

سلام
Salaam



AFTEL New Billing System Requested New Features

(Annex-02)

2023/12/03



	A	B	C	D
1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
2	1	Customer Report	An interface view where customer detailed information are displayed	Reporting Portal
3	2	Order Acceptance	API and functionality for single/batch order profile recording, order submitting, order storage, order validation, order canceling, and receipt generation	Order Management
4	3	One Time Fee	Process various types of one-time fee generated by orders	Order Management
5	4	Order Validation	Order Validation to be done in pre-processing engine configurable and customizable Presetting Validation Rule, Basic Validation Rule and Order Integrity Validation Rule	Order Management
6	5	Suspend & Rollback Order	suspending ongoing process order, which is running in Order Management	Order Management
7	6	Resume Order	resume the suspended order	Order Management
8	7	Order Revision	Ability to Revise order	Order Management
9	8	prepaid/postpaid batch operation		
10	9	Modify Charge	Ability to modify one time charges	Order Management
11	10	Customer and Product Relationship Management	Ownership, usage, and payment relationship in the order handling process	customer Center
12	11	Custom Promotions/products	The system should have the capability to give end customer the option to choose from a list of products (ex. 1000 sms, 10gb data, 200 onnet min, 50 off net mins)	product Management
13	12	Price and Offer Synchronization	Sync of price and offer from pre-production environment and production environment	product Management
14	13	Post Paid Customer Profile Management Portal	Business Customer Profile to be created for Post paid customers like minisries, etc.	Profile Management
15	14	Balance Limitation	Daily, weekly, and monthly consumption limits for voice/data bundles	Balance Management
16	15	Balance Share	Assign the account balance to pay for the usage of subscriber other than customer's account	Balance Management
17	16	Advance Price Plan configuration	should support attributes like, Name, code, effective time, expiry time (min, hour, day, week, month)	Bussiness configuration

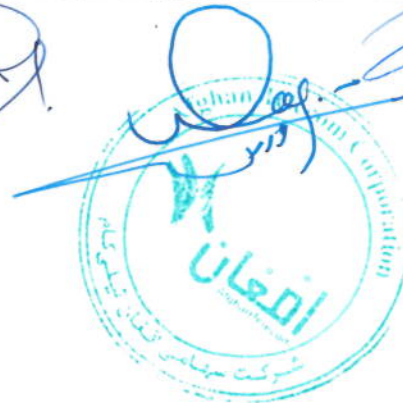
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1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
18	17	Bypass OCS option	in emergencies where OCS is down the OLC should send success response to core network, and generate emergency CDR and charge later based on that CDR	Online collection
19	18	Time Span Price	Time span price can set time period for the service (for example Eid day discount)	charging
20	19	Rank Price	Rank price for one session (for example first min cost 2afs/min and 2nd to 10 th min costs 1afs/min)	charging
21	20	Accumulation Price	Variable accumulation cycle unit can be:hourly, daily, weekly, monthly and yearly.	charging
22	21	Rating Result: Price Charge	based on the attribute of the customer, like birthday special offer of 1gb free data	charging
23	22	Rating Result: Accumulator	It can be money, volume, duration, usage occurrence, etc.	charging
24	23	Rating Result: Advanced Balance Trigger	based on customer's attribute, like birthday etc	charging
25	24	Rating Result: Accumulation Trigger for Benefit	When customer's accumulator reaches a number of amount, trigger a benefit.	charging
26	25	Rating Result: Accumulation Trigger for Advice	When customer's accumulator reaches a number of amount, trigger a notification. The content of notification can be defined on GUI.	charging
27	26	Rating Result: Accumulation Trigger for Event	When customer's accumulator reaches a number of amount,trigger an event.If the customer's total usage is more than 100afs, trigger a event of order a individual price plan.	charging
28	27	defined Tariff Template: Rate Plan Template	Tariff plan can be set as a template before being used	charging
29	28	Location Based Charging	customer is charged based on location for location based bundles	charging
30	29	Direct Debit	Use third party agent, such as bank, to collect the customer payment	Receivables Management
31	30	One-off fee payment	to pay for a services in installments	Receivables Management
32	31	APIs for 3rd party	APIs for 3rd party systems through normal and standard protocol	General
33	32	5G Features and support	5G interface Nchf and new fields of 5G services	General
34	33	Technical Framwork	Technical Framework includes API portals, Job Server, Staff, Organization, User, Role, Portal and system log management	General

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1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
35	34	Advanced Pospaid and 3rd party billing and receipts	post paid bills for E1s and third party collections, not limited to one month cycle, per day, etc	General
36	35	User friendly and updated version of IVR and USSD systems	USSD & IVR System Configuration or modification of USSD and IVR Flow	General
37	36	Complain Management system	Bulk SMS and flash messege notification management system,	General
38	37	E-SIM support	the system should support E-SIM	General
39	38	Location based revenue reporting portal	the system should support generating reports of revenue based on location, site, lac, province etc.	General
40	39	E-topup Distribution portal	The new billing system should be able to manage the e-top distribution via sales agents and retailers.	general
41	40	Customer communications and notifications	Subscriptions have changed the business-consumer relationship. Traditional business models center on one-time purchases; the business-consumer relationship ends once a transaction is complete. Subscription businesses, by contrast, must cultivate a long-term relationship with customers to minimize churn and ensure the recurring revenue upon which they rely	general
42	41	Subscription business intelligence and analytics	Agile subscription management platforms should be able to provide insights on: annual recurring revenue (ARR) monthly recurring revenue (MRR) subscriber churn subscriber acquisition	general
43	42	Customer-interface Management	The billing system must be able to handle customer-initiated contact, oversee outbound customer contact, and manage the contact life cycle	general
44	43	Rate Plans and Rating	billing systems must manage a variety of products and services, different rate plans associated with those products and services and should provide flexible ways to rate usage generated by those products and services	general
45	44	Discounting	billing system should be capable of giving various types of discounts on different usages and rentals	general

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1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
46	45	Credit Control & Collection	billing system should control usage and revenue by assigning different credit classes to different customers. System should support payment collection and applying them on different invoices	general
47	46	Different Payment Methods support	A customer can make payment using different payment methods that are supported by the service provider; for example, the customer can make payments using the payment methods such as cheque, credit card, debit card or wire transfers, or direct cash deposit	general
48	47	Customer Relationship Management	Understanding customer goals and objectives is vital for telecom companies to provide products and services that are relevant to them. Therefore, ensure that your telecom billing solution has innovative customer relationship management (CRM) features that allow you develop a deep understanding and build strong customer relationships	general
49	48	Able to support all business models	Telecommunication companies have different business models, such as prepaid, postpaid, hybrid business and usage-based models	general
50	49	App and open protocol	New billing system should support open interface/protocol and application programming interface (API) to connect with the used or new Fixed NGCC system or any other API in the future.	general
51	50	USSD-fixed line	New billing system should support USSD (unstructured supplementary service data) especially for FTTH, PSTN and DSL users.	general
52	51	IVR-fixed line	New billing should support IVR (interactive voice response) full function especially for fixed line and FTTH customers.	general
53	52	easy maintenance and troubleshooting	Fixed NGCC should be connected to a new billing system via a single port for easy maintenance and troubleshooting and all fixed call center information should pass through this port as well	general

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	A	B	C	D
1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
54	53	a-E top-up b-Money transfer c- Voice and internet packages activation and deactivation. d-Activation and deactivation of VAS services. e-Top-up	New billing system should support all fixedline and FTTH customer billing needs	general
55	54	a-Email servers b-Knowledge base portals. c- Ticketing system	the new billing system should support below named portal as well it might be NGCC issues but in future it should be supported via new billing system as well	general
56	55	activation and deactivation all packages through the call center	The fixed line call center agent should be able to activate and deactivate all packages through the call center via a single billing system as well which is not possible for the moment.	general
57	56	distinguish DSL/FTTH partner billing issues	New billing system should have abilities to distinguish DSL/FTTH partner billing issues or at least the received call from these partner subscribers should be distinguished to our call center colleagues	general
58	57	Integration with multiple payment gateways	Software must be integrated with all important gateways of payment. This will also help the subscribers to pay the bills online through net banking and other related methods. Customers can also pay the bills easily through their smart devices using this feature even if they are sitting on some other region of the world	general
59	58	Automated invoicing	Just as a comprehensive subscription management platform should be able to handle the various complexities a business's catalog presents, so too should it be able to translate delivered products clearly and concisely to customers through invoicing	general
60	59	Partner revenue management	Partner revenue management are the sharing of revenue between carriers that provide services to each other's customers	general

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1	SN	FEATURE NAME	DESCRIPTION	DOMAIN
61	60	Identical Record Checking	Duplicate invoices can be quite a common occurrence for many telecom companies. A high-quality telecommunications billing software will help spot and prevent duplicates, so the company won't ruin its reputation or lose customers. Double billing can even lead to eventual fraud investigation, which can hurt your business. The billing system can eradicate duplication by setting distinct identification with customer records such as date of birth, social security numbers, and invoice numbers.	general
62	61	E-Bill Generation	Gone are the days of customers waiting for physical mail to check their bills. Paper bills have become instant throw-aways for most people. Billing in telecom should have an e-bill generation where the invoice can be viewed online using their smartphone or computer. This gives subscribers the ability to check their bills anytime.	general
63	62	Voice Over Internet Protocol (VoIP) support	to make voice calls using a broadband Internet connection instead of a regular (or analog) phone line	general
64	63	Credit loan/data loan		general
65	64	Share Account	A customer should be able to select a share credit account for FixedLine and GSM lines	General

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