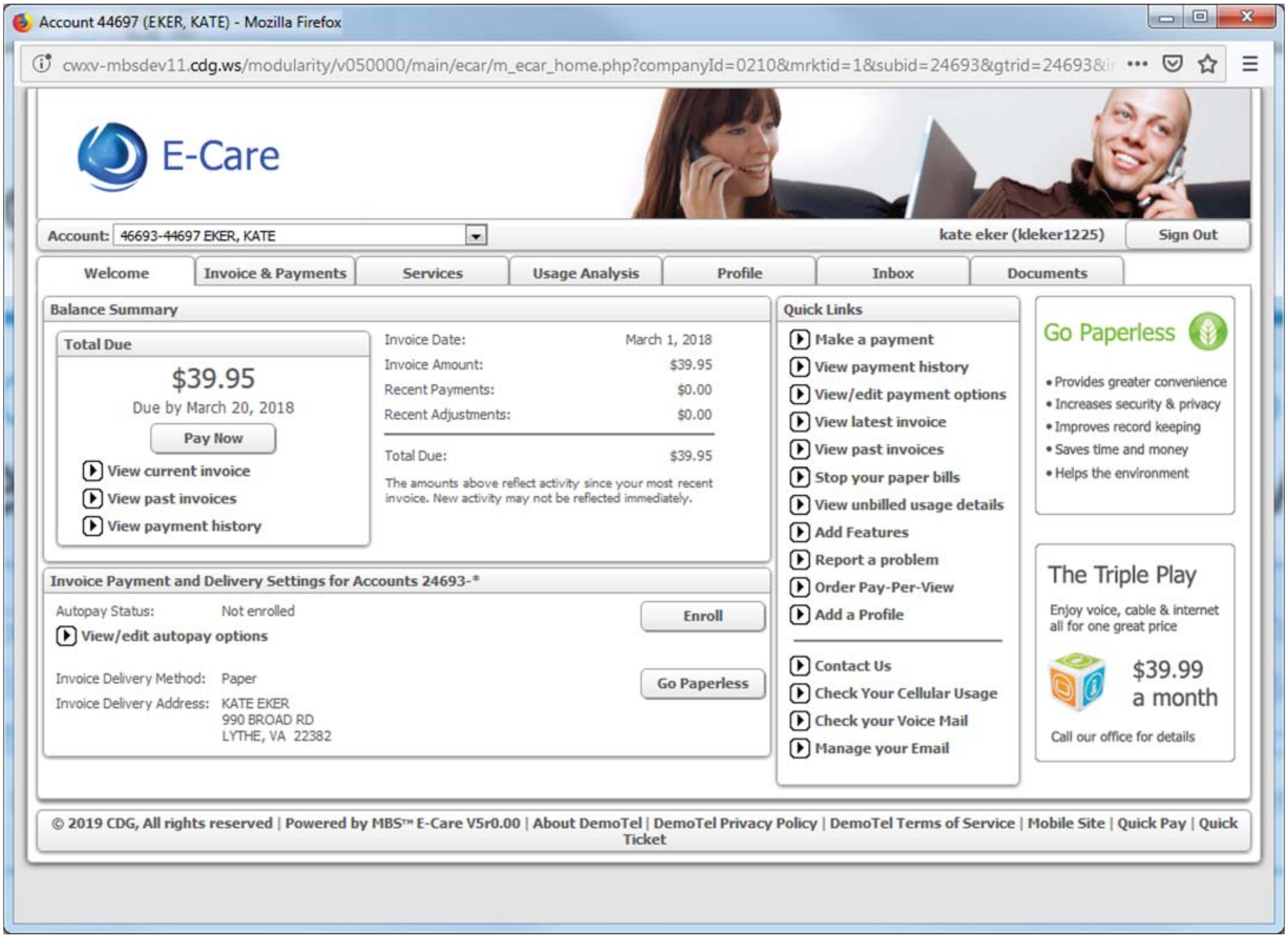

Fig. 1: E-Care - Subscriber Balance Summary

VIEW ACCOUNT AND SERVICE INFORMATION

Your customers can quickly and easily access their account and service information in E-Care, view their invoices and check their balances.

SERVICE INFORMATION

At the service level, your customers can view:

- Current service provider designations.
- Current charges (including recurring, unbilled non-recurring and timed charges).
- Unbilled usage (which can be searched and downloaded if you have purchased the MBS Online Unbilled Usage option).

ADD SERVICE FEATURES

E-Care can also be set up to allow your customers to add new service features for their existing services directly through their E-Care account. You can control which features subscribers are allowed to add through the MBS Configuration module.

ACCOUNT INFORMATION

In the Invoice & Payments section, your customers can view:

- Invoice history
- Adjustment history
- Payment history

Your company can decide what level of transaction history is accessible to your customers.

USAGE ANALYSIS

Easy to understand dashboards provide the analysis tools customers need to analyze information about the calling habits and patterns associated with their billed usage, including: usage summary and usage detail information by service number, account code, called area code, and call duration.

E-CARE ADMINISTRATION

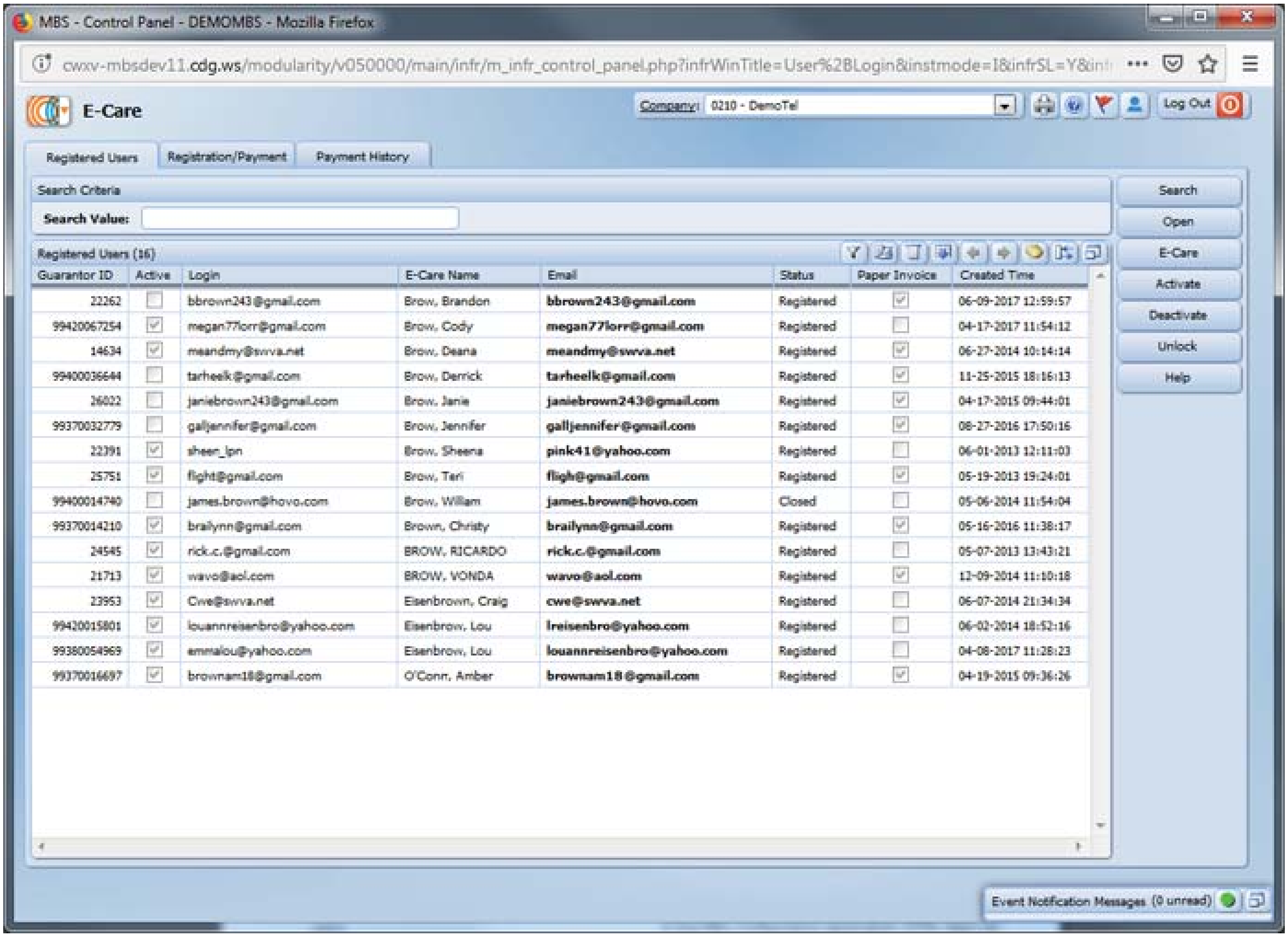

Fig. 2: E-Care Administration - Registered Users

E-CARE ADMINISTRATION

E-Care Administration allows your staff to effectively manage and support your E-Care users and accept phone or walk-in payments from any of your customers.

E-CARE USER INFORMATION

Through the E-Care Registered Users and Registration/ Payment tabs, you can:

- Download a list of E-Care users.
- Access Customer Care and E-Care information for a user.
- Activate or deactivate a user account.
- Send an email to the E-Care user.
- Quickly register a user by entering a minimal amount of information, such as an email address.

TAKE PAYMENTS AND VIEW PAYMENT HISTORY

E-Care Administration also allows you the flexibility to accept phone or walk-in payments from your entire customer base, not just E-Care users. You can also view previous payments on the Payment History tob.

CUSTOMIZABLE WEB SITE TEXT

Administrative users can customize the “About Your Company,” “Privacy Policy” and paper invoice information appearing in the Subscriber E-Care application using the E-Care Customized Text screen in the MBS Configuration module. HTML tags can also be embedded into your text for additional control over the look of this information.