

SIEBEL COMMUNICATIONS BILLING MANAGER – B2C



KEY FEATURES

- Electronic bill presentment
- Service-level bill consolidation
- Electronic bill payment
- Reporting
- Unbilled data presentment
- Notifications and alerts
- Personal Address Book to present names instead of numbers
- User-updatable profile management

Oracle's Siebel Communications Billing Manager is a complete packaged e-billing application for communications service providers that gives consumer customers valuable and convenient access to their communications bills. The application also provides the ability to easily make online payments, run basic reports, update profiles, maintain a personal address book, and set up account notifications.

Shift Billing and Collections to Online Self-Service

The number of customers actively using e-billing offerings at service providers' Web sites is steadily increasing, as are the associated benefits. Siebel Communications Billing Manager, developed specifically for the communications industry, enables service providers to fully realize the benefits of this new online self-service way of doing business.

By shifting billing and collections to the automated and lower-cost online channel, organizations avoid the significant costs of printing, postage, and manual payment processing. Customer support call volumes are also decreased, because customers no longer have to call a representative in a call center to perform account service tasks on their behalf.

Creating a Valuable Service Channel for Consumers

Communications Billing Manager is a feature-rich electronic bill presentment and payment solution. It comprises all the necessary functionality for providers to enable a comprehensive e-billing and payment solution at their Web site in less than four months.

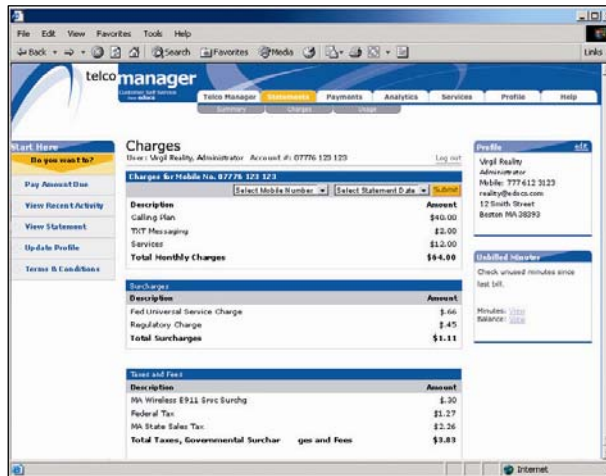
Electronic Bill Presentment

Once properly authenticated, customers can easily and conveniently access their bills, including historical bills stored for as many previous years as the provider prefers, online. Each monthly bill is presented in dynamic fashion by use of HTML and can include up-to-date account information such as current balance, bill details, last payment received, and last payment date. The application's versioned, disk-efficient, and high-performance bill archiving capability, along with its printer-friendly views, makes generating hard copy reprints quick and easy.

Service-Level Bill Consolidation

Service bundles are growing in popularity with consumers but often create significant billing challenges for service providers. The application consolidates multiple services from different back-end billing systems onto one bill, so customers can view and pay for all of the services they receive from their provider at one convenient place. It also preserves existing investments in billing systems, by

pulling data from those various back-end systems without altering them in any way. Billing feeds can change as new services are activated or older billing systems are decommissioned in a manner that is totally transparent to end users.



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Electronic Bill Payment

Customers have the complete flexibility to control how and when payments are made by setting up bank and/or other credit accounts within the application. They can execute instant payments or schedule future threshold or automatic payments for fixed payment amounts—minimum, full, or other—and they can view the status and record of previously made payments. Siebel Communications Billing Manager also generates an accounts receivable settlement file for the service provider, to reflect online payments in back-end accounting systems.

Reporting

The application enables customers to derive more meaning from their bills than they would be able to from a paper or static electronic bill. Customers can sort, filter, and drill down on call detail records to further validate charges. Out-of-the-box call and cost reports help customers track and manage their communications expenses and provide valuable information such as what their most expensive calls were or how many minutes they spent per destination called.

Unbilled Data Presentment

A top concern for most mobile consumers is their spent and remaining minute balances. Fixed-line consumers often want to understand spending accrued since the last bill. To answer both of these concerns, Siebel Communications Billing Manager offers unbilled data presentment. With this functionality, consumers do not have to be surprised when the bill arrives and can track balances at any time during the billing cycle.

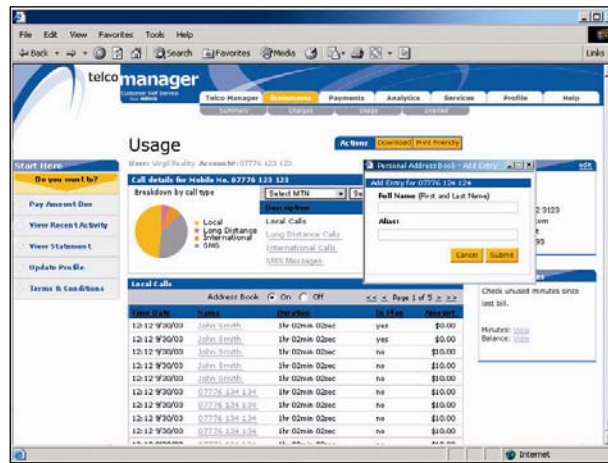
Notifications and Alerts

E-mails and messaging alerts notify customers about account changes and updates. Customers can configure and manage personalized alerts for events such as when a

current bill is available for viewing; a payment is confirmed, rejected, or overdue; or a threshold has been exceeded on a recurring payment. Customers can also designate their preferred notification channels, including e-mail, PDA, and mobile phone.

Personal Address Book

Personal Address Book allows providers to present names instead of numbers in call detail. Customers can build a personal directory of people they call frequently, by simply entering contact information to associate people's names with phone numbers. Names entered in the directory replace phone numbers called in the line items of bills. For example, instead of seeing the number 555-1212, they would see "Mom's House" or "Dr. Brown's Office."



Customers can set up their bill associate names with numbers on their bill.

Profile Management

Customer profile information such as username, password, address, e-mail, and payment information can be viewed and/or updated by the user on a real-time basis at any time while the user is properly authenticated.

Enabling Complete Customer Self-Service

Oracle's Siebel Self-Service application suite for telecommunications includes every capability that service providers need in order to enable a complete online customer self-service experience at their Web site.

The suite combines the industry's most comprehensive e-billing and online self-service functionality with extensive industry domain expertise. The out-of-the-box applications are tailored to solve communications service providers' distinct business problems and to meet industry-specific process requirements.

The suite includes the following applications:

Communications Billing Manager, Business and Consumer Editions

A complete e-billing and online account management application for communications service providers that gives business and consumer customers valuable and convenient online access to their account information, including the ability to easily view bills, make online payments, and perform bill analysis.

SIEBEL SELF-SERVICE
COMMUNICATIONS KEY
CUSTOMERS

- British Telecom
- Cingular Wireless
- GCI
- KPN
- mm02
- Sprint
- Telecom Italia
- Telstra
- T-Mobile
- Verizon Wireless
- Vodafone

Communications Self-Service Manager

Enables business and consumer customers to manage most aspects of their service relationship online. From a single convenient interface, customers can easily activate and manage subscriptions and report and resolve problems. Business customers are able to complete these activities for individual employees, as well as company departments and divisions, across the entire organization.

Communications Billing Analytics

A reporting solution for business customers that empowers individual employees as well as business managers to analyze and understand their communications costs and usage by investigating and identifying trends and patterns across multiple views of their own unique organization.

Communications Rate Plan Advisor

A Web-based application that recommends the ideal rate plan for wireless subscribers in real time. Individual consumers as well as large businesses can analyze their actual historical voice/mobile/data usage, find the best-fit rate plans, and compare the features offered by those plans. With its intuitive wizard user interface, Siebel Communications Rate Plan Advisor quickly guides end customers or customer service representatives through the entire analysis process. In addition, a service provider's customer care and marketing groups can also use Siebel Rate Plan Advisor to identify prechurn subscribers, simulate new rate plans, and run predictive analytics.

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