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# Oracle Billing & Revenue Management

Customer lifecycle

BRM Entities Created at account activation

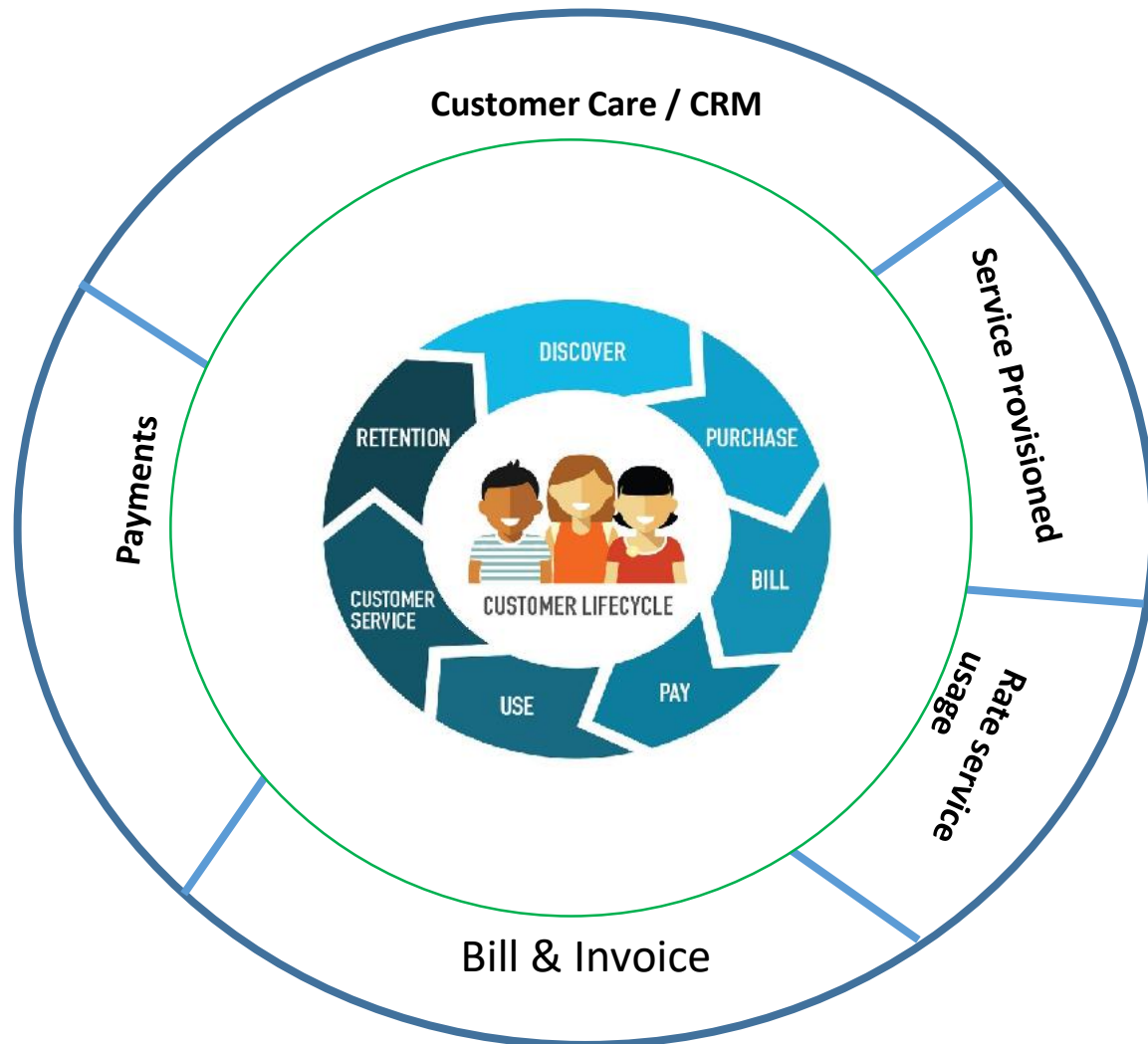
Activation & Subscription

Upgrade / downgrade

Line Suspend / Line Un-Suspend

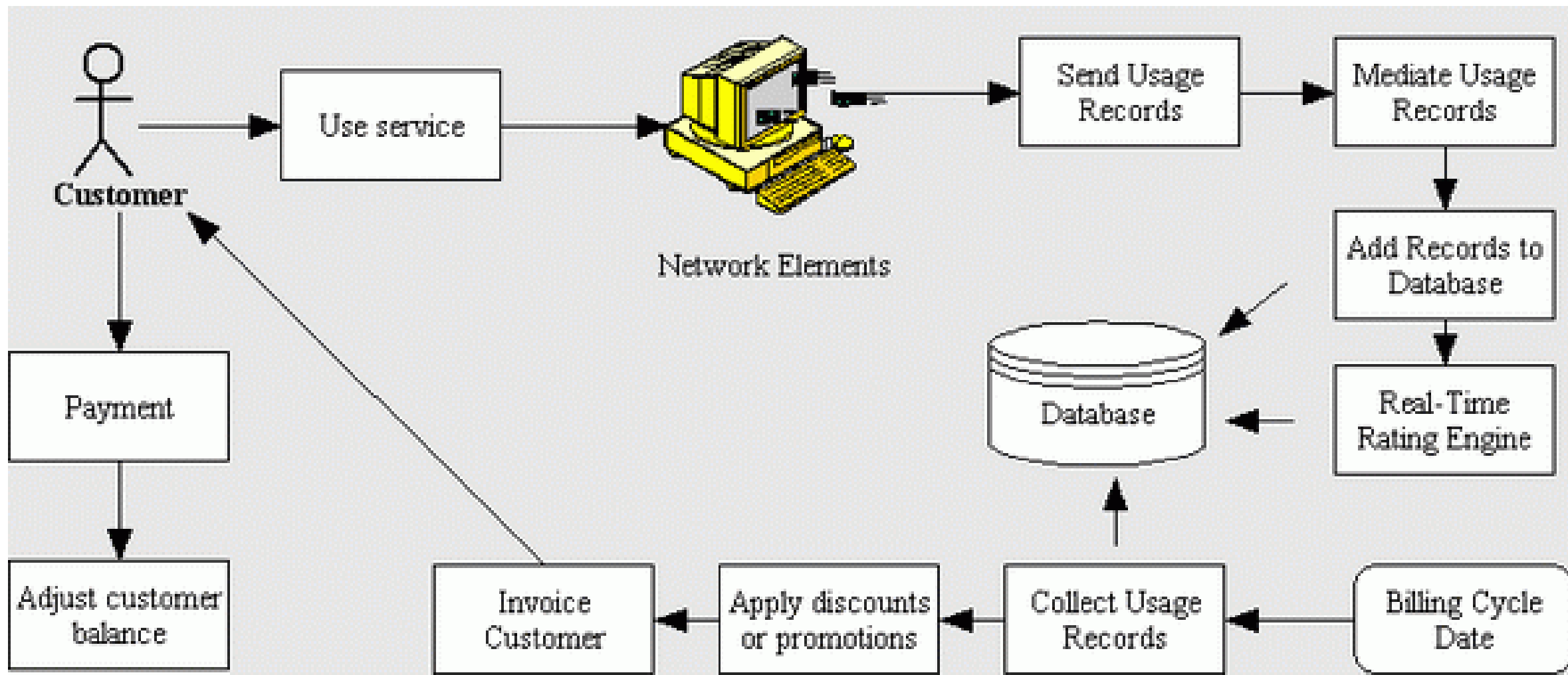
Service / Line Deactivation/Disconnection

# Customer Life Cycle



1. Customer get created in system.
2. Service is provisioned
3. Customer uses services.
4. Customer is charged for the service used.
5. Customer is billed.
6. Customer is invoiced
7. Customer makes payment.
8. Customer Suspend the service.
9. Customer Un-Suspend the service.
10. Customer upgrades/down grades services.
11. Customer closes services

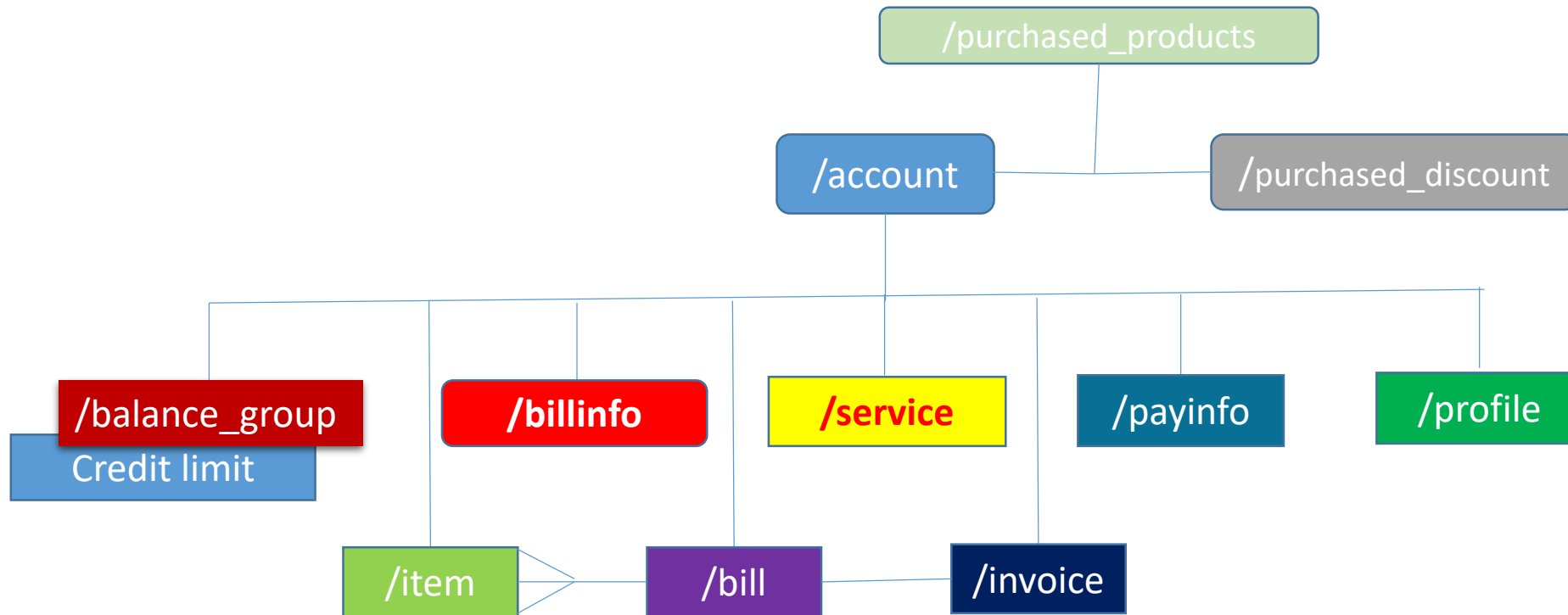
# Customer Life Cycle



# BRM Storable Objects Created at Account Activation

When an account is created in BRM, BRM system creates different storable objects to store the relevant data of customer for rating, discounting, billing and invoicing purpose.

Following are the main Storable objects BRM creates once an account get activated.



Storable Class	It's use
/account	<p>Stores information about the customer, including contact names, address, status, and <i>customer segment</i> information.</p> <p>An <b>/account</b> object is linked to the following objects:</p> <ul style="list-style-type: none"> <li>Balance group objects that contain the account balances.</li> <li>Bill unit objects (<b>/billinfo</b>) that contain account billing information.</li> <li>Bill objects.</li> </ul> <p>A service object for each service that the account owns. An account can own any number of services.</p> <p>Additional account information stored in <b>/profile</b> objects.</p>
/balance_group	<p>Stores the balance information for various resources in an account such as dollars, free minutes, bytes, and frequent flyer miles.</p> <p>A balance group includes one or more sub-balances for each resource. The sub-balance contains the current amount, resource type, validity dates for the resource, rollover data, and sub-balance contributors.</p>
/billinfo	<p>Stores all billing, payment method, accounting cycle, payment collection date, and hierarchy information necessary to bill an account. A <b>/billinfo</b> object is created for every account.</p>
/bill	<p>Stores billing information, such as the amount due, amount adjusted, currency, and bill number.</p>

Storable Class	It's use
/item	Abstract class for storing <i>accounts receivable (A/R)</i> information. Subclasses of the <b>/item</b> object store different types of A/R information; for example, payments, adjustments, and cycle charges. Any impact to an account's A/R is stored in an <b>/item</b> object.
/invoice	Stores a customer invoice and information about the invoice, such as the bill it is associated with. Each <b>/bill</b> object can have a corresponding <b>/invoice</b> object.
/service	Abstract class to support subclasses for specific services, such as telephony or IP access. Subclasses define the properties that are specific to each service; for example, the telephony bearer service or the IP address.
/purchased_product	Stores information about purchased products for <a href="#">/account</a> objects. Products owned by <a href="#">/account</a> or any services in <a href="#">/account</a> are stored in one or more of these objects. This object contains the reference to <b>/account</b> . <b>/account</b> has no references to this object.
/purchased_discount	Stores information about purchased discounts for <a href="#">/account</a> objects. Discounts owned by an account or any services in the account are stored in one or more of these objects. This object stores the reference to the <b>/account</b> object; however, the <b>/account</b> object does not store a reference to this object.
/profile	

# Account Activation & Subscription

An account is activated when a customer request for service from telecom operator.

There are two types of customer in billing system

1. Consumer or Residential
2. Business Customer

Consumers are individuals with simple hierarchical structure.

Business customers are companies or establishments with simple to complex hierarchical structures.

Important points of Account activation:

1. Customer will select the plan or package he wants that company is offering.
2. Customer will select the payment type.
3. Customer can belong to different segments.
4. Customer can be a Gold, Silver or a VIP customer.
5. Customer can subscribe to different services and offers once he is registered.
6. Subscription of Services Include
  1. Purchase of new offers/services.
  2. Cancellation of old offers or services.



# Service Change - Upgrade / Downgrade

Customers in the life cycle can Opt for Services Upgrade / Downgrade.

In Service upgrade, customers select higher service or higher package to overcome the limitation with the current services they are having.

In Service downgrade, customers move from higher package to lower package.

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	<div>Digi Postpaid 40</div> <div>RM40/month</div>	<div>Digi Postpaid 60</div> <div>RM60/month</div>	<div>Digi Postpaid 90</div> <div>RM90/month</div>	<div>Digi Postpaid 120</div> <div>RM120/month</div>	<div>Digi Postpaid 150</div> <div>RM150/month</div>
<div>All-access Internet</div> <div>High-speed, no restrictions, all access and shareable quota.</div>	10GB	25GB	50GB	65GB	<div>85GB</div> <div>Free Upgrade to Unlimited</div>
<div>Unlimited Calls</div> <div>To all Malaysian networks.</div>	✓	✓	✓	✓	✓
<div>50% Off Family Lines</div> <div>1 In to 8 lines with the same RRs as</div>	✓	✓	✓	✓	✓

# Suspend & Un-Suspend

Customers can suspend and un-suspend their services.

Example:

Customer is moving out of the country for one month, he wants to suspend his Internet services [FTTH] for one month.

Service suspension is of two types:

- Voluntary Suspension
- Involuntary Suspension

Charging Scenarios of Suspension & Un-Suspend:

1. CSP can charge on-time fee for the suspension & un-suspend, if duration of suspension is smaller.
2. CSP can charge monthly fee for the suspension period.
3. CSP can charge some penalty if the resumption has not done within the agreed suspension period.

# Service / Line Deactivation/Disconnection

Customer wants to move out from the service provider to new CSP.  
Customer can request of service disconnection.

Charging Scenario at time of Service Disconnection:

1. CSP can charge one-time fee at the time of disconnection.
2. In post-paid Scenario, if there is any due, customer has to pay off the due before he can disconnect the service.
3. In pre-paid Scenario, customer can request for cancellation of the service.

# Service Contract Period / Tie Period / Agreement

- Depending on the Contract Offering selected, Customer agrees and shall commit to a 12-month or 24-month contract (“Term”) commencing from the registration date of the Contract.
- At the expiration of the Term, the Customer may opt
- Renew the Contract for a further Term on the same or updated terms and conditions as Digi may prescribe;
- Select a new Contract Offering, subject to eligibility and availability of the material time; or
- Not renew the Contract and continue using the regular Services under Digi Postpaid.
- CSP shall be entitled to renew the Contract as is should the Customer omit to exercise his/her option by the expiration of the Term.
- All successful registration of a Contract Offering cannot be cancelled and CSP shall not be liable for a refund under any circumstances whatsoever.

# Service Contract Period / Tie Period / Agreement

- During the Term, the Customer may opt to change from one Contract Offering to another (“Change(s)”) subject to the following terms:
- Changes are permitted only from the Data Offering to the Services Offering, and vice versa;
- No Changes are applicable for Device Offerings;
- Changes are only permitted after Customers have enjoyed a Contract Offering for a period of at least three (3) months;
- Notwithstanding a Change, the Term shall remain unchanged;
- Upon a Change taking effect, all existing benefits derived from the previous Contract Offering shall be forfeited;
- CSP reserves the right to charge an administrative fee for each Change performed.
- During the Term, the Customer may opt to upgrade his/her Plan to a higher value plan (“Change of Plan”). The terms of the Contract will remain unchanged after the Change of Plan. For the avoidance of doubt, the Customer is not allowed to downgrade the existing Plan to a lower value plan.

“Thank You”

