**Customers**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer\_id | name | address | Phone\_number | email | loyalty\_points | service\_plan\_id |

**Customer\_Subscriptions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| subscription\_id | customer\_id | plan\_id | subscription\_date | status |

**Service\_Plans**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| plan\_id | plan\_name | price | data\_limit | call\_minutes | additional\_features |

**Service\_Usage**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| usage\_id | customer\_id | plan\_id | data\_used | minutes\_used | sms\_used | billing\_cycle |

**Customer\_Actions**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Action\_id | Customer\_id | Action\_type | recepient\_number | Action\_timestamp | Duration\_seconds |

**Feedback**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| feedback\_id | customer\_id | service\_feedback | rating | feedback\_date |

**Purchase\_Orders**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| order\_id | customer\_id | inventory\_id | quantity | order\_status |

**Payments**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| payment\_id | customer\_id | amount | payment\_date | payment\_method | status |

**Complaint**

|  |  |  |  |
| --- | --- | --- | --- |
| complaint\_id | customer\_id | complaint\_date | complaint\_type |

**Login**

|  |  |  |  |
| --- | --- | --- | --- |
| login\_id | customer\_id | username | password\_hash |

**Loyalty\_Redemptions**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| redemption\_id | customer\_id | loyalty\_id | points\_redeemed | reward |

**Loyalty\_Programs**

|  |  |  |  |
| --- | --- | --- | --- |
| loyalty\_id | program\_name | point\_conversion\_rate | reward\_tiers |

**Emplyees**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| employee\_id | name | role | department | salary | assigned\_location | username | password |

**Tower\_Assignments**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| assignment\_id | employee\_id | tower\_id | assignment\_date | task\_description |

**Towers**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Tower\_id | Location | Coverage\_radius | Status | Last\_maintenance\_date | Energy\_usage |

**Network\_Issues**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Issue\_id | Tower\_id | Issue\_type | Reported\_date | Resolved\_date | Resolution\_summary |

**Inventory**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Inventory\_id | Item\_name | Quantity | Location | Status | price |

**Regions**

|  |  |  |  |
| --- | --- | --- | --- |
| region\_id | region\_name | coverage\_area | population\_density |

**CEO**

|  |  |  |  |
| --- | --- | --- | --- |
| Ceo\_id | Name | Office\_location | Contact\_info |

----------------------------------------------------------------------------------------------

**Detailed description:**

Service\_Plans

plan\_id (PK, INT)

plan\_name (NVARCHAR)

price (DECIMAL)

data\_limit (NVARCHAR)

call\_minutes (INT)

additional\_features (NVARCHAR)

--------------------

Customers

customer\_id (PK, INT)

name (NVARCHAR)

address (NVARCHAR)

phone\_number (NVARCHAR)

email (NVARCHAR)

loyalty\_points (INT)

service\_plan\_id (INT)

--------------------

Login

login\_id (PK, INT)

customer\_id (INT)

username (NVARCHAR)

password\_hash (NVARCHAR)

--------------------

Customer\_Subscriptions

subscription\_id (PK, INT)

customer\_id (INT)

plan\_id (INT)

subscription\_date (DATE)

status (NVARCHAR)

--------------------

Employees

employee\_id (PK, INT)

name (NVARCHAR)

role (NVARCHAR)

department (NVARCHAR)

salary (DECIMAL)

assigned\_location (NVARCHAR)

--------------------

CEO

ceo\_id (PK, INT)

name (NVARCHAR)

office\_location (NVARCHAR)

contact\_info (NVARCHAR)

--------------------

Towers

tower\_id (PK, INT)

location (NVARCHAR)

coverage\_radius (DECIMAL)

status (NVARCHAR)

last\_maintenance\_date (DATE)

energy\_usage (DECIMAL)

--------------------

Tower\_Assignments

assignment\_id (PK, INT)

employee\_id (INT)

tower\_id (INT)

assignment\_date (DATE)

task\_description (NVARCHAR)

--------------------

Network\_Issues

issue\_id (PK, INT)

tower\_id (INT)

issue\_type (NVARCHAR)

reported\_date (DATE)

resolved\_date (DATE)

resolution\_summary (NVARCHAR)

--------------------

Service\_Usage

usage\_id (PK, INT)

customer\_id (INT)

plan\_id (INT)

data\_used (DECIMAL)

minutes\_used (INT)

sms\_sent (INT)

--------------------

Payments

payment\_id (PK, INT)

customer\_id (INT)

amount (DECIMAL)

payment\_date (DATE)

payment\_method (NVARCHAR)

status (NVARCHAR)

Purchase\_Orders

order\_id (PK, INT)

customer\_id (INT)

inventory\_id (INT)

quantity (INT)

order\_status (NVARCHAR)

--------------------

Inventory

inventory\_id (PK, INT)

item\_name (NVARCHAR)

quantity (INT)

location (NVARCHAR)

status (NVARCHAR)

price (DECIMAL)

--------------------

Loyalty\_Programs

loyalty\_id (PK, INT)

program\_name (NVARCHAR)

point\_conversion\_rate (DECIMAL)

reward\_tiers (NVARCHAR)

--------------------

Loyalty\_Redemptions

redemption\_id (PK, INT)

customer\_id (INT)

loyalty\_id (INT)

points\_redeemed (INT)

reward (NVARCHAR)

--------------------

Feedback

feedback\_id (PK, INT)

customer\_id (INT)

service\_feedback (NVARCHAR)

rating (INT)

feedback\_date (DATE)

--------------------

Complaint

complaint\_id (PK, INT)

customer\_id (INT)

complaint\_date (DATE)

complaint\_type (NVARCHAR)

--------------------

Regions

region\_id (PK, INT)

region\_name (NVARCHAR)

coverage\_area (DECIMAL)

population\_density (DECIMAL)

----------------------------------------------------------------------------------------------------------------

**Relationships (Indicated by arrows)**

Customers ----> Service\_Plans

Login ----> Customers

Customer\_Subscriptions ----> Customers

Customer\_Subscriptions ----> Service\_Plans

Tower\_Assignments ----> Employees

Tower\_Assignments ----> Towers

Network\_Issues ----> Towers

Service\_Usage ----> Customers

Service\_Usage ----> Service\_Plans

Payments ----> Customers

Purchase\_Orders ----> Customers

Loyalty\_Redemptions ----> Customers

Loyalty\_Redemptions ----> Loyalty\_Programs

Feedback ----> Customers

Complaint ----> Customers