

# • Relational SCHEMA

Customer\_profile(National\_ID, Email , Birth\_Date , address , first\_name , last\_name).

Customer\_account (mobile-number, Start date, Line-balance , status , account-type, Total points , National\_ID) .

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→Customer\_account.National\_ID references Customer\_profile.National\_ID.

Service\_plan (Plan\_ID, Description, price, name, Call\_minutes, Internet\_GB, SMS).

Subscribe( mobile number, plan\_ID, Subscription\_date , status).

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→ Subscribe.mobile\_number references Customer\_account.mobile-number.

Subscribe.plan\_id references Service\_plan.plan\_ID.

Plan\_usage (Usage\_ID, Start\_date, end\_date, data\_consumption, min\_used, SMS\_sent,  
Mobile\_number, plan\_ID).

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→Plan\_usage.mobile\_number references Customer\_account.mobile\_number.

Plan\_usage.plan\_id references Service\_plan.plan\_ID.

Payment ( Payment\_ID, status, transaction\_amount, date\_of \_payment, method, mobile\_number, Plan\_ID).

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→ Payment.mobile\_number references Customer\_account.mobile\_number.  
Payment.plan\_id references Service\_plan.plan\_ID.

Wallet (Wallet\_ID, Current\_balance, Currency, last\_modified\_date, mobile\_number ).

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→ Wallet.mobile\_number references Customer\_account.mobile\_number.

Transfer\_money (Wallet\_ID, Amount\_Sent, Date ).

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→ Transfer\_money.Wallet\_ID references Wallet.Wallet\_ID .

Benefits(Benefit\_ID. , Description , status , validity\_date , mobile\_number).

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→Benefits.mobile\_number references Customer\_account.mobile\_number.

Benefits\_to\_plan(Benefit\_ID , plan\_ID).

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→ Benefits\_to\_plan.Benefit\_ID references Benefits.Benefit\_ID.

Benefits\_to\_plan.plan\_ID references Service\_plan.plan\_ID.

Points\_Group(Benefit\_ID, points\_ID, amount).

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→ Points\_Group.Benefit\_ID references Benefits.Benefit\_ID .

Exclusive\_offer(Benefit\_ID, offer\_ID, Internet\_GB,Number\_of\_SMS,Call\_minutes).

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→ Exclusive\_offer.Benefit\_ID references Benefits.Benefit\_ID.

Cashback (Cashback\_ID, Benefit\_ID, Credit\_date , Amount).

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→ Cashback.Benefit\_ID references Benefits.Benefit\_ID.

Voucher(Voucher\_ID,expire\_date, points\_required,value,mobile\_number).

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→ Voucher.mobile\_number references customer\_account.mobile\_number .

Shop(Shop\_ID, name).

Redeem (Voucher\_ID,Shop\_ID).

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→ Redeem.Voucher\_ID references Voucher.Voucher\_ID .

Redeem.Shop\_ID references Shop.Shop\_ID .

Physics\_shop (Shop\_ID, Address, Working\_hours).

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→ Physics\_shop.Shop\_ID references Shop.Shop\_ID .

E-Shop (Shop-ID, Website\_URL, Rating).

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→ E-Shop.shop\_ID references Shop.Shop\_ID .

Technical\_support\_ticket (Ticket\_ID, Issue\_description , status, Priority\_level , mobile\_number).

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→ Technical\_support\_ticket.mobile\_number references customer\_account.mobile\_number.