

Oracle Communications Billing and Revenue Management

Communications and digital service providers must introduce new services and commercial models while controlling billing complexity, protecting cash flow, and improving customer experience. Oracle Communications Billing and Revenue Management (BRM) helps simplify revenue operations—from commercial design and invoicing through payments, collections, settlement, and financial reporting—while creating trusted revenue context for increasingly intelligent, governed operations.

A productized foundation for billing and revenue operations

BRM is the billing and revenue management product within Oracle Cloud Scale Monetization. It supports the revenue lifecycle from offer and pricing design through account management, billing, invoicing, payments, receivables, collections, settlement, revenue assurance, and reporting.

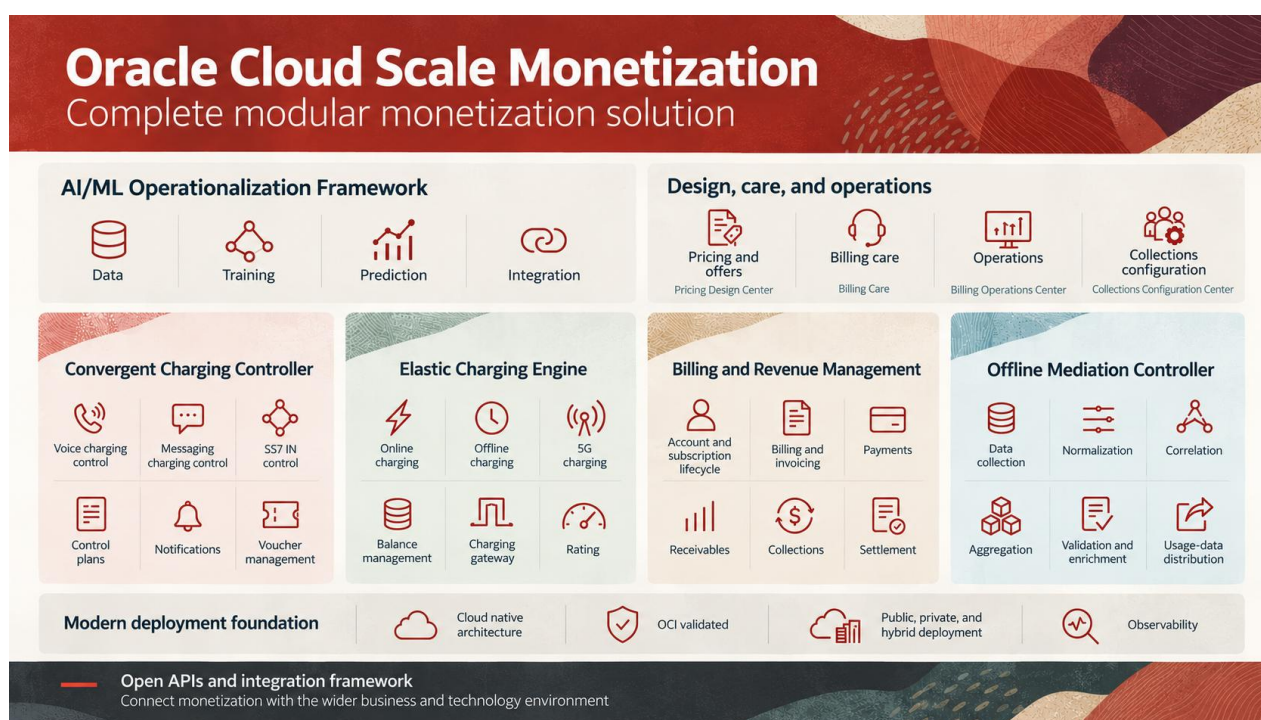


Figure 1. The diagram shows BRM as the Cloud Scale Monetization foundation for account and subscription lifecycle management, billing and invoicing, payments, receivables, collections, and settlement.

Improve revenue operations while supporting growth

- **Adapt commercial models with greater control.** Configure offers, prices, account relationships, and payment arrangements for consumer, enterprise, wholesale, partner, subscription, and usage-based services.
- **Strengthen billing efficiency and time to cash.** Manage invoicing, payments, receivables, collections, disputes, and settlement through controlled operational processes.

- **Create trusted revenue and finance context for intelligence.** Give revenue operations, customer care, and finance teams the information needed to understand billing activity, investigate issues, and manage revenue processes with greater traceability. This trusted context can support customer- and partner-built AI/ML use cases through the Oracle Cloud Scale Monetization AI/ML Operationalization Framework, including its next-best-offer reference template.

Providers can deploy BRM independently to address a billing and revenue-operations priority. They can integrate it with established charging, digital, and enterprise environments, or expand it with Oracle Communications Elastic Charging Engine and Oracle Communications Offline Mediation Controller as requirements evolve.

BRM was selected to demonstrate experience in a very robust industry such as telecommunications, and we see in BRM the architecture that we need to implement our new direct-to-consumer strategy but also to expand this business in the future.”

Renata Pessoa

Director of Corporate Solutions, Grupo Globo

Design offers and manage commercial relationships

BRM helps providers define and manage the commercial rules behind services, offers, and customer relationships.

Product catalog and pricing

Pricing Design Center provides a web-based environment for defining product offers, prices, discounts, and rating rules. Teams can create reusable pricing components across recurring, one-time, and usage charges, including tiered, volume, time-based, location-based, and attribute-driven models.

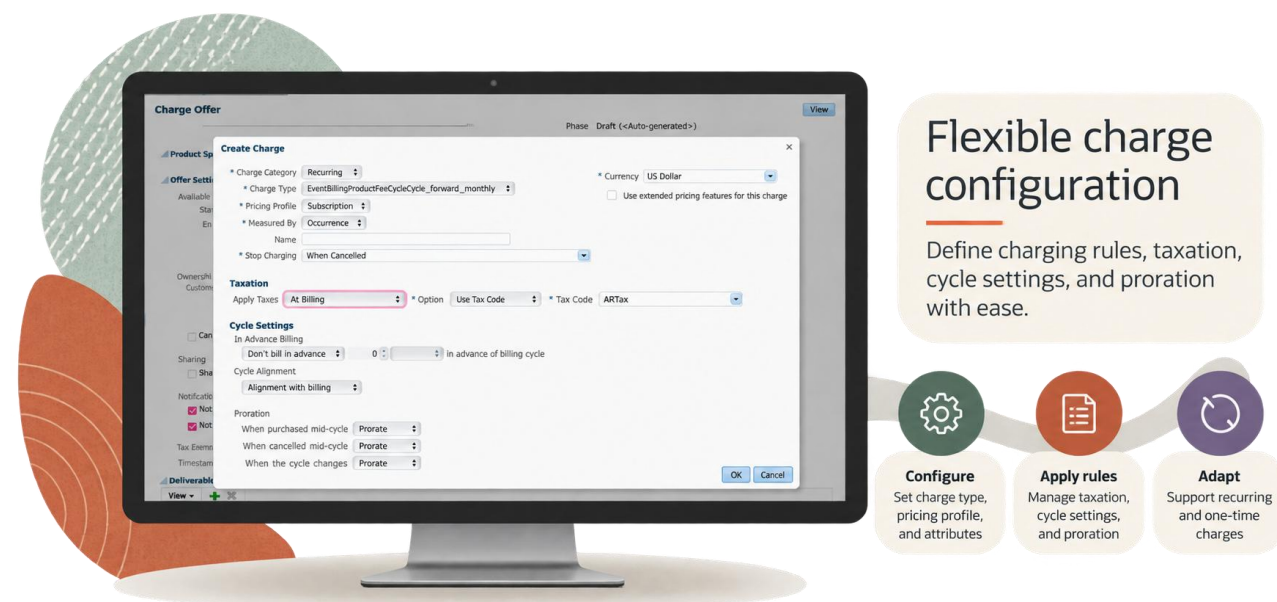


Figure 2. BRM's Pricing Design Center allows business users to launch digital offers with design-time flexibility.

Pricing Design Center also supports account-specific price overrides at offer subscription. This enables differentiated commercial treatment without requiring teams to create unnecessary catalog variants. It can integrate with broader product-catalog and digital-business processes through REST APIs and applicable TM Forum Open APIs.

Account, service, and subscription management

BRM manages customer, subscriber, and service lifecycles, including bundles, entitlements, eligibility, credit profiles, invoicing preferences, taxation, and currency policies.

Sharing groups support pooled offers and charge or discount sharing across services and accounts. These capabilities help providers manage the commercial relationships required for consumer, enterprise, partner, and wholesale services.

Bill, collect, settle, and maintain financial control

BRM provides the operational processes that help providers turn commercial activity into billable, collectible, and reportable revenue.

Billing and invoicing

BRM supports periodic, on-demand, in-advance, delayed, trial, and corrective billing processes. It supports proration, taxation, discounting, and consolidated invoicing across services.

For complex business billing, proforma invoicing enables a receiving company to accept, reject, or dispute invoice items before finalization. This can help providers progress agreed payments while managing disputed items in high-value B2B billing scenarios.

Payments, receivables, and collections

BRM supports payments, accounts receivable, debt collections, installment plans, deposits, payment reversals, adjustments, and refunds. Providers can manage payment methods and preferences, apply collection policies, and support promise-to-pay arrangements for overdue balances.

Configurable collections processes can include reminder notifications, late fees, service restrictions, agency escalation, and write-offs. These capabilities help providers apply controlled collection treatment while supporting appropriate payment options and customer relationships.

Settlement and finance processes

BRM supports configurable settlement models, remittance rules, and revenue-sharing arrangements for partner-led, wholesale, and multi-party commercial models.

Revenue reporting, general-ledger codes, and configurable mappings help support finance-visible revenue processes. BRM can integrate with Oracle Fusion Cloud ERP or other financial systems to support downstream financial processing and reporting.

Revenue assurance and operational insight

Built-in audit processes, reporting, and dashboards help providers examine billing activity, safeguard transaction integrity, identify trends, and investigate potential revenue issues using trusted monetization data.

Support complex commercial models

BRM supports the account relationships, billing arrangements, and payment structures required as providers expand beyond conventional consumer services.

Consumer, subscription, and usage-based services

Support recurring, one-time, and usage charges; discounts; invoices; payment arrangements; and customer account management across a range of services and commercial models.

Enterprise and B2B billing

Support complex parent-child account hierarchies, group billing relationships, multiple bill units, shared charges and discounts, and differentiated pricing at appropriate hierarchy levels. These capabilities help providers manage the commercial structures required by larger enterprise customers.

Partner, wholesale, and B2B2X monetization

Support settlement, revenue sharing, and multi-party billing relationships for wholesale, reseller, partner, and B2B2X models. BRM can help providers manage the billing, payment, and settlement arrangements needed as they introduce new partner-led services.

Give business, operations, collections, and care teams greater control

BRM includes web-based applications that help teams configure and manage key revenue processes.

Collections Configuration Center

Collections Configuration Center provides centralized, browser-based access to collections configuration. Teams can define and maintain debt-collections scenarios, including the rules and actions that guide collection treatment for overdue accounts.

This gives collections teams a consistent environment for configuring processes while retaining operational control.

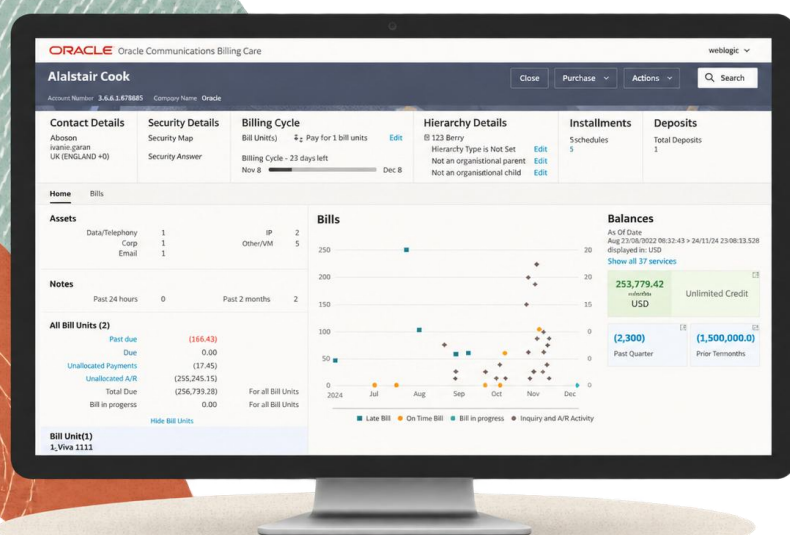
Business Operations Center

Business Operations Center provides a web-based console to schedule and run billing, invoicing, payment, refund, general-ledger, and catalog-synchronization jobs. Metrics, dashboards, reports, and failure analysis help operations teams monitor, troubleshoot, and control critical billing and revenue-management processes.

Billing Care

Billing Care provides authorized users with a unified view of customer billing, payments, accounts receivable, balances, bill history, installments, deposits, collections, disputes, and related care actions.

This helps customer-service and billing-care teams investigate questions, resolve billing issues, and manage account activity from a consistent operational view. REST APIs provide an integration path for customized care experiences.



Complete customer 360 view

Access billing, usage, payments, and account details in one place for faster, more informed customer care.

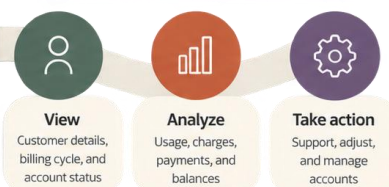


Figure 3. Billing Care gives CSRs a unified view of customer billing, payments, A/R, balances, and bill history.

Connect billing and revenue operations to the wider environment

BRM is designed to participate in an open monetization and digital-business environment.

When a deployment requires high-scale, real-time converged charging, BRM can be deployed with Oracle Communications Elastic Charging Engine. This helps connect charging, account management, billing, and downstream revenue operations while retaining a modular adoption path.

Oracle Communications Offline Mediation Controller can provide controlled, normalized, enriched, and traceable usage data for charging, billing, revenue management, and operational processes where required.

BRM supports integration with digital channels, CRM, order management, payment systems, product catalogs, partner ecosystems, and enterprise applications through APIs, business events, and a documented SDK. It aligns with TM Forum Open APIs across relevant product catalog, usage, product inventory, prepaid balance, account, payment, and customer-bill domains.

Operationalize AI/ML using trusted revenue context

BRM provides authoritative billing, account, offer, payment, receivables, collections, and settlement context that helps explain how services and commercial relationships become revenue. The Oracle Cloud Scale Monetization AI/ML Operationalization Framework helps customers and partners use this trusted monetization context to build focused, domain-grounded AI/ML use cases on their preferred AI infrastructure.

Its Data, Training, and Prediction services support the preparation of monetization data, development and management of models, and delivery of model outputs into appropriate applications or workflows. The framework's next-best-offer reference template demonstrates how trusted account, offer, pricing, billing, and usage context can support relevant recommendations for customers or business users.

Customers and partners can extend the framework for their own use cases, subject to their data, models, integrations, validation, business rules, permissions, and governance. The framework does not provide packaged autonomous-action, fraud, churn, or collections-optimization products; people, policies, and authoritative systems remain in control of decisions and actions.

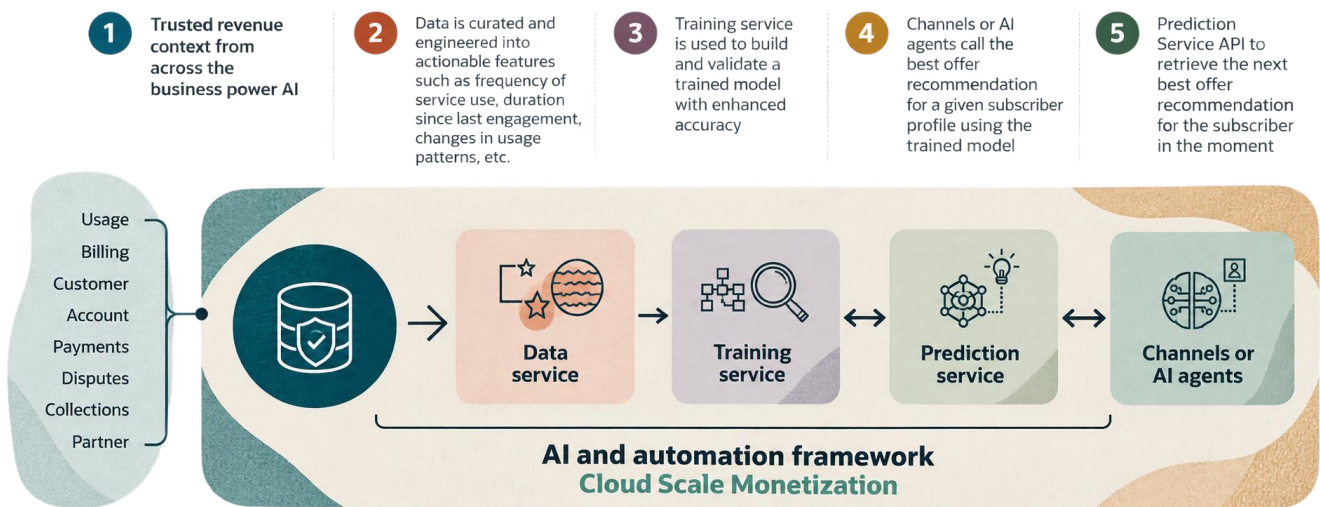


Figure 4. AI-enabled Next Best Offer (NBO) in action using the AI / ML Operationalization Framework.

Deploy and evolve at a pace that fits the business

BRM supports on-premises and cloud-native deployment models. Its containerized, Kubernetes-orchestrated architecture supports modern operational practices, including Helm-based deployment, observability and logging, horizontal scaling, and CI/CD flexibility.

Providers can begin by modernizing billing and revenue operations while established charging systems remain in service. They can then expand toward integrated charging, usage-data mediation, digital-channel, partner, and finance capabilities as business priorities and migration readiness evolve.

Part of Oracle Cloud Scale Monetization

Oracle Cloud Scale Monetization is a complete, modular monetization solution that brings together converged charging, billing and revenue management, usage-data mediation, and service control. Its products can be deployed independently or together, enabling providers to address a priority today and extend their monetization environment over time.

Summary

Oracle Communications Billing and Revenue Management helps communications and digital service providers strengthen billing and revenue operations as services and commercial models evolve. From offer and pricing design through invoicing, payments, receivables, collections, settlement, and revenue insight, BRM provides a productized foundation that can be deployed independently and expanded within Oracle Cloud Scale Monetization.

Learn more

Learn more about Oracle Cloud Scale Monetization at oracle.com/cloud-scale-monetization

Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com**. Outside North America, find your local office at: **oracle.com/contact**.

 blogs.oracle.com

 facebook.com/oracle

 twitter.com/oracle

Copyright © 2026, Oracle and/or its affiliates. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle, Java, MySQL, and NetSuite are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.