

# 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