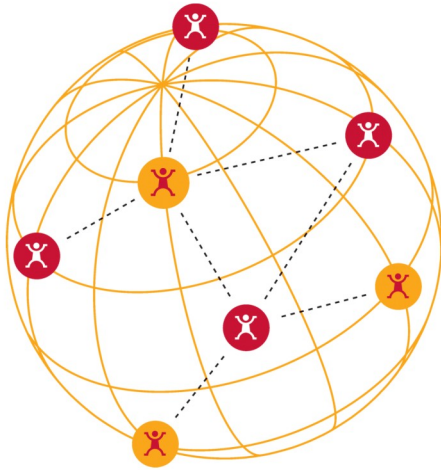


TRAINING PROGRAM OUTLINE



FIN-101E TELECOM BILLING FUNDAMENTALS

DESCRIPTION

A 5-day Training Program to provide participants with the basic concepts, methodologies and tools of telecommunications and interconnection billing.

OBJECTIVES

- Equip participants with appropriate guidelines for running, building or replacing the billing system to improve customer satisfaction and maximize revenues and profit
- Provide the tools and operational methods to determine potential revenue improvement opportunities and to improve rating, billing, revenue assurance, and customer care procedures for various telecommunications services
- Present the entire end-to-end billing processes with major focus on the interfaces with Operational Support Systems (OSS), Billing Support Systems (BSS), network management, finance, marketing, pricing and customer support
- Present the different aspects, principles and models of interconnection billing
- Provide an overview of industry trends and challenges related to billing



TOPICS

- Overview of all critical work flows from the service order to customer care procedures
- Understanding the boundaries and interfaces to billing support systems
- Understanding the service order process and information capture
- Rating and pricing
- Billing and collection: invoicing the customer
- Other uses for billing data
- Industry issues
 - Long term
 - Emerging issues
 - Mobile and IP billing issues
- The end-to-end IP billing process
- Introduction to interconnection
- The politics of interconnection
- Evolution of interconnection models
- The fundamental interconnection components
 - Implementation of an interconnection billing system
 - Development of interconnection models
 - Interconnection marketplace



TARGET AUDIENCE

- Telecommunications managers and personnel responsible for billing
- Marketing, sales and sales support personnel from billing systems vendors, integrators and consultants
- Managers looking to complement their skill-set by gaining a good understanding of telecommunications and interconnection billing concepts

METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.

LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at training@neotelis.com.

EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

