



Product Service



## Billing Accuracy Review

BABT is pleased to offer a new low cost service for those Communications Providers (CPs) who are not obliged to seek Metering and Billing Approval. The Review is intended to give more confidence in the accuracy of your billing and to provide an independent verification to help satisfy the regulatory requirements that now apply to all CPs. Also, the BABT assessment approach has led to increased revenue and cost savings with all of our clients in the past and so the Review is likely to be self-funding.

### **The Need for a BABT Billing Accuracy Review**

The Communications Act 2003 introduced The General Conditions of Entitlement for CPs and item 11.3 covers a requirement for Metering and Billing Approval, currently if annual turnover is greater than £40M. However, item 11.1 of these Conditions applies to all CPs, regardless of annual turnover, and effectively requires that the amount billed to customers accurately represents the service actually provided to them. To satisfy this requirement, CPs would need to demonstrate to Ofcom that they have confidence in the accuracy of their billing.

An assessment report from BABT, together with details of any consequential action taken, would represent valid evidence to Ofcom that Condition 11.1 had been met.

### **The Billing Accuracy Review Process**

This BABT service offers an independent, professional verification of your billing accuracy,

based upon our extensive experience in this field. It will involve an assessment, which could take as little as one day on-site plus analysis and reporting time, depending on the size and nature of your operation.

The deliverables will include a confidential report on the accuracy of your billing from the acknowledged experts in this field, which will identify any possible areas for improvement.

The actual approach will be adapted to suit your own unique situation and future progress can be monitored by BABT if required. For those CPs that proceed to full Metering and Billing Approval in the future, this service will provide valuable preparation and lead to both time and cost savings later.

### **The Benefits of a BABT Accuracy Review**

You can expect to get the following benefits from this new BABT service:

- Assembly of available evidence that you are meeting Condition 11.1 to avoid any unnecessary regulatory intervention
- Evaluation of the key measures required to monitor the completeness and accuracy of billing in your particular situation
- Identification of opportunities for improvements in systems and practice leading to direct business benefits, including reduced revenue leakage and less billing complaints
- Access to BABT's unique experience in metering and billing accuracy improvement

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### The Assessment Approach

The assessment will be against General Condition 11.1 of the Communications Act and cover the:

- Key internal processes in your metering and billing operation
- Interdepartmental and outsourced supplier interfaces
- Effectiveness of the billing process and existing evidence of accuracy
- Accuracy of published tariffs and the need to avoid overcharging

Acceptable sources of evidence to support a conclusion that billing is accurate would include:

- Results of any in-house testing of billing accuracy
- Relevant management information
- Records of billing events such as: rejects, suspense, write-off, adjusted bills, waivers, refunds, good will payments, churn and complaints, together with any action taken
- Process/procedure documentation

### The Outcome of a Successful BABT Billing Accuracy Review

Within two weeks of the assessment, BABT will issue a report, detailing its findings and stating to what extent the requirements of Condition 11.1 have been met.

- If the assessment was satisfactory, the report will contain a statement that "In BABT's opinion all reasonable steps have been taken to comply with Condition 11.1", or,

- If weaknesses are found, the report will clearly identify the matters of concern

In addition to reporting on the accuracy of billing with respect to the requirements of Condition 11.1 of the Metering and Billing Direction, the BABT report will also detail any opportunities for improvement identified during the assessment.

The report together with evidence of the completion of any consequential action, is designed to reduce the risk of regulatory intervention. If such intervention should occur the Review would provide a valid defence to Ofcom for the regulatory requirement of Condition 11.1.

### Relevant BABT Experience

BABT has over seventeen years of experience of assessment for the Metering and Billing scheme, having been the only Approval Body to be involved in the scheme from its introduction. The benefit of this unequalled experience is now offered to CPs to provide an independent report on the accuracy of your billing.

We have extensive knowledge of the new Conditions of the Metering and Billing Direction, which is based on the well-established standard OTR 003. BABT already has assessment experience using the new Direction with twenty leading communications providers, in addition to our unique experience with the original scheme.

BABT

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