



TM Forum Framework 14.0 Certification Business Process
Framework (eTOM) Release 14.0

Comverse ONE 3.7.7

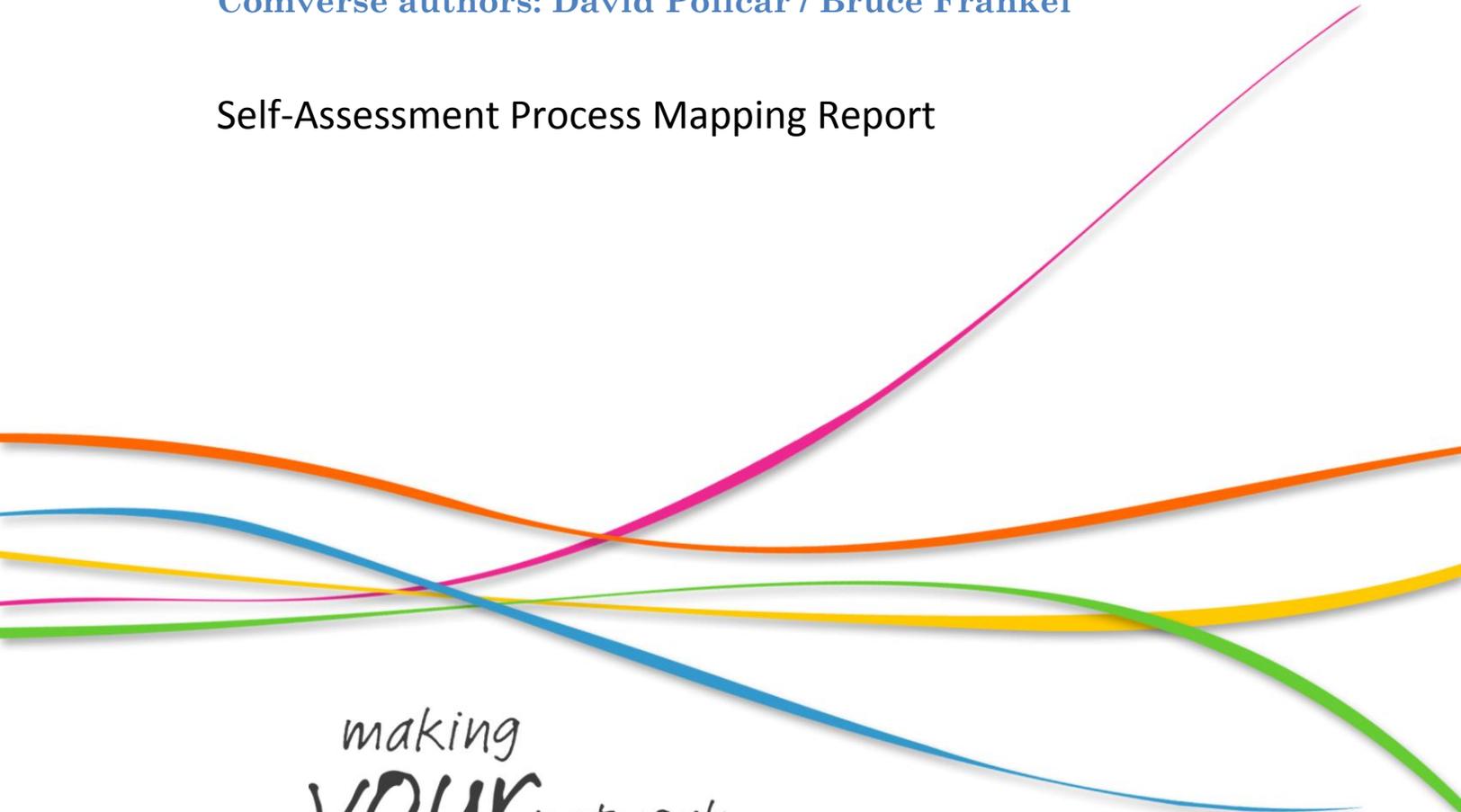
Level 2 Process: 1.1.1.13 Charging

Version 2

March 9, 2015

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Self-Assessment Process Mapping Report

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making
YOUR network
smarter



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About Comverse

Comverse is the world's leading provider of software and systems enabling value-added services for voice, messaging, mobile Internet and mobile advertising; converged billing and active customer management; and IP communications. Comverse's extensive customer base spans more than 125 countries and covers over 450 communication service providers serving more than two billion subscribers. The company's innovative product portfolio enables communication service providers to unleash the value of the network for their customers by making their networks smarter.

For more information on our products and services, visit our website at: www.comverse.com or contact us at: information@comverse.com

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1 L2: 1.1.1.13 Charging

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.

1.1 L3: 1.1.1.13.1 Perform Rating – Mapping Details

Process Identifier: 1.1.1.13.1

Process Context

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

LEVEL 3 PROCESS MAPPING DETAILS	
1.1.1.13.1 Perform Rating	
Brief Description	Calculating the value of the service/product, before, during or after the rendering of the service.
Extended Description	<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. [AM]</p> <p><i>This process is mostly automated, but does have some minor manual aspects, such as initiating re-rating. It is described in the following process flows:</i></p> <ul style="list-style-type: none">• Error! Reference source not found.<ul style="list-style-type: none">○ Error! Reference source not found.○ Error! Reference source not found.○ Error! Reference source not found.○ Error! Reference source not found.

<ul style="list-style-type: none"> ○ Error! Reference source not found. ● Error! Reference source not found. ● Error! Reference source not found. ● Error! Reference source not found. <ul style="list-style-type: none"> ○ Error! Reference source not found. ○ Error! Reference source not found. ● Error! Reference source not found. <p><i>In addition to the event rating processes described above, Comverse ONE also performs rating as part of bill invoice management for certain transactions, such as monthly recurring charges (see 1.1.1.10.1 Apply Pricing, Discounting, Adjustment & Rebates for more details; this is not included in this mapping document but is mapped elsewhere in this certifiacat).</i></p> <p>Mandatory</p> <p>Reserved for future use</p> <p>Optional</p> <p>Reserved for future use</p> <p>Interactions</p> <p>Reserved for future use</p>

1.2 L3: 1.1.1.13.2 Apply Rate Level Discounts – Mapping Details

Process Identifier: 1.1.1.13.2

Process Context

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

LEVEL 3 PROCESS MAPPING DETAILS 1.1.1.13.2 – Apply Rate Level Discounts
<p>Brief Description</p> <p>Applies discounts to product prices</p>

Extended Description

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. [AM]

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.

See the following process flows for more information:

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*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. This is controlled by the invoice format (see **Error! Reference source not found.**) and evaluated during invoice formatting (see **Error! Reference source not found.**).*

Discounts are provisioned to customers as part of an Offer, which has a duration associated with it. Offers can be assembled into Bundles for convenient provisioning. Discount rates can be flat or multi-level (that is, contain different rates for different levels of usage). If multi-level, discounts can be configured to count different “quanta” to apply to the discount threshold (e.g., “50% on all calls over \$50” vs “50% on all calls after 200 minutes”).

Explanatory

This process applies discounts to product prices at an individual product level.

Mandatory

Reserved for future use

Optional

Reserved for future use

Interactions

Reserved for future use