VAS auto-disconnection or auto-recontract

SCR# SR0007628

Purpose: To auto-terminate or auto-contract the VAS based on below situation

1. To auto terminate the VAS after contract end
2. To auto terminate the VAS once the VAS was billed for specific month (i.e. WiFi router instalment)
3. To auto-recontract the VAS after contract end

Proposed Workflow:

* User define the contract end action when defining the marketing code (via Marketing Code Maintenance)
* Frontline may change to stop auto re-contract on individual contract per customer’s request (via LD Code Enquiry)
* DW collect all the necessary information, extract the nearly expired contact cases and do the calculation, then generate a daily file to OM
* OM upload the daily file from DW and create pending cases to either end the VAS or create a new contract after contract ended

Requirement

1. User define the contract end action when defining the marketing code in Marketing code Maintenance
2. To auto terminate the VAS after contract end (e.g. Free China / Macau data)
3. To auto terminate the VAS once the VAS was billed for specific month (e.g. WiFi router instalment)
4. To auto-recontract the VAS after contract end (e.g. Norton)
5. Add indicator for above three different situation and include the information in new daily file from DW to OM for to create pending case for ending VAS / create new contract after contract end when
6. For Indicator 1: To auto terminate the VAS after contract end (e.g. Free China / Macau data)

* To include indicator of scenario (i) in the daily marketing code master file to DW (2 days before the contract end date)
* To create pending case for ending VAS after the contract end (2 days before the contract end date)

Limitation: if the service is disconnected on / before the contract expiry date and reconnect after contract expiry date, the VAS will not be auto-disconnected in this situation (rare case)

E.g. 12 contract, to create pending case to end the VAS 2 days before the contract end date

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Contract | Contract start | Contract End | Bill date | Service  Disconnect | Include in the report  & Action | VAS terminate on |
| 1st | 1 Jan 19 |  | 5 Jan 19 |  | No |  |
| 2nd | 1 Feb 19 |  | 5 Feb 19 |  | No |  |
| . |  |  |  |  |  |  |
| 10th | 1 Oct 19 |  |  | Yes | No |  |
| 11th | 1 Nov 19 | 30 Nov 19 | 5 Nov 19 |  | No |  |
| 12th | 1 Dec 19 | 31 Dec 19 | 5 Dec 19 |  | Yes   * Include the record on 2 days before the contract end (e.g. 29 Dec 2019) * Add the pending case to end the VAS on 29 Dec 2019 | 31 Dec 2019 |

1. For Indicator 2: To auto terminate the VAS once the VAS was billed for specific month (e.g. WiFi router instalment)

* To include indicator of scenario (ii) in the daily marketing code master file to DW (2 days before the last bill date of specific month)
* To create pending case for ending VAS after the VAS was billed for specific month (2 days before the last bill date of specific month)

E.g. 12 contract, to create pending case to end the VAS 2 days before the last bill date of specific month (i.e. 12th bill date)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Contract | Contract start | Contract End | Bill date | Service  Disconnect | Include in the report & Action | VAS terminate on |
| 1st | 1 Jan 19 |  | 5 Jan 19 |  | No |  |
| 2nd | 1 Feb 19 |  | 5 Feb 19 |  | No |  |
| . |  |  |  |  |  |  |
| 10th | 1 Oct 19 |  |  | Yes | No |  |
| 11th | 1 Nov 19 |  | 5 Nov 19 |  | No |  |
| 12th | 1 Dec 19 | 31 Dec 19 | 5 Dec 19 |  | No |  |
| 13th | 1 Jan 20 |  | 5 Jan 20 |  | Yes   * Include the record on 2 days before the last bill date of specific month(i.e. 3 Jan 2020) * Add the pending case to end the VAS on 3 Jan 2020 | 5 Jan 2020 |

1. For Indicator 3: To auto-recontract the VAS after contract end (e.g. Norton)
   * + To include indicator of scenario (iii) in the daily marketing code master file to DW (2 days before the contract end date)
     + To create pending case for creating new contract after contract end (2 days before the contract end date)
     + To allow frontline to stop auto re-contract on individual contract in LD Code Enquiry by user request

E.g. 12 contract, to create pending case for creating new contract after contract end (2 days before the contract end date)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Contract | Contract start | Contract expiry date | Bill date | Service  Disconnect | Include in the report | VAS recontract on |
| 1st | 1 Jan 19 |  | 5 Jan 19 |  | No |  |
| 2nd | 1 Feb 19 |  | 5 Feb 19 |  | No |  |
| . |  |  |  |  |  |  |
| 10th | 1 Oct 19 |  |  | Yes | No |  |
| 11th | 1 Nov 19 | 30 Nov 19 | 5 Nov 19 |  | No |  |
| 12th | 1 Dec 19 | 31 Dec 19 | 5 Dec 19 |  | Yes   * Include the record on 2 days before the contract end (e.g. 29 Dec 2019) * Add the pending case to add new contract of VAS on 29 Dec 2019 | 31 Dec 2019 |

Limitation:

if the service is disconnected on / before the contract expiry date and reconnect after contract expiry date, the VAS will not be auto-disconnected in this situation (rare case)

IS Enhancement needed:

FES:

1. Marketing Code Maintenance

* Create 2 new input fields for setup the contract end action

1. Indicator for below contract end actions:

* Auto terminate the VAS after contract end (e.g. Free China / Macau data)
* Auto terminate the VAS once the VAS was billed for specific month (e.g. WiFi router instalment)
* Auto-recontract the VAS after contract end (e.g. Norton)

1. No. of months for VAS was billed

* Use existing restricted VAS field to define the mapping of VAS code and marketing code
* Add the 2 new fields and the restricted VAS in the daily marketing code master file to DW

1. Enhance LD Code Enquiry to allow frontline to stop auto re-contract on individual contract

Billing:

1. Create a new auto re-contract flag in LD master table
2. Develop a new API for FES to update the auto re-contract flag of each LD record
3. Add the auto-re-contract flag in the daily customer LD file to DW
4. An existing file [etl\_dw\_invd.dat] will be used to indicate the Billed VAS

DW:

1. Upload the new DDE file of VAS billed records for calculating the no. of month/amount the VAS was billed
2. Collect 2 new fields and restricted VAS in the daily marketing code master file from FES
3. Collect the new auto re-contract flag in the daily customer contract file from Billing
4. Extract the nearly expired contact cases and generate a daily file to OM to create pending cases for end the VAS or re-contract after contract end

OM:

1. Collect the new daily file from DW to create pending case for ending VAS or create new contract after contract end