CASE STUDY OF AN INTERCONNECT IMPLEMENTATION ON PORTAL INFRANET

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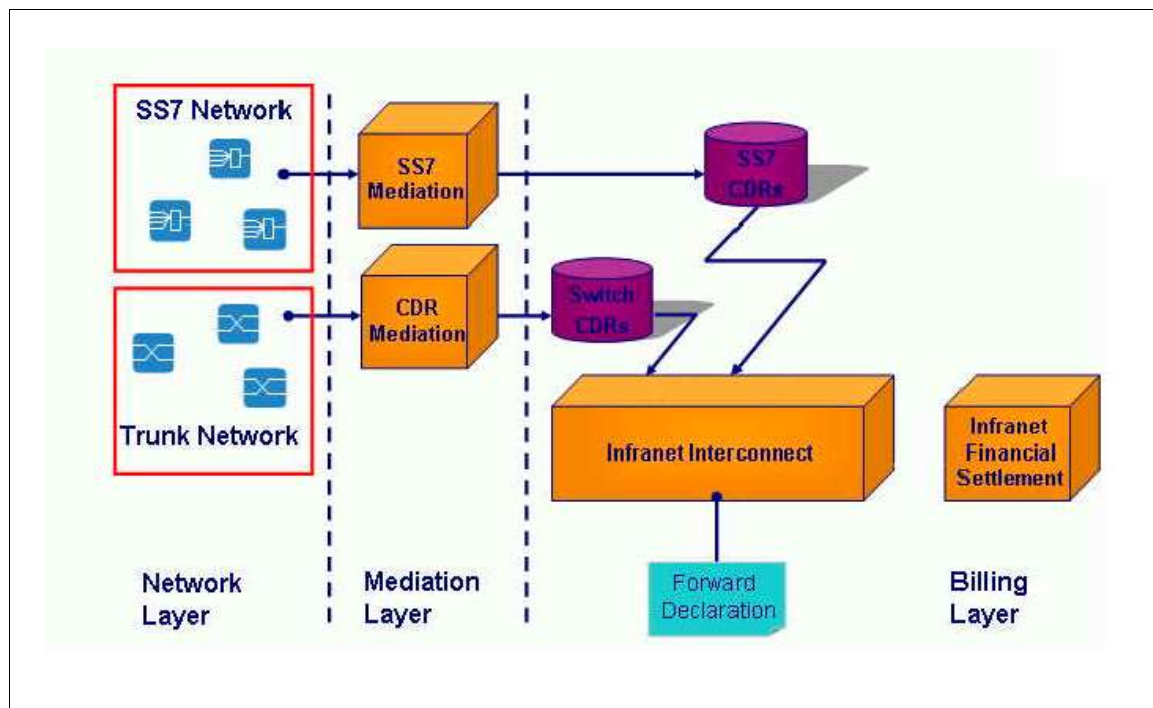**New Delhi- 110016**
INDIA

The client is the third biggest operator in Philippines providing fixed line, national long distance and international long distance services and ISP services in all provinces of Manila.

Challenge

The client was operating three different in-house systems for interconnect settlement with over 110 partners with over 15 million CDRs per month.

The client was facing revenue leakage problems because of hardwired preprocessing of data, inaccurate dispute management and limited reporting capabilities. There were no reconciliation features also among the international carriers, domestic carriers and the retail billing system.

Solution

Post Mediation and Rating

Over 10 different CDR formats coming from about 15 switches were used for rating. Functionality was provided to run test rating before moving new rate plans in production. Settlement functionality was provided for Toll-Free, Operator assisted paid/collect, PCO and calling card calls also.

Billing

Partners had volume commitment as well as volume discounts to be applied on quarterly or half yearly basis. Different invoice formats were generated for domestic and international partners.

Dispute Management

A multi-step dispute management process was implemented for partners. Partner invoices were also captured in the system and disputes were created based on a recovery rate ratio. Amendments could be generated from the system and a process for CDR bashing for each service was also provided.

Trading

Bayantel provided refiling service for voice traffic to international carriers throughout the world. The system was configured so that carriers could upload new termination rates directly in the system after verification from the traffic management group. Real time reports were generated for measuring traffic volume and routing profitability.

Revenue Assurance

CDRs from the retail billing system and from probes on trunks were reconciled against CDRs from switches used for calculating invoices in the system.

Reporting

Various reports as required by the management like aging, general ledger, profitability and disputes handling reports were provided from the system.