

Metering & Billing Services

Introduction

Communication providers (CPs), like the utilities are facing increasing pressure to maintain a superior level of service in an increasingly competitive market. This pressure is often increased by the need to meet regulatory requirements, such as the UK Metering and Billing Direction. At TÜV SÜD BABT, we have developed a range of services designed to improve metering and billing accuracy, increase customer confidence and reduce complaints.

Who are we?

TÜV SÜD BABT is independent from government and fully accredited to provide independent assessment services. We have been offering metering and billing system services around the world for over seventeen years and the value of a TÜV SÜD BABT certification is now recognised world-wide. The TÜV SÜD BABT metering and billing team is now expertly placed to support you in the improvement of your systems and processes, whilst keeping costs to a minimum.

Why Metering and Billing Services?

The following results from recent surveys highlight the opportunity for revenue savings:

- Average revenue leakage is 2% - 5% (system handovers, human error, fraud or technology incompatibilities)
- Average Leakage increased to 13.7% of turnover in 2003
- Per 100m Euros turnover operators lose 1400 euros per hour of profits

Other reasons for action include:

- Meeting regulatory requirements
- Demonstrating billing accuracy
- Differentiating your product or service from that of your competitors

The range of metering and billing services offered by TÜV SÜD BABT has been designed to meet the above needs, together with reducing revenue leakage and operating costs.

Metering & Billing Approval

TÜV SÜD BABT is the leading assessment body for the UK Metering and Billing Approval scheme. Approval is awarded to a Communications Provider once compliance with the requirements of the UK Metering and Billing Direction has been demonstrated and is intended to assure the accuracy and reliability of communications providers' metering and billing systems.

Approval is often a regulatory requirement, but many providers of a communication or billing service now participate voluntarily to achieve the inherent benefits of TÜV SÜD BABT Approval. This also includes operators outside the UK, as the standard is now recognised as a unique international benchmark for accuracy. TÜV SÜD BABT's assessment process has been shown to be extremely cost effective in identifying sources of revenue leakage. In fact, all of our CP clients to date have saved more, as a result of our work, than they paid to TÜV SÜD BABT in fees. On some occasions many millions of pounds have been saved as a result of TÜV SÜD BABT assessment.

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Communications Support System Attestation

TÜV SÜD BABT has developed this assessment service in response to demand from companies that supply Communications Support Systems to mobile and fixed communications providers.

Whilst it is not possible for billing or mediation systems to have an 'Approval' to the Direction, as this only applies to actual providers of a communication service, TÜV SÜD BABT has developed a unique assessment approach which can lead to an Attestation of a system. This independent third party Attestation of a system from TÜV SÜD BABT, as the leading Approval body for the Direction, will provide valid evidence that your product, when correctly operated, will meet the needs for accuracy, reliability and timeliness.

Many Billing Systems may be falsely blamed for revenue leakage when they simply haven't been implemented correctly. An independent TÜV SÜD BABT Mark is also awarded with the Attestation, which can be used in promotional literature and on the product itself.

TÜV SÜD BABT Billing Accuracy Review

This low cost service is designed to offer the benefits of TÜV SÜD BABT's accuracy assessment services, without full 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.

Based on our experience, with TÜV SÜD BABT assessment clients in the past, we believe the Review is likely to be self-funding.

ISO 9000 Certification

TÜV SÜD BABT is an ISO 9000 Certification Body, accredited by both UKAS and RvA. We have many years experience in the integration of ISO 9000 audit with our other assessment services, which results in significant time and cost savings.

Quality of Service Performance Indicators

In order to meet the requirements of Quality of Service schemes, our auditors can assess your quality indicators measurement and reporting processes and issue a report on the accuracy of your results.

This service is designed to provide confidence amongst end users of communication networks and provides positive differentiation amongst those providers who participate.

Systems and Processes Gap Analysis

Whenever a business need for change is identified, TÜV SÜD BABT can provide initial support to evaluate the extent of the implementation project needed and the resources required. This may be to meet a relevant standard, such as the UK Metering and Billing Direction, or to comply with recognised industry best practice.

TÜV SÜD BABT can assess your current situation, analyse the results in comparison with your specified end result and establish the "gap". A report will then be issued, which can form the basis for a scheduled and resourced plan of action.

TÜV SÜD BABT

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