

Oracle BRM – Incident Procedure (Sample Ticket)

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| Ticket ID | BRM-2025-0915 |
| Customer | ACME Telecom |
| Module | Oracle Billing and Revenue Management (BRM) |
| Environment | PROD |
| Status | Open |
| Priority | Critical |

Customer reports erroneous discount application during invoice generation after migrating to BRM 12.0 (release 7.4.1). Issue reproduces consistently for prepaid accounts with rollover bundles.

Contacts:

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Device IMEI 490154203237518; ICCID 8912345678901234567; IMSI- 732101234567890

API-key: sk_TEST_0123456789ABCDEF

DB admin password=Secreta123!

Procedure to Reproduce and Mitigate

- 1) Stop CM and DM processes (pin_ctl stop cm; pin_ctl stop dm_oracle).
- 2) Clear BRM event cache and rerun billing for the affected account.
- 3) Inspect *dm_oracle.log* and *cm.pinlog* for PCM_OP_CUST_POL_PREP_BILL errors.
- 4) Apply temporary fix: adjust discounting pipeline in *pin_discount* and reload configuration.
- 5) Validate on QA and promote via standard change procedure.

Recommendation: Escalate to Oracle BRM Support with full logs, account POIDs, and the affected discount configuration. Attach SQL snapshots and ECS extracts for the billing window.