Solution Conformance Certification Report

Business Process Framework (eTOM)
&
Information Framework (SID)

For:

Jio Platforms Limited

JIO B2C System –Jio ChargeIT

ODA-C-TMFC024 v2.1.0
ODA-C-TMFC029 v1.2.0
ODA-C-TMFC030 v2.2.0
ODA-C-Additional Processes

June 2025

tmforum.org

Table of Contents

tmforum.org

List of Figures

1 Introduction

1.1 Executive Summary

This document provides details of JIO B2C System – Jio ChargeIT, incorporating ODA-C-TMFC024, TMFC029, TMFC030 and additional processes against the following ODA Core Frameworks:

- Business Process Framework (eTOM) version 24.0
- Information Framework (SID) version 24.0

The assessment included a review of the methodology approach to process and information modeling, respectively against the TM Forum's Business Process Framework (eTOM) and the Information Framework (SID) according to the specific processes and entities submitted in scope for the Assessment.

For more information on JIO B2C System – Jio ChargeIT, please contact:

Durgesh Sawant
Senior Product Manager
Email : Durgesh1.Sawant@ril.com

Tariq Mudassir
Product Manager
Email: Tariq.Mudassir@ril.com

Bhisham Singh
Solution Architect
Email : Bhisham1.Singh@ril.com

Anubhuti Pandey
Product Manager
Email: Anubhuti.Pandey@ril.com

For any additional information on this ODA Conformance Certification Report, please contact TM Forum at: conformance@tmforum.org.

2   Solution Overview

2.1   About JIO

Reliance Jio has revolutionized the Indian telecom and digital services landscape, bringing affordable, high-speed connectivity to millions. Since its launch, Jio has been at the forefront of digital transformation, democratizing data access and fostering innovation across industries. With a customer-first approach, Jio's cutting-edge technologies, including 4G LTE, 5G, fiber broadband, and AI-driven solutions, empower businesses and individuals alike.

Jio's impact extends beyond connectivity, driving advancements in digital payments, cloud computing, and enterprise solutions. The company's Open Digital Architecture (ODA)-based platforms enable scalable and modular solutions, ensuring seamless integration across industries. Jio's AI-powered customer service and CRM solutions enhance customer experience while optimizing operational efficiency.

By embracing sustainability and digital inclusion, Jio supports India's vision of a self-reliant digital economy. Initiatives like rural broadband expansion, IoT-driven smart cities, and industry-focused automation highlight Jio's commitment to People, Profit, and Planet. Jio's innovation ecosystem fosters collaboration with startups and enterprises, accelerating the adoption of next-generation technologies.

Through continuous investment in digital infrastructure and disruptive technologies, Jio remains a driving force in India's digital revolution, enabling businesses, enhancing lives, and shaping the future of connectivity.

Jio has created an eco-system comprising of network, devices, applications and content, service experience and affordable tariffs for everyone to live the Jio Digital Life. Since launch of its commercial operations in 2016, it has been redefining benchmarks, setting new milestones, inspiring unprecedented adoption, usage, and service metrics that are among the best in the industry.

For more information on our products and services, visit our website at: www.jio.com

2.2 Solution Functionality / Capability

Jio ChargeIT is a subscription management and billing platform enabling businesses to launch recurring subscription models, manage plans, bill customers, and collect payments.

2.2.1 Key Features:

Key Features of Jio ChargeIT:

1. **Plan Management**: Seamless creation of postpaid/prepaid plans with customized billing frequencies
2. **Subscription Management**: Supports Recurring subscription, future dated subscription, add-ons & fixed charges, plan upgrades/downgrades
3. **Customer Management**: Maintains the customer records and supports customer creation, editing and deletion of customer records
4. **Coupons & Discounts:** Offers flat fee/percentage-based discounts, hyper customized coupons, loyalty-based discounts, and launching promotion on recurring plans
5. **Payment Collection:** Integration with Razorpay, Stripe and Jio One Pay, payment collection through redirection, consolidated check-outs for multiple subscriptions, and additional PG integration supported
6. **Purchase Order billing:** Creation & Publish of Invoice against PO, recording payments against open invoices

2.2.2 Architecture
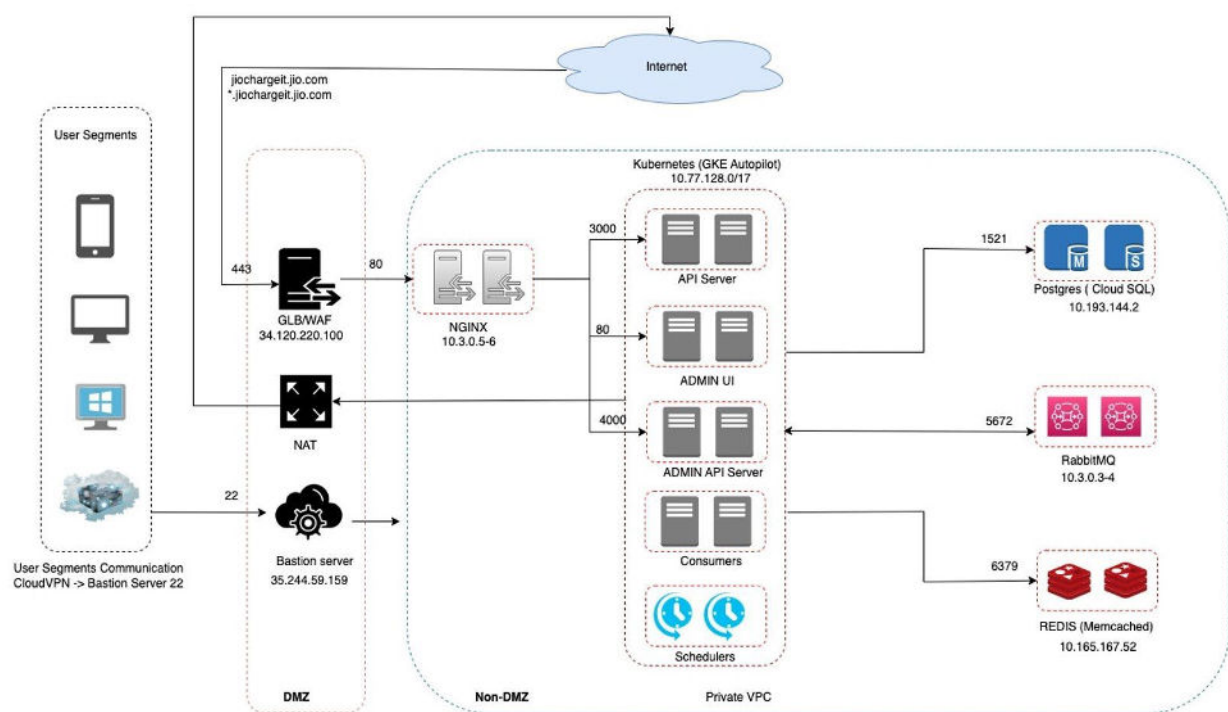
Figure 1 - JIO B2C -ODA-C- Jio ChargeIT – Technical Architecture
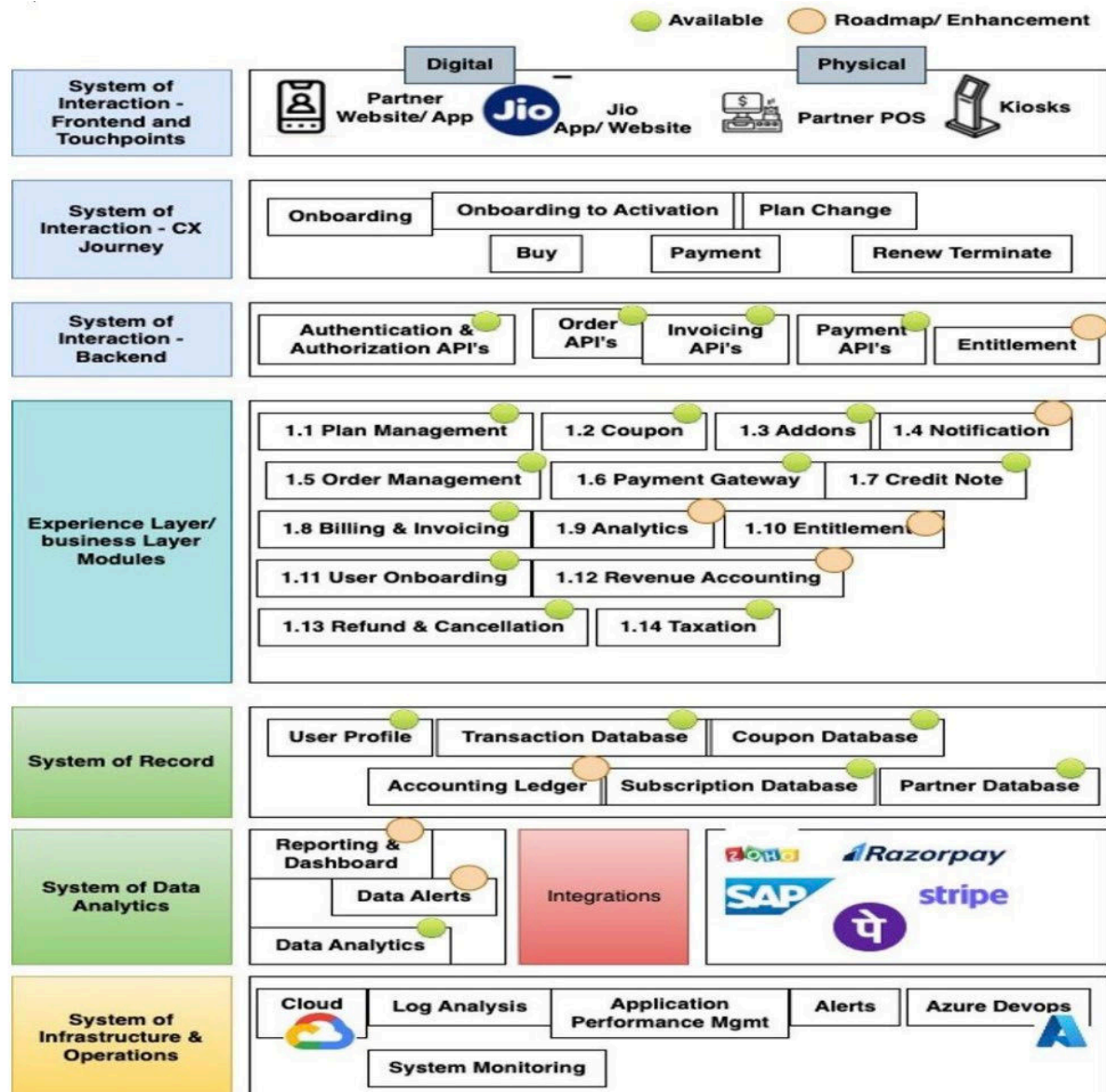
Figure 2 - JIO B2C -ODA-C- Jio ChargeIT – Functional Architecture

2.3 JIO B2C – Jio ChargeIT - Benefits

1. **Seamless Creation of Postpaid/Prepaid Plans with Customized Billing Frequencies:** ChargeIT allows to rapidly launch new pricing models and offerings to cater to diverse customer segments, enabling faster go-to-market for new services.

2. **Scalable, API-First, Cloud-Native Platform:** ChargeIT effortlessly handles growing customer bases and seamlessly integrates with a business's existing tech stack

3. **Streamline operations:** ChargeIT provides automated billing, payments (integrated with major gateways like Razorpay, Stripe, Jio One Pay), and B2B invoicing, significantly reducing manual effort and improving efficiency

4. **Improved Customer Satisfaction & Retention:** Personalized plans, seamless subscription management, easy payment options, and the ability to offer discounts all contribute to a better customer experience, leading to higher satisfaction and reduced churn.

5. **Supports Purchase Order Billing:** ChargeIT allows for the creation and publishing of invoices against purchase orders, and the recording of payments against open invoices

Business Process Framework v24.0 – JIO B2C System – Jio ChargeIT – Conformance Scope
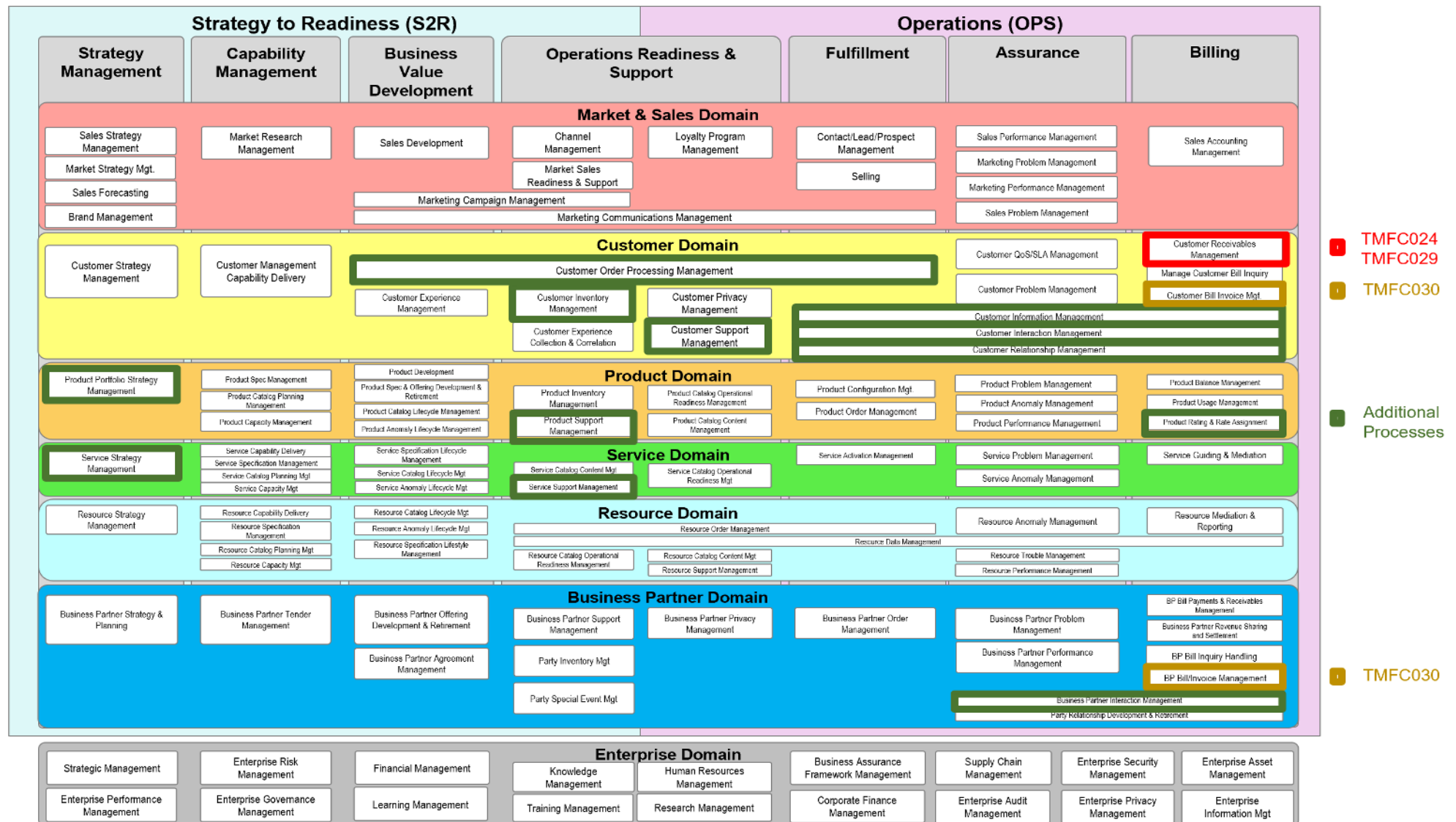
Figure 3 - JIO B2C -ODA-C- Jio ChargeIT – eTOM Process Scope

tmforum.org

2.4 Information Framework Assessment - ABE Scope

JIO B2C System – Jio ChargeIT – Conformance Footprint
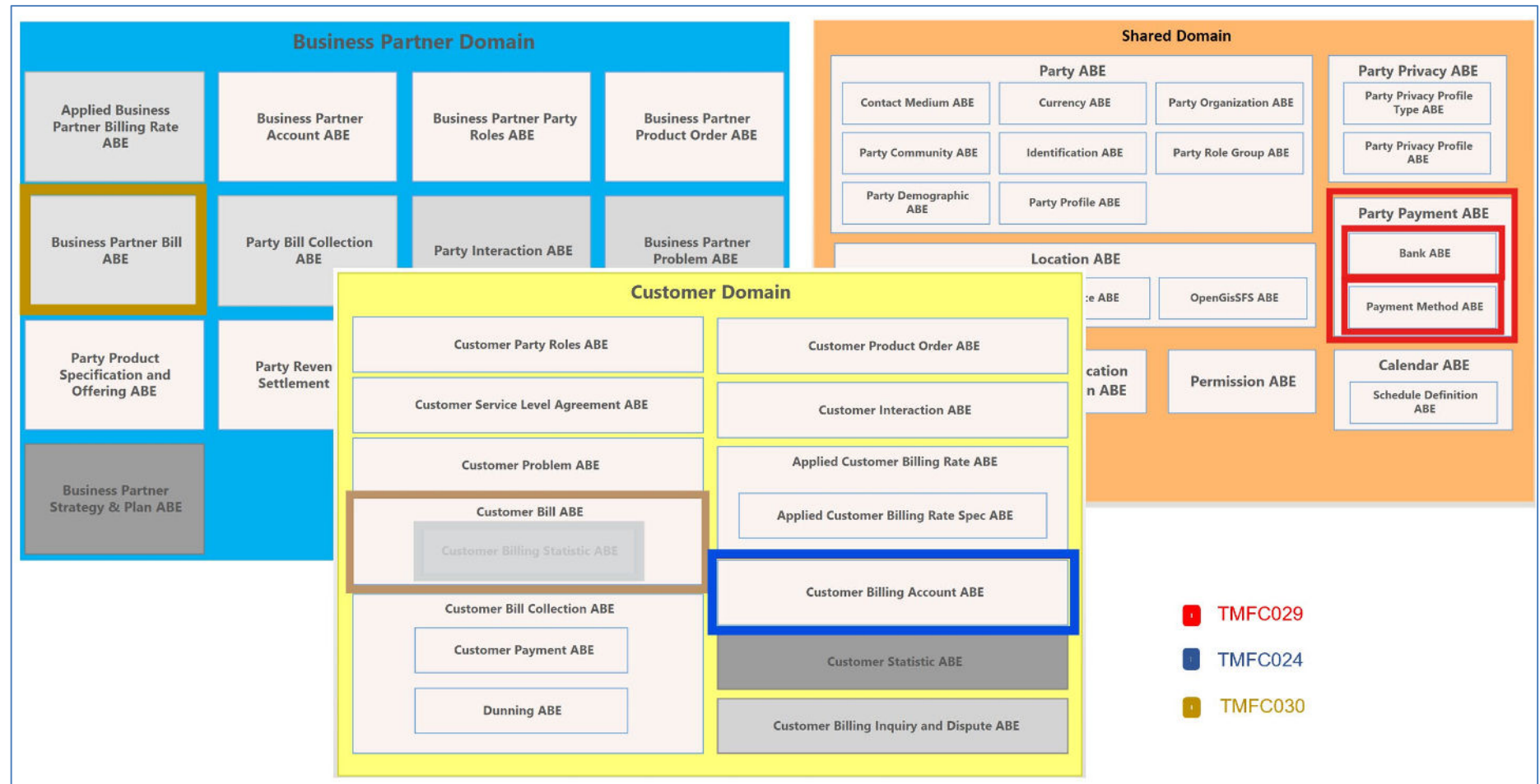
Figure 4 - JIO B2C -ODA-C- Jio ChargeIT – SID ABEs in Scope

3 Business Process Framework Assessment Overview

3.1 Mapping Technique Employed

Business Process Framework Level 3 descriptions are analyzed by focusing on implied tasks also referred to as implied functional requirements. (This is similar to how process decomposition can use Semantic Analysis). Each Business Process Framework process is supported by descriptive text. In many cases, each process is aligned and mapped to appropriate company documentation references solution, methodology or modeling material.

Color coded text as highlighted below is used as part of the process mapping whereby highlighted text indicates the level of support for a Level 3 or a Level 4 implied task within a process element:

- GREEN is used to highlight key words or key statements that are fully supported
- YELLOW is used to highlight key words/key statements that are partially supported
- GREY is used to highlight key words/key statements that are not supported
- No highlighting is used for words/statements that are irrelevant, just for reference or needed to complete the sentence.

Manual and Automated Support

It is important to determine whether the implied task is supported by manual steps, automated steps, or a combination of both. In this document, "A", "M", or "AM" is used for each task to indicate that the step or steps is/are automated (A), manual (M), or both (AM).

TM Forum Note 1:

When process mappings are presented against Level 3 processes, such mappings are provided against the process' extended description. If an Extended Description is not defined, then the mapping is provided against the Brief Description.

3.2 Scope of Conformance Certification (eTOM)

This document conveys information about the Business Processes implemented for JIO B2C System – Jio ChargeIT in accordance to the TM Forum Business Process Framework. It also maps the processes with the Level 2 and Level 3 frameworks' business activities. The document covers the following L2 Processes in scope for certification.

TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0	
Member:	*JIO*
Solution:	*JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030 & Additional Processes*
Assessment Type	*Solution*
# of L2 Processes in Scope:	6
Level 1	**Level 2**
1.3 - Customer Domain	
Additional Processes	**1.3.1 - Customer Support Management**
Additional Processes	**1.3.3 - Customer Order Processing Management**
Additional Processes	**1.3.4 - Customer Relationship Management**
Additional Processes	**1.3.5 - Customer Interaction Management**
Additional Processes	**1.3.6 - Customer Information Management**
TMFC030	**1.3.9 - Customer Bill Invoice Management**
TMFC024 & TMFC029	**1.3.10 - Customer Receivables Management**
Additional Processes	**1.3.16 - Customer Inventory Management**
1.2 - Product Domain	
Additional Processes	**1.2.1 - Product Portfolio Strategy Management**
Additional Processes	**1.2.4 - Product Support Management**
Additional Processes	**1.2.17 - Product Rating & Rate Assignment**
1.4 - Service Domain	
Additional Processes	**1.4.1 - Service Strategy Management**
Additional Processes	**1.4.4 - Service Support Management**
1.6 - Business Partner Domain	
TMFC030	**1.6.9 - Business Partner Interaction Management**
Additional Processes	**1.6.15 - BP Bill/Invoice Management**

Figure 5 - JIO B2C -ODA-C- Jio ChargeIT – List of eTOM Processes in Scope

3.3 Scope of Conformance Certification – Graph (eTOM)

JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030 & Additional Processes
Business Process Framework - Process Coverage

Legend:
- ■ Total # Level 3 Processes Defined in the eTOM
- ■ # Level 3 Processes in Scope for Assessment
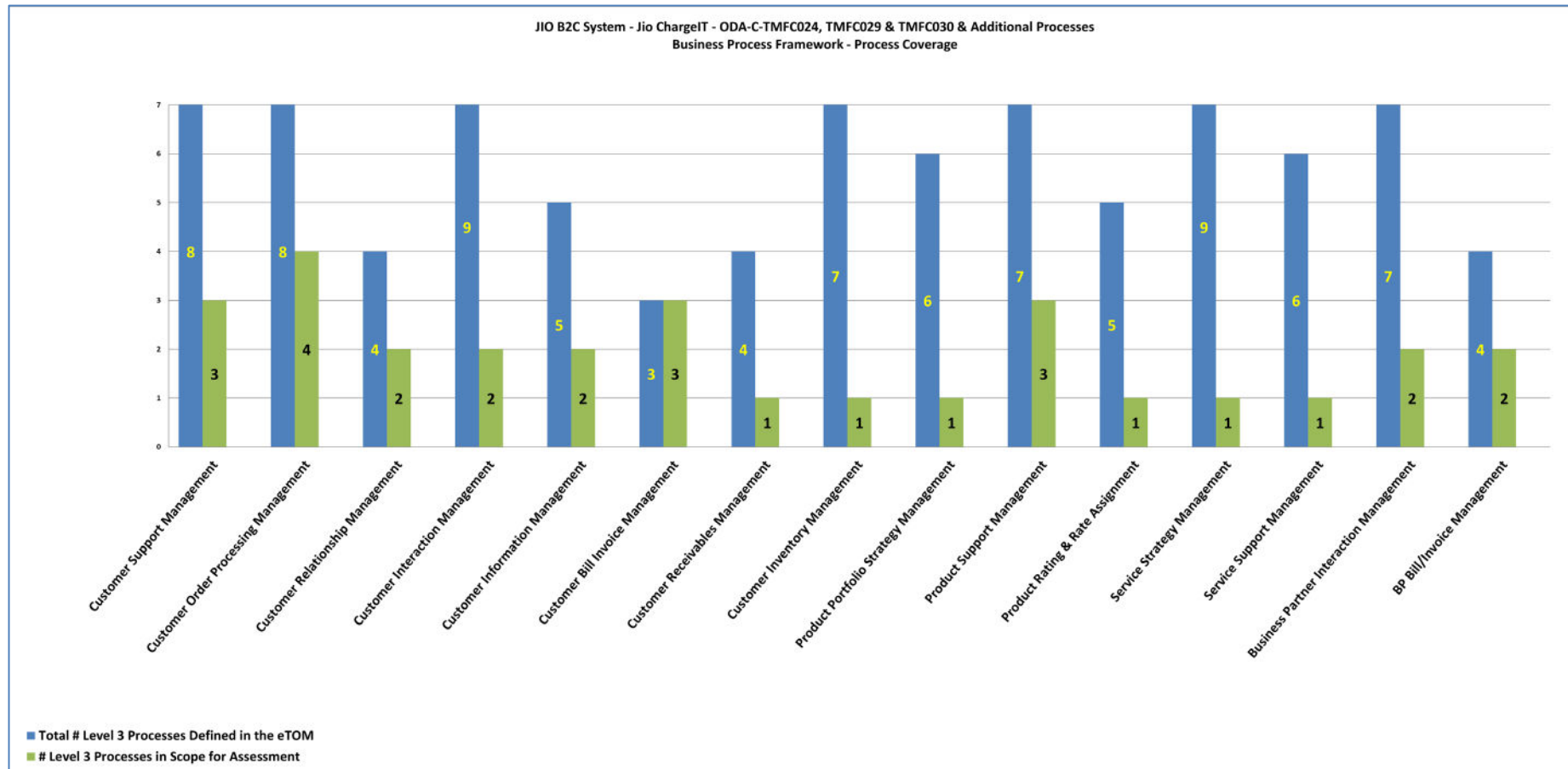
Figure 6 - JIO B2C -ODA-C- Jio ChargeIT –eTOM Process Scope Graph

Copyright © TM Forum 2025

3.4 Business Process Framework – Scoring Guidelines

This section provides the Process Mapping output from the self-assessment carried out by TM Forum Subject Matter Experts alongside supporting documentation made available for this purpose.

Business Process Framework (eTOM) - Conformance Scoring Methodology		
Process Level	**Conformance Score**	**Qualifier**
Level 1 Process	*Not applicable*	Conformance Assessment shall not be carried out at this process level.
Level 2 Process	*Not applicable*	A conformance level is not awarded to Level 2 processes in Frameworx Certification. The Certification Report shall highlight the coverage within a Level 2 process submitted in scope for an Assessment, in terms of number of Level 3 processes submitted for assessment out of the total number defined in the Business Process Framework for the Level 2 process.
Level 3 Process	Conformance Score is awarded between 3.1 & 5.0	The Conformance Score is awarded for each Level 3 process submitted in scope for the Assessment. The Conformance Score awarded can be a value between 3 & 5 depending on the level of coverage & conformance to the Level 3 process based on the alignment to the level 3 process definitions. • A score of 5 indicates that the process is fully conformant with no deviations. • A score of 4.5 indicates a process that is almost fully conformant, but displays some minor deviations from the standard. • A score of 4.0 indicates a process that is partially conformant as it displays some deviations (not severe but not minor either) from the standard. • A score of 3.5 indicates a process that is partially conformant as it displays major deviations from the standard. • A score of 3.0 indicates a process that is not conformant as it displays no alignment or conformance at all with the standard.
* In earlier Conformance Assessments, scores were awarded to Level 1 & Level 2 processes using values 1 through to 3. For this reason, the Level 3 scores start from > 3.		
Note 1 - Level 1 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 1 processes.		
Note 2 - Level 2 processes shall be presented to define the assessment scope only. i.e. they shall not be assessed as self-contained processes since the level of detail is not considered sufficient. A conformance level shall not be awarded for Level 2 processes. However, the Certification Report shall provide good indication of the coverage of the Level 2 process in terms of number of contained Level 3 processes submitted in scope for the Assessment.		
Note 3 - The Conformance Assessment shall be carried out at process level 3. For each Level 3 process, conformance shall be deduced according to the support for the process implied tasks, as decomposed and described in the underlying process descriptions. The score awarded for a Level 3 process, is deduced according to the support mapped to the Level 3 processes/Implied Tasks.		
Note 4 - In evaluating conformance to the standards, manual intervention shall not impact the conformance score granted. However, any level of manual support shall be noted in the Conformance Report and Detailed Results Report. <u>This note specifically applies to Product & Solution Assessments.</u>		
Note 5 - Processes that are supported via manual implementation <u>only</u>, are not considered in scope for the Assessment. <u>This note specifically applies to Product & Solution Assessments.</u>		

Figure 7- TM Forum Business Process Framework: Conformance Scoring Rules

3.5 Business Process Framework – Process Mapping Descriptions

This section provides the mapping of Business Process Framework against the processes supported by JIO B2C System for Jio ChargeIT

The self-assessment was reviewed by TM Forum Subject Matter Experts alongside supporting documentation provided.

3.5.1 Mapping Details & Supporting Evidence

The documented mapping information for all Level 2 business processes in scope is available from the following links:

JioChargeIT - ODA-C-TMFC024 - Billing Account Management Mapping document

JioChargeIT - ODA-C-TMFC029 - Payment Management Mapping document

JioChargeIT - ODA-C-TMFC030 - Billing Generation Management Mapping document

JioChargeIT – Additional Processes Mapping document

3.6   Conformance Results – Chart (eTOM)

Below are displayed the scores awarded to reflect Conformance to the Business Process Framework (eTOM).

Level 1		Level 2	Level 2 Process Elements Scores achieved
TM Forum Assessment Scoping Document - Business Process Framework (eTOM) v24.0			
Member:		JIO	
Solution:		JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030 & Additional Processes	
Assessment Type		Solution	
# of L2 Processes in Scope:		6	
1.3 - Customer Domain			
	Additional Processes	1.3.1 - Customer Support Management	4.75/5
	Additional Processes	1.3.3 - Customer Order Processing Management	4/5
	Additional Processes	1.3.4 - Customer Relationship Management	5/5
	Additional Processes	1.3.5 - Customer Interaction Management	4/5
	Additional Processes	1.3.6 - Customer Information Management	4.5/5
	TMFC030	1.3.9 - Customer Bill Invoice Management	4.5/5
	TMFC024 & TMFC029	1.3.10 - Customer Receivables Management	5/5 & 4/5
	Additional Processes	1.3.16 - Customer Inventory Management	5/5
1.2 - Product Domain			
	Additional Processes	1.2.1 - Product Portfolio Strategy Management	5/5
	Additional Processes	1.2.4 - Product Support Management	4.5/5
	Additional Processes	1.2.17 - Product Rating & Rate Assignment	5/5
1.4 - Service Domain			
	Additional Processes	1.4.1 - Service Strategy Management	5/5
	Additional Processes	1.4.4 - Service Support Management	5/5
1.6 - Business Partner Domain			
	Additional Processes	1.6.9 - Business Partner Interaction Management	4.5/5
	TMFC030	1.6.15 - BP Bill/Invoice Management	4.25/5

Figure 8 - JIO B2C -ODA-C- Jio ChargeIT –eTOM Process Scores Achieved (List)

3.7 Conformance Results – Graph (eTOM)

This Section provides a summary graph of the scores awarded to reflect Conformance to the Business Process Framework (eTOM).

JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030 & Additional Processes
Business Process Framework - L2 Process Scores Achieved

Process	Score
Customer Support Management	4.75
Customer Order Processing Management	4
Customer Relationship Management	5
Customer Interaction Management	4
Customer Information Management	4.5
Customer Bill Invoice Management	4.5
Customer Receivables Management	4.5
Customer Inventory Management	5
Product Portfolio Strategy Management	5
Product Support Management	4.5
Product Rating & Rate Assignment	5
Service Strategy Management	5
Service Support Management	5
Business Partner Interaction Management	4.5
BP Bill/Invoice Management	4.25

■ Scores for Level 2 Processes in scope

Figure 9 - JIO B2C -ODA-C- Jio ChargeIT –eTOM Process Scores Achieved (Graph)

4 Information Framework Assessment Overview

4.1 Mapping Technique Employed

The certification scope defines the list of Information Framework (SID) ABEs (Aggregate Business Entities) for which mapping support is reviewed during the assessment. For each of the ABEs defined in scope for the assessment, the organization undergoing the assessment must map their information model to the core entities and dependent entities and the required and optional attributes for each entity, as defined in the SID model, according to what is supported for the product/solution under assessment.

4.2 Scope of Conformance Certification (SID)

JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030	
Resource Domain = 2 ABEs / Shared Domain = 3 ABEs / Business Partner Domain = 1 ABE	
Customer Domain	
TMFC024	**Customer Billing Account ABE**
TMFC030	**Customer Billing ABE**
Shared Domain	
TMFC029	**Party Payment ABE**
TMFC029	**Bank ABE**
TMFC029	**Payment Method ABE**
Business Partner Domain	
TMFC030	**Business Partner Bill ABE**

Figure 10 - JIO B2C -ODA-C- Jio ChargeIT –SID ABEs Certification Scope (List)

4.3 Detailed Conformance Mapping Summary (SID)

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	For comments impacting full conformance, please use red font.
The data in these columns is extracted from the SID Release 24.0 Information Model						**For use during Self-Assessments by Organisation undergoing ODA Conformance Certification**		**Member & TM Forum comments**
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						**For Member Use - Mandatory Mapping**		**Comments w.r.t. Mapping Review**
Customer Billing Account ABE				ABE	Y			<TMF-AA>Reviewed and **ACKNOWLEDGED** √
Customer Billing Account ABE	CustomerBillingAccount			CE	Y			<TMF-AA>Reviewed and **ACKNOWLEDGED** √
Customer Billing Account ABE		creditLimit	CustomerBillingAccount	CO	N			<TMF-AA>Reviewed and **ACKNOWLEDGED X**
Customer Billing Account ABE		pin	CustomerBillingAccount	CO	N			<TMF-AA>Reviewed and **ACKNOWLEDGED X**
Customer Billing Account ABE		ID	Account	CR	Y	users	user_id	<TMF-AA>Reviewed and **ACKNOWLEDGED** √
Customer Billing Account ABE		name	Account	CO	Y	users	first_name, last_name	<TMF-AA>Reviewed and **ACKNOWLEDGED** √
Customer Billing Account ABE		status	Account	CO	Y	users	status	<TMF-AA>Reviewed and **ACKNOWLEDGED** √
Customer Billing Account ABE		type	Account	CO	N			<TMF-AA>Reviewed and **ACKNOWLEDGED X**

Figure 11 - TMFC024 - SID Conformance Mapping

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	Member & TM Forum comments
The data in these columns is based on the Information Framework (SID) Release 24.0 Information Model						For use during Self-Assessments by Organisation undergoing ODA Frameworks Conformance Assessment		Member & TM Forum comments
Predefined SID Model Data - Please do not modify data in these columns - For TM Forum use only						For Member Use - Mandatory Mapping		Comments w.r.t. Mapping Review
								For comments impacting full conformance, please use red font.
Party Payment ABE				ABE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE	PaymentPlanPaymentMethod			DE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		priority	PaymentPlanPaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		validFor	PaymentPlanPaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE	ThirdPartyPaymentAgency			DE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		status	PartyRole	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		validFor	PartyRole	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		description	RootEntity	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		ID	RootEntity	DR	Y	jpg_keys	channel_id	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		name	RootEntity	DO	Y	jpg_keys	merchant_name	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE	PaymentPlan			DE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		ID	PaymentPlan	DR	Y	jpg_transactions	jpg_transaction_ref_no	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		maxAmount	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		maxTrialTimes	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		paymentDay	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		paymentPeriod	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		priority	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		status	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		totalAmount	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		type	PaymentPlan	DO	Y	jpg_transactions	type	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		validFor	PaymentPlan	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE	PartyPayment			CE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		amount	PartyPayment	CR	Y	invoices	amount	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		date	PartyPayment	CO	Y	invoices	created_at	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		description	PartyPayment	CO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		direction	PartyPayment	CO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Party Payment ABE		ID	PartyPayment	CR	Y	invoices	invoice_id	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		remainingAmount	PartyPayment	CO	Y	invoices	amount_due	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Party Payment ABE		status	PartyPayment	CO	Y	invoices	status	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Payment Method ABE				ABE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Payment Method ABE	AccountBalancePM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	BankCardPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		bankCardType	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		cardNumber	BankCardPM	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		CVV	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		expirationDate	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		nameOnCard	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	CashPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		cashierInfo	CashPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	CheckPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		checkID	CheckPM	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	CreditCardPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		bankCardType	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		cardNumber	BankCardPM	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		CVV	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		expirationDate	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		nameOnCard	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	DebitCardPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		bankCardType	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		cardNumber	BankCardPM	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		CVV	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		expirationDate	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		nameOnCard	BankCardPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	DigitalWalletPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	LoyaltyBurnPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	PaymentMethod			CE	Y			\<TMF-AA>Reviewed and ACKNOWLEDGED √
Payment Method ABE		description	PaymentMethod	CO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	CR	Y	jpg_transactions	jpg_transaction_ref_no	\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	CO	Y	jpg_transactions	payment_mode	\<TMF-AA>Reviewed and ACKNOWLEDGED √
Payment Method ABE		validFor	PaymentMethod	CO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	PaymentMethodSpecification			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethodSpecification	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethodSpecification	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethodSpecification	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethodSpecification	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE	ThirdPartyCollectionPM			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		accountNameInThi	ThirdPartyCollectionPM	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		thirdPartyType	ThirdPartyCollectionPM	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		description	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		ID	PaymentMethod	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		name	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Payment Method ABE		validFor	PaymentMethod	DO	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE				ABE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE	Bank			CE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		bankCode	Bank	CR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		bankCodeType	Bank	CR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		bankName	Bank	CR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE	BankAccount			DE	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		bankAccountNumb	BankAccount	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		type	BankAccount	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X
Bank ABE		validFor	BankAccount	DR	N			\<TMF-AA>Reviewed and ACKNOWLEDGED X

Figure 12 - TMFC029 - SID Conformance Mapping

Copyright © TM Forum 2025

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	Member & TM Forum comments / Comments w.r.t. Mapping Review
Customer Bill ABE				ABE	Y			
	CustomerBill			CE	Y	invoices		<TMF-AA>Reviewed and ACKNOWLEDGED

ABE name	Entity name	Attribute name	Attribute origin	Item Type	Conformance Result	Member Mapping: ENTITY	Member Mapping: ATTRIBUTE	Member & TM Forum comments / Comments w.r.t. Mapping Review
Business Partner Bill ABE				ABE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
	BillingPeriod			DE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		description	BillingPeriod	DO	Y	billing_frequency	description	<TMF-AA>Reviewed and ACKNOWLEDGED
		frequency	BillingPeriod	DO	Y	billing_frequency	period	<TMF-AA>Reviewed and ACKNOWLEDGED
		name	BillingPeriod	DO	Y	billing_frequency	name	<TMF-AA>Reviewed and ACKNOWLEDGED
	OffCyclePartyBill			DE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		billDate	OffCyclePartyBill	DR	Y	invoices	created_at	<TMF-AA>Reviewed and ACKNOWLEDGED
		chargeDate	OffCyclePartyBill	DO	N			<TMF-AA>ACKNOWLEDGED
		creditDate	OffCyclePartyBill	DO	N			<TMF-AA>ACKNOWLEDGED
		mailingDate	OffCyclePartyBill	DO	N			<TMF-AA>ACKNOWLEDGED
		offCycleProductionReason	OffCyclePartyBill	DO	N			<TMF-AA>ACKNOWLEDGED
		paymentDueDate	OffCyclePartyBill	DO	Y	invoices	grace_period_expiry_at	<TMF-AA>Reviewed and ACKNOWLEDGED
		amount	PartyBill	DO	Y	invoices	amount	<TMF-AA>Reviewed and ACKNOWLEDGED
		billNo	PartyBill	DO	Y	invoices	invoice_number	<TMF-AA>Reviewed and ACKNOWLEDGED
	OnCyclePartyBill			DE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		amount	PartyBill	DO	Y	invoices	amount	<TMF-AA>Reviewed and ACKNOWLEDGED
		billNo	PartyBill	DO	Y	invoices	invoice_number	<TMF-AA>Reviewed and ACKNOWLEDGED
	PartyBill			CE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		amount	PartyBill	CO	Y	invoices	amount	<TMF-AA>Reviewed and ACKNOWLEDGED
		billNo	PartyBill	CO	Y	invoices	invoice_number	<TMF-AA>Reviewed and ACKNOWLEDGED
	PartyBillFormat			DE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		description	PartyBillFormat	DO	N			<TMF-AA>ACKNOWLEDGED
		name	PartyBillFormat	DO	N			<TMF-AA>ACKNOWLEDGED
	PartyBillingCycle			DE	Y			<TMF-AA>Reviewed and ACKNOWLEDGED
		billingDate	PartyBillingCycle	DO	Y	invoices	created_at	<TMF-AA>Reviewed and ACKNOWLEDGED
		chargeDate	PartyBillingCycle	DO	N			<TMF-AA>ACKNOWLEDGED
		creditDate	PartyBillingCycle	DO	N			<TMF-AA>ACKNOWLEDGED
		mailingDate	PartyBillingCycle	DO	N			<TMF-AA>ACKNOWLEDGED
		paymentDueDate	PartyBillingCycle	DO	Y	invoices	grace_period_expiry_at	<TMF-AA>Reviewed and ACKNOWLEDGED
		productionReason	PartyBillingCycle	DO	N			<TMF-AA>ACKNOWLEDGED
	PartyBillingCycleSpecification			DE	N			<TMF-AA>ACKNOWLEDGED
		billingDateShift	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		chargeDateOffset	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		creditDateOffset	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		description	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		mailingDateOffset	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		name	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		paymentDueDateOffset	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
		validFor	PartyBillingCycleSpecification	DO	N			<TMF-AA>ACKNOWLEDGED
	PartyBillPresentationMedia			DE	N			<TMF-AA>ACKNOWLEDGED
		description	PartyBillPresentationMedia	DO	N			<TMF-AA>ACKNOWLEDGED
		name	PartyBillPresentationMedia	DO	N			<TMF-AA>ACKNOWLEDGED
	PartyBillSpec			DE	N			<TMF-AA>ACKNOWLEDGED
		description	PartyBillSpec	DO	N			<TMF-AA>ACKNOWLEDGED
		name	PartyBillSpec	DO	N			<TMF-AA>ACKNOWLEDGED
		validFor	PartyBillSpec	DO	N			<TMF-AA>ACKNOWLEDGED

Figure 13 – TMFC030 - SID Conformance Mapping

4.4 Information Framework Conformance Results (List)

JIO B2C System - ODA-C-TMFC024	
Customer Domain	ABE Conformance Score Adoption
Customer Billing Account ABE	9.3 Very High Conformance

JIO B2C System - ODA-C-TMFC029	
Shared Domain	ABE Conformance Score Adoption
Party Payment ABE	8.1 Very High Conformance
Payment Method ABE	5.4 Medium Conformance
Bank ABE	0.0 Non Conformance

JIO B2C System - ODA-C-TMFC030	
Customer Domain	ABE Conformance Score Adoption
Customer Bill ABE	10.0 Full Conformance

Figure 14 - JIO B2C -ODA-C- Jio ChargeIT –SID ABEs Certification Scores Achieved (List)
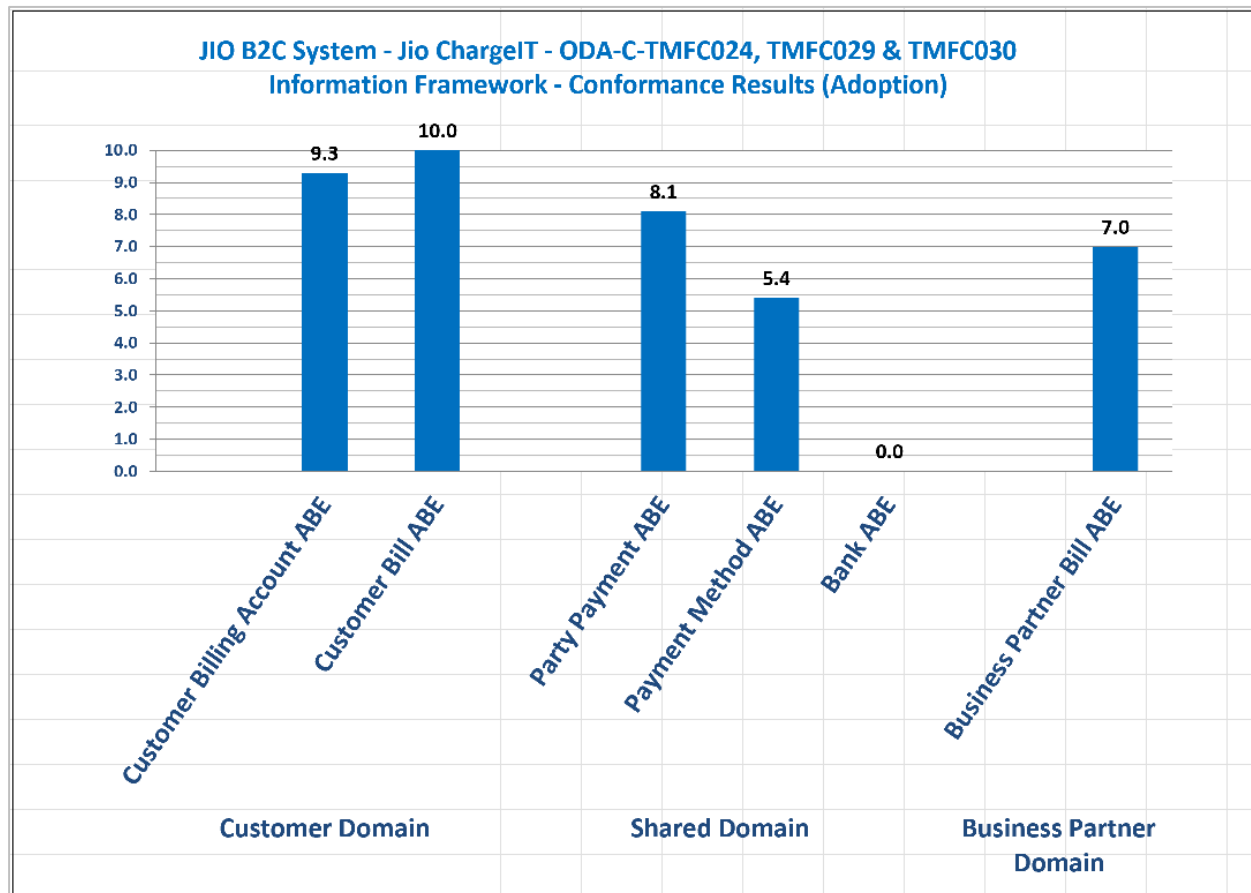
4.5 Information Framework Conformance Results (Graph)

JIO B2C System - Jio ChargeIT - ODA-C-TMFC024, TMFC029 & TMFC030
Information Framework - Conformance Results (Adoption)

Customer Billing Account ABE — 9.3
Customer Bill ABE — 10.0
Party Payment ABE — 8.1
Payment Method ABE — 5.4
Bank ABE — 0.0
Business Partner Bill ABE — 7.0

Customer Domain   Shared Domain   Business Partner Domain

Figure 15 - JIO B2C -ODA-C- Jio ChargeIT –SID ABEs Certification Scores Achieved (Graph)

tmforum.org

4.5.1 Information Framework – Scoring Rules

Between 2013 (Frameworx 14.0) and the end of 2017, TM Forum applied a combined scoring method SEsed on two different categories of conformance scoring:

1. Information Framework Maturity
2. Information Framework Adoption

Starting on the 1st of January 2018, only one method has been retained instead of these two scoring methods (Maturity + Adoption). The use of two different methods made interpretation and understanding difficult and ambiguous for many of our members, on the ground of such experience, the TM Forum decided to keep only the "Adoption" scoring method and discard the "Maturity" scoring method.

Adoption scoring ensures a good SElance between qualitative and quantitative criteria on SID conformance criteria. The adoption scoring method consists of a range of scores from 1 to 10 which makes it intuitive and fair, it is also SEsed on weighted criteria e.g. core element, dependent, required, optional, etc.

4.5.2 Information Framework Adoption Conformance Scoring Methodology

As of Frameworx 14.0 SEsed Conformance Assessments, to recognize the overall adoption of the Information Framework SID Information model, the Information Framework Adoption Scoring system was introduced to complement the Maturity Levels that have been used since the launch of the Frameworx Conformance Program.

Adoption conformance is SEsed on an accumulative scoring system - i.e. scores are awarded for each element of an ABE to give an overall total Adoption score for the ABE – with elements in this context defined by core & dependent entities and required and optional attributes for both category of entity.

The scores for each element are calibrated according to relative weightings, according to the significance of each element e.g. core entity having higher weighting than dependent entities and required attributes having higher weighting than optional attributes. The relative weightings for each ABE 'element' are indicated in Table 1 - TM Forum Information Framework Adoption Conformance - Scoring Rules Table 1 below.

Information Framework - Adoption Conformance Scoring Guidelines	
SID Component	**Weighted Scoring Calculation**
Lowest Level ABE	Equivalent – 1 score point
Core Entity	Equivalent – 2 score points
Core Entity Required Attribute	% equivalent * 2 [Must support min 50% of Required Attributes]
Dependent Entity	% equivalent * 1.5
Dependent Entities – Required Attributes	% equivalent * 1.5
Core Entity – Optional Attributes	% equivalent * 1.2
Dependent Entity – Optional Attributes	% equivalent * 0.8

Adoption Conformance Score Graduation

Non Conformance [Score = 1 to 3]	Very Low Conformance [3.0 < Score <= 4.0]	Low Conformance [4.0 < Score <= 5.0]	Medium Conformance [5.0 < Score <= 6.0]	High Conformance [6.0 < Score <= 8.0]	Very High Conformance [8.0 < Score < 10.0]	Full Conformance [Score = 10.0]

NOTES:
1. The score values for each SID component are added together to get the overall Adoption Conformance score.
2. If 50% of of the required attributes of Core entities are not supported, scores for following components are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.
3. Adoption Score versus Maturity Level: Using the scoring category to recognise SID adoption, an assessed ABE for which there is equivalence to 2/3 required core attributes and 8/10 dependent entities would be awarded Maturity Level Score = 2.5 (Very Low Confomance) & Adoption Conformance score = 5.2 (Medium Conformance).

Figure 16 - TM Forum Information Framework Adoption Conformance - Scoring Rules

tmforum.org

4.5.3 Additional Notes on Information Framework Conformance Adoption scoring:

1. For each level, according to what is required, a value is calculated based on the percentage of entities/attributes supported - as appropriate. This will result in a decimal figure (rounded to one decimal place).

2. Adoption Scoring is based on the progressive scoring schema from the former "Maturity" scoring; however it provides additional flexibility in-so-far as it allows to score all attributes and entities in an assessed ABE. In the former "Maturity" scoring, when not all required attributes of the Core Entity were supported, the Maturity Level score would not progress to the next level, regardless of conformance to other "subordinate" components of the ABE (e.g. dependent entities, optional attributes). "Adoption" scoring fixes this constraint as it provides a weighting mechanism to score all elements supported, regardless of the absence of the core entity or/and required attributes.

3. A **core business entity** is an entity upon which other entities within the ABE are dependent. For example, Service in the Service ABE. A model should strive to attain as high a level of Information Framework (SID) conformance as possible. A core entity is also an entity whose absence in the ABE would make the ABE incomplete.

4. A **dependent entity** is one whose instances are dependent on an instance of a core entity. For example, a ServiceCharacteristic instance within the Service ABE is dependent upon an instance of the Service entity.

5. The score values for each SID component are added together to get the overall Adoption Conformance score.

6. If 50% of the required attributes of Core entities are not supported, scores for following categories are not applied as Adoption Conformance requires conformance to 50% of the required attributes of Core entities.