

Oracle Cloud Scale Billing

Communications service providers are under pressure to monetize 5G, IoT, and B2B services while delivering digital-first, transparent customer experiences and improving efficiency through cloud native automation. Legacy billing silos increase bill run costs, slow time to market, limit support for complex B2B hierarchies, and create disputes that disrupt cash flow. Oracle Communications Cloud Scale Billing modernizes billing with a productized, cloud native solution designed for scale, agility, and open integration—helping CSPs reduce operational expenditure, improve customer experience, and accelerate innovation.

Full-stack billing and revenue management

Oracle Cloud Scale Billing is a full-stack billing and revenue management solution that supports any network, service, or business model—at scale—while enabling modern digital billing experiences. It is designed to consolidate legacy billers, streamline billing operations, and support converged monetization needs across B2C and B2B. Key capabilities include comprehensive billing modes, complex hierarchy support, flexible payments and collections, and open API-based integration to digital channels and enterprise systems.

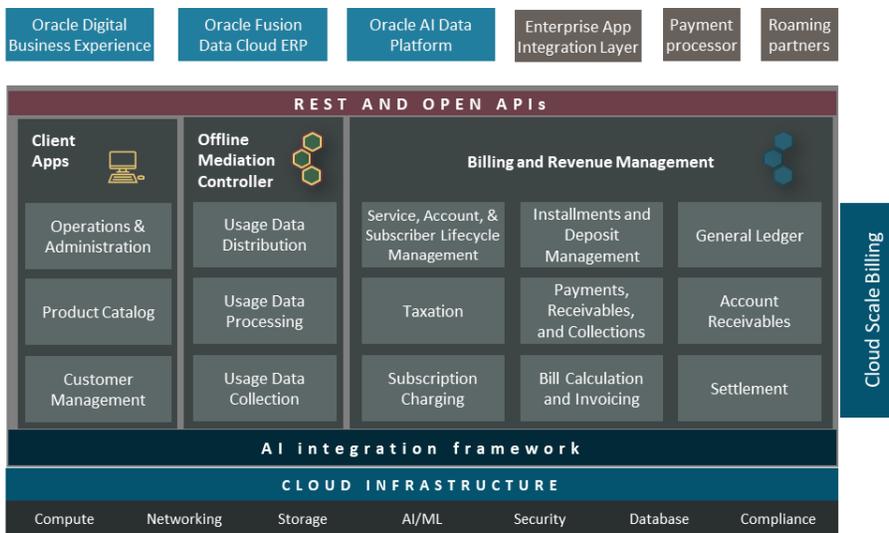


Image 1. The functional representation of Oracle Cloud Scale Billing

Lower costs with consolidated billing

Cloud Scale Billing enables service providers to unify legacy billers onto a single, productized, cloud native platform that automates and optimizes billing with fast, accurate bill runs and autoscaling.

- **Interoperate with existing charging systems.** Oracle Cloud Scale Charging—or a third-party OCS/CCS—can perform online and/or offline charging and send

“The implementation of Oracle Cloud Scale Charging and Billing represents a pivotal step in KDDI’s long-term strategy. With Oracle, we can rapidly innovate, confidently scale, and consistently deliver an exceptional experience to our growing subscriber base.”

Katsuya Masuda

General Manager, Information Systems Division, KDDI Corporation.

Key business benefits

Bill for anything at any scale with Oracle Cloud Scale Billing:

- **Lower costs.** Unify legacy billers on a productized, cloud native platform that automates and optimizes any billing model with fast, accurate bill runs and autoscaling.
- **Enhance customer experience.** Enable transparent, intuitive billing, payment, and collections experiences through digital channels with open APIs—reducing customer confusion.
- **Grow revenue.** Drive B2B growth with flexible offline charging, dynamic billing, targeted discounts, and faster cash flow through proforma invoicing.
- **Increase speed and agility.** Configurable features and reusable pricing building blocks enable rapid adaptation and reduce catalog complexity.
- **Maximize ROI with consolidated charging.** Unify charging and billing by integrating online/offline

pre-rated CDRs to Cloud Scale Billing for bill calculation and downstream revenue management functions.

- **Converged mediation.** Optional offline mediation and usage data control supports multiple network types, including 5G and hybrid 4G/LTE/5G environments, as well as non-telco applications—enabling collection, aggregation, correlation, and processing of usage data.
- **Comprehensive billing modes.** A comprehensive set of billing modes is supported—from traditional periodic billing to reseller “billing on behalf of”. It also enables bill now invoicing at any point in the cycle, on-demand billing triggered by an offer purchase, and upfront in-advance billing. For operational flexibility, it supports delayed billing for late-arriving events, trial billing for validation, and corrective billing to issue updated bills after adjustments.
- **Optimized billing performance.** Improve efficiency at scale by splitting large bill runs into smaller runs for load balancing and speed, overlapping runs, and simplifying bill runs for multi-level hierarchies by rolling up items to parent levels (without locking entire hierarchies).

Enhance CX with modern billing experiences

Enable transparent, intuitive billing, payment, and collection experiences through digital channels with open APIs—reducing confusion and contact center inquiries.

- **Accurate, personalized invoices.** Send a single invoice across account services, control when and how often invoices are generated, and enrich invoice content using out-of-the-box templates.
- **Proforma invoicing.** Allow B2B customers to accept, reject, or dispute items from pending invoiced data so that small disputes do not block cash flow for the agreed portion of high-value invoices.
- **Payment flexibility.** Accept multiple payment methods (cash, debit, credit, check, wire transfer, inter-bank payment order, postal order) and capture customer payment preferences; Paymentech integration supports CTI records.
- **Installment and deposit management.** Support installment and deposit plans for higher-value purchases to improve conversion and expand payment options.
- **Collections and promise-to-pay.** Automate collections activities with segment-based strategies and promise-to-pay agreements; convert amounts due into installment arrangements based on promise-to-pay specifications.
- **TM Forum Open API support.** Integrate more easily into digital channels and enterprise systems using TM Forum Open APIs across key domains (e.g., bill management, payments, account management, product catalog).

Grow revenue with business model flexibility

Cloud Scale Billing can be extended with online or offline charging to support new B2B and B2B2X monetization models and complex enterprise relationships.

- **Create complex hierarchies for enterprise accounts.** Support deep, multi-level parent/child structures required for large enterprise customers.

processes, removing silos, and supporting any network, service, or business model with a single solution.

- **Accelerate AI-driven innovation.** Use an open, extensible AI/ML integration framework to rapidly deploy high-value use cases on your preferred AI infrastructure.

Solution components

Oracle Cloud Scale Billing is comprised of the following pre-integrated products:

- **Oracle Communications Billing and Revenue Management.** Supports billing and revenue management across the revenue lifecycle and provides insight into customer and partner revenue relationships.
- **Oracle Communications Offline Mediation Controller.** A carrier-class mediation solution for multiple network types (including 5G and hybrid 4G/LTE/5G) and non-telco applications, providing data collection, aggregation, and correlation.

Alignment with TM Forum Open APIs

- TMF 620 Product Catalog Management
- TMF 635 / TMF 677 Usage Management / Usage Consumption
- TMF 637 Product Inventory
- TMF 654 Prepay Balance Management
- TMF 666 Account Management
- TMF 670 / TMF 676 Payment Method / Payment Management
- TMF 678 Customer Bill Management

- **Group account plans for B2B.** Simplify enterprise payment relationships with group-level bill-time discounting, adjustments, and charges.
- **Pricing and discounting at any hierarchy level.** Monetize differentiated B2B services with pricing and discounting defined at parent/child levels.
- **Multiple bill unit support for wholesale parents.** Configure wholesale hierarchy parents with multiple bill units and apply ad hoc charges with independent billing/invoicing.

Billing-first rollout; expand into charging consolidation

Start with Cloud Scale Billing and expand by deploying Cloud Scale Charging using out-of-the-box integration to maximize ROI.

Accelerate AI-driven innovation

Deploy AI use cases faster with an open, extensible AI/ML integration framework that supports your preferred AI infrastructure. Data, training, and prediction services ingest and engineer billing/usage data, train and version models, and deliver real-time predictions via APIs for applications or AI agents. A reference implementation for next-best-offer recommendations is included and extensible to customer needs. Example use cases include churn prediction, bill-shock alerts, revenue assurance and fraud detection, usage anomaly detection, credit risk scoring, collections optimization, revenue forecasting/CLV prediction, and predictive maintenance.

Summary

Oracle Cloud Scale Billing is a cloud native solution that lets service providers bill for anything at any scale. It cuts cost and complexity, improves digital billing experiences, and accelerates revenue growth and innovation.

Cloud scale performance

A cloud native billing performance test for 10 million enterprise accounts on Oracle Cloud Infrastructure measured:

- 2.29 million billing accounts per hour
- 680,000 invoice accounts in eight minutes.

[Read the 10 M performance test report \(PDF\)](#)

[Learn more about the reference architecture on Oracle Cloud Infrastructure](#)

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