**Telecom Domain Notes**

* **Introduction:**

Sending voice, data, picture, fax, etc., from one point to another using electronic media is termed as telecommunication and in short it terms as **telecom**.

Examples include Phone, Radio, Television and Internet.

* **Parts of Telecom Domain:**

1. **Business Support System(BSS)** : This domain takes care of all the needs of customer. That is, it is responsible for generation of bills, fulfilling additional requirements, addressing each of the customer queries, providing value added services to the end user etc.(# We work under BSS Domain)
2. **Operational Support System(OSS):** This domain works on activating and deactivating the services for customers. Restoring the services etc.

* **Business Flow(the ways of revenue generation for service provider):**

Telecom operators charge their customers in multiple ways, some of the ways are listed below:

1. One Time Charge: Charged once at the time of connection.
2. Rental Charges: These are the charges taken from the customers on monthly basis against a service provided. For example, your telephone monthly charges would be Rs 499 regardless you use it or not.
3. Value added service Charge: If any extra services are subscribed, then these charges are charged.
4. Usage charge: Depending upon the use of services these charges are taken
5. Roaming charge
6. Service Tax
7. Documentation Charge
8. SMS Charge

* **Different Ways of Billing:**

1. Pre-pay Billing : where customer pays in advance and after that starts using a service. Usually, prepaid customers do not receive any invoice and they are charged in real time.
2. Post pay Billing: Here, customers buy products and services and use them throughout the month, and by end of the month, invoices are generated by the service provider and sent those invoices to the customers to make their due payment.
3. Interconnect Billing: The network operator is usually financially responsible for services provided to its customers by other networks regardless of whether or not the customer pays for the service.
4. Roaming Charges: When a customer goes from one network operator's coverage area to another operator's coverage area, first operator would pay marginal charges to second operator to provide services to their customers. Such type of charges are settled through roaming billing.
5. Convergent Billing: Convergent billing is the integration of all service charges onto a single customer invoice.

* **Billing Systems:**

Keeping track of all the billings and services would be very difficult manually, so a billing system is used which provides flexibility to both the service providers and customers.