

SOP: Billing Dispute

Purpose

To resolve customer disputes related to incorrect billing amounts.

Scope

Applicable to: Customer Support Agents, Billing Team, Technical Team

Responsibilities

Role	Responsibility
Customer Support Agent	Verify dispute, create ticket, escalate
Billing Team	Validate invoice and correct errors
Technical Team	Check system logs and resolve discrepancies

Procedure

Step 1: Acknowledge Complaint and collect invoice details

Step 2: Verify account and invoice

SQL Query:

```
SELECT * FROM invoices WHERE invoice_id=?;
```

Step 3: Validate billing period and amount

Step 4: Escalate to Billing Team if mismatch found

Step 5: Update invoice and inform customer

SQL Query:

```
UPDATE invoices SET amount=?, paid_status='Adjusted' WHERE invoice_id=?;
```

Step 6: Close ticket after confirmation

KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score

SOP: Wrong Recharge

Purpose

To address cases where customers recharged with an incorrect plan or amount.

Scope

Applicable to: Customer Support Agents, Transaction Team

Responsibilities

Role	Responsibility
Customer Support Agent	Verify recharge details, create ticket
Transaction Team	Validate transaction and process refund or correction

Procedure

Step 1: Confirm recharge details and txn_id

Step 2: Check transaction status

SQL Query:

```
SELECT * FROM transactions WHERE txn_id=?;
```

Step 3: Validate plan_id and amount

Step 4: Initiate refund or correct plan if eligible

SQL Query:

```
UPDATE transactions SET transaction_status='Refunded' WHERE txn_id=?;
```

Step 5: Update transaction status and inform customer

KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score

SOP: Plan Benefits Not Added

Purpose

To resolve issues where subscribed plan benefits are not activated.

Scope

Applicable to: Customer Support Agents, Technical Team

Responsibilities

Role	Responsibility
Customer Support Agent	Verify subscription and create ticket
Technical Team	Check backend provisioning and fix errors

Procedure

Step 1: Confirm plan activation date

Step 2: Check subscription details

SQL Query:

```
SELECT * FROM subscriptions WHERE customer_id=?;
```

Step 3: Check usage records

SQL Query:

```
SELECT * FROM customer_usage WHERE customer_id=?;
```

Step 4: Trigger provisioning if missing

Step 5: Inform customer and close ticket

KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score

SOP: Roaming Issue

Purpose

To troubleshoot and resolve customer complaints related to roaming connectivity or charges.

Scope

Applicable to: Customer Support Agents, Network Team

Responsibilities

Role	Responsibility
Customer Support Agent	Collect roaming details and create ticket
Network Team	Check roaming settings and network availability

Procedure

Step 1: Confirm roaming activation on account

SQL Query:

```
SELECT account_status FROM customers WHERE customer_id=?;
```

Step 2: Check subscription details

SQL Query:

```
SELECT * FROM subscriptions WHERE customer_id=?;
```

Step 3: Validate roaming settings and plan

Step 4: Escalate to Network Team if issue persists

Step 5: Update ticket and inform customer

KPIs

- Average Resolution Time
- First Contact Resolution Rate
- Customer Satisfaction Score