Schema

- Customer_Profile (**National_ID**, First_Name, Last_Name, date_of_birth, Email, Address, Age)
  Where: Customer_Profile.Age = current date – Customer_Profile.date_of_birth
- Customer_Account (**Mobile_Number,** Balance, Account_Type, Total_points, Account_Start_date, Account_Status, National_ID, Benefit_ID, Voucher_ID)
  Where: Customer_Account.Total_points = Customer_Account.Total_points + Points_Group.Amount
  Customer_Account.National_ID references Customer_Profile.National_ID
  Customer_Account.Benefit_ID references Benefits.Benefit_ID
  Customer_Account.Voucher_ID references Voucher.Voucher_ID
- Service_Plan (**Plan_ID,** Number_of_call_minutes, Name, Price, Description, Internet_Giga_Bytes, Number_of_SMS)
- Plan_Usage (**Usage_ID,** Start_Date, Data_Consumption, End_Date, SMS_sent, Minutes_used, Mobile_Number, Plan_ID)
  Plan_Usage.Mobile_Number references Customer_Account.Mobile_Number
  Plan_Usage.Plan_ID references Service_Plan.Plan_ID
- Payment (**Payment_ID,** Transaction_amount, Payment_status,Payment_method,Date_of_payment, Mobile_Number,Wallet_ID)
  Payment.Mobile_Number references Customer_Account.Mobile_Number
  Payment.Wallet_ID references Wallet.Wallet_ID
- Wallet (**Wallet_ID,** Current_Balance, Last_modified_date,Trans_Currency, National_ID)
  Wallet.National_ID references Customer_Profile.National_ID
  Where: Wallet.Current_Balance = Wallet.Current_Balance + Cashback.Amount – Payment.Transaction_amount
- Benefits (**Benefit_ID,** Status, Description, Validity_date)
- Points_Group (**ID, Benefit_ID**, Amount, Payment_ID, Mobile_Number)

  Points_Group.Mobile_Number references Customer_Account.Mobile_Number
  Points_Group.Benefit_ID references Benefits.Benefit_ID
  Points_Group.Payment_ID references Payment.Payment_ID
  Where: Points_Group.Amount = percentage* Payment.Transaction_amount
- Exclussive_offers (**Offer_ID, Benefit_ID,** Internet_GB, Number_of_SMS, Call_minutes)

  Exclussive_offers.Benefit_ID references Benefits.Benefit_ID
- Cashback (**C_ID, Benefit_ID**, credit_date, Amount, Wallet_ID)

  Cashback.Wallet_ID references Wallet.Wallet_ID
  Cashback.Benefit_ID references Benefits.Benefit_ID
- Voucher (**Voucher_ID,** Voucher_value, redemption_points, Expiry_date)

- Shop (**Shop_ID,** Name, Voucher_ID)
  Shop.Voucher_ID references Voucher.Voucher_ID
- Physical_shop (**Shop_ID,** working_hours, address)

  Physical_shop.Shop_ID references Shop.Shop_ID
- E-shop (**Shop_ID**, Website_URL, Rating)

  E-shop.Shop_ID references Shop.Shop_ID

- Technical_support_Ticket(**Ticket_ID, Mobile_Number,** Status, Priority_Level, Issue_description)

  Technical_support_Ticket .Mobile_Number references Customer_Account.Mobile_Number
- Subscribes (**Mobile_Number, Plan_ID,** Status, Subscription_date**)**
  Subscribes .Mobile_Number references Customer_Account.Mobille_Number
  Subscribes.Plan_ID references Service_Plan
- Processed (**Payment_ID,Plan_ID)**
  Processed.Plan_ID references Service_Plan.Plan_ID
  Processed.Payment_ID references Payment
- Provides (**Plan_ID, Benefit_ID**)
  Linked.Plan_ID references Service_Plan.Plan_ID
  Linked.Benefit_ID references Benefit
- Transfer (**Wallet_ID,** Date_of_transaction, Amount_sent)
  Transfer.Wallet_ID references Wallet.Wallet_ID
- Linked (**National_ID, Wallet_ID**, Preferred_Mobile_Number)
  Linked.National_ID references Customer_Profile.National_ID
  Linked.Wallet_ID references Wallet.Wallet_ID