



Metering and Billing Approval

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Metering and Billing Approval is awarded once compliance with the requirements of the UK Metering and Billing Direction has been demonstrated. The Direction, issued under the Communications Act 2003, is intended to assure the accuracy and reliability of a communications provider's metering and billing systems.

Approval is a regulatory requirement for all communication providers with a publicly available telephone service & a relevant turnover of £40M or more. However, others participate voluntarily to achieve the inherent benefits of TÜV SÜD BABT Approval.

BABT Assessment

As an Approval Body appointed by the OFCOM, TÜV SÜD BABT can assess the accuracy and reliability of your metering and billing systems and issue a Metering and Billing Approval certificate when the requirements have been met.

The process leading to Approval is developmental and involves the communications provider working with TÜV SÜD BABT during the implementation programme. We will encourage you to build on existing 'good practice' and take account of any existing systems such as management information and quality management.

Our unique experience of operating the Metering and Billing Approval Scheme with an impressive portfolio of clients is now available to support new applicants. This means that Approval with TÜV SÜD BABT will not only enable you to meet regulatory obligations and enhance your profile in the market, it also offers the following benefits:

Benefits of Approval with TÜV SÜD BABT

- Assures metering and billing integrity and reduces billing complaints
- Ensures all due revenue is collected, improving profitability
- Raises operators', service providers' and customers' confidence in billing accuracy
- Identifies technology, process and management improvements
- Value added from our experience and understanding of the real issues
- No learning curve delay – TÜV SÜD BABT has well established practice for Approval
- Directly employed, experienced and qualified metering and billing assessors
- TÜV SÜD BABT is at the forefront of developments in the telecommunications industry
- Cost savings from the integration of approval with other audit based services
- TÜV SÜD BABT Approval will help to differentiate you from your competitors

TÜV SÜD BABT
TÜV SÜD Group

B I L L I N G



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Key Features of the UK Metering and Billing Direction

- Accuracy of all chargeable events included, i.e. call charges, rental, discounts, etc
- Limits specified for acceptable accuracy of timing and counting
- Robust processes required for handling complaints about individual bills
- Timelines of billing, with limits on late billing
- Published tariffs to be clear and unambiguous
- Defined responsibilities for inter-working between operators
- Effective quality management mechanisms required
- Materiality clause, to allow exclusion of minority services
- End-to-end performance of the total metering and billing system covered

Revenue Assurance Benefits of Meter Approval

The nature of the Meter Approval assessment process is that sources of revenue leakage will be identified and the opportunity for action to obtain 'Quick wins' may be presented.

There is evidence in results from recent studies to indicate that these opportunities may be of significant value, such as:

- Average revenue leakage is 2% - 5% (system handovers, human error, fraud or technology incompatibilities)
- Average Leakage increased to 13.7% of turnover in 2003
- Losses increase with new products/systems/pricing schemes

TÜV SÜD BABT has found from experience that our Approval clients have always saved more from reduced leakage, as a result of our work, than they pay us in fees.

More about TÜV SÜD BABT

TÜV SÜD BABT is a private company, independent from Government and Ofcom and part of the TÜV SÜD Group. We are accredited, by UKAS and RvA, as a Certification Body for various activities such as ISO 9000 and Metering and Billing Approval. We are also appointed by the UK Government under EU Legislation, as a Notified Body for the Radio and Telecommunications Terminal Equipment and Low Voltage Directives and as a Competent Body for Electro Magnetic Compatibility.

Expert Advice

TÜV SÜD BABT can offer expert advice to operators who aim to gain Approval. Whatever your needs or questions, we will provide one-to-one advice on any aspect of the approval process, helping you to make the best decisions for your business.

How to start the Process

For further information or to arrange a meeting, please contact TÜV SÜD BABT (contact@babt.com). After receiving TÜV SÜD BABT's initial information and guidance you will need to complete an application form, which meets the requirement of Ofcom to start the Metering and Billing Approval process. We will be pleased to provide you with a full proposal for TÜV SÜD BABT's Approval service, which will explain our approach and provide a cost estimate, if required prior to your application.

TÜV SÜD BABT

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