

# CITINet



## BILLING SOLUTION FOR INTERNET SERVICE PROVIDER

*CITINet Billing Solution for Internet Service Provider is based on the award-winning market-leading billing and rating platform, which can help you to gain the revenue in short time.*

*CITINet was founded in 2000 as a subsidiary company of City University of Hong Kong, which are one of the associated companies of CityU enterprise and set up to commercialize the R&D results.*

*As a pioneer IT services and global provider of technology integration services in Telecom systems, we provide you the professional IT services for R&D project management, customer care and billing system for Telecom operators.*

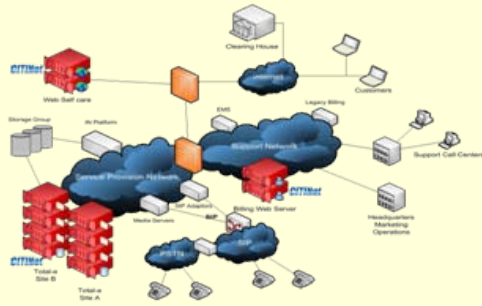
*We aim at helping our clients to turn their vision into results via our high quality IT services and solutions. We understand your business issues and our goal is to help you to improve business performance via providing high quality IT services and solutions. What we provided can optimize process workflows and solve your current issues.*

*Whether you are visiting our website to consider CITINet as a trusted advisor, business partner, investment or employer, thanks for taking the time to learn more about our company.*

CITINet ISP Billing solution is powerful enough that very little it can not do. It might be the easiest packages to get up and running. Never mind its complex functionality, it is ease to use and control. Here we provide you the comprehensive solution, including customer care, service management, rating and billing, authority management, settlement, commissions and royalties. By taking advantage of the existing untapped information, you can know and own your customers. And for its scalability, you can upgrade your business with the system smoothly and in short time, which can save your cost as well as the time on competition. We provide the compatible API which can ensure the interoperability with the existed systems or external systems, like digital rights (DRM) and content management systems, credit card interfaces and more.

In the always-on world of broadband, customers expect more and more: streaming fast bandwidth speeds, voice services, video services, a rich multimedia experience. Whether delivered over fiber, cable, DSL, satellite or BPL, broadband access is rapidly becoming the online marketplace for digital goods and services.

Total-e solves the billing problem by enabling service providers - incumbents, new entrants and municipalities - to transform their simple access service into a true multimedia marketplace with triple-play, quad-play, multi-play offerings.



- End-to-end managing VoIP, IPTV, content, gaming, internet access in one system
- Real-time rating engine + radius (or diameter) enables prepaid and postpaid really working same services, price plan, promotion and discount in one system

### "Any Service, Any Time™" offerings

## Total-e

<p>Telecomm</p> <p>Mobile Wireline NGN VoIP</p>	<p>Datacomm</p> <p>ISP Wifi WiMAX Value Added Services</p>	<p>Entertainment &amp; Content</p> <p>IPTV Cable/Satellite VoD / PPV/nPVR Broadcast Gaming Gambling</p>	<p>Utilities Infrastructures</p> <p>Gas Electricity Water Rentals</p>
Retail Offerings Management			
Revenue Sharing Models			
Interconnect Settlement			

Total-e architecture enables any new service readily created from pre-existing building blocks. Eliminates the need to re-engineer core functionality - using an ever-growing library building blocks, new plugs can be assembled.

## ISP Billing Highlights

### Customer Acquisition and Retention

Capturing subscribers' information to recognize and keep track of your customers, including subscription and renewal terms, services, prices and discounts, financial data, and payment history. Treat with these untapped information to personalize new offerings, up and cross-sell and care for your customers. Such capability provides a powerful means of maximizing revenue.

### Payment Processing and Collection

Credit card authorization and authentication, all inclusive e-commerce and micro-payment support with interfaces to leading credit-card clearing houses.

## We own the best

### Comprehensive Solution

Offering customer care, service management, rating and billing, rights management, settlement, commissions and royalties. Total-e ISP Billing solution enables internet service provider to own and own their customers by taking advantage of existing untapped information.

### Shortened Time-to-Revenue

Total-e ISP Billing is an out-of-box solution which has fully billing functionalities. Just install and run.

### Low Total Cost of Ownership

CITINet works with you to create a mutually beneficial business model.

### Partner Management

Define and manage the partner as well as channels, and set the commission payments to them which provides a full view and control of the entire value chain.

### Revenue Optimization

Diverse revenue models including subscription, trials, prepaid, online, purchasing, use on demand, usage-based schemes (i.e., duration, points, wins, etc.).

### International Users

Multi-language, multi-currency, multi-taxation and support for multiple payment methods.

### Scalable Turnkey Solution

Total-e ISP Billing Solution is a carrier-grade product with multi-tier, distributed and fault-tolerant transaction-based architecture. Futuremore, it offers benchmark-proven scalability.

### Seamless Implementation

The comprehensive API layer ensures interoperability with external systems, including digital rights (DRM) and content management systems, credit card interfaces and more.

## Architecture & Design

Multi-tier Architecture

Multi-platform servers

Advanced software engineering concepts and design patterns

Fault tolerant Systems

Object Oriented

## ISP Billing Specification

### Subscriber

#### Subscriber management

- Account hierarchy management
- Multiple accounts per subscriber
- Financial information

#### Subscription life cycle management

(create, renew, extend, cancel, suspend)

#### Rights management

Authentication

#### Accounts receivable

(Open item/balance forward)

- Refunds
- Invoicing and payments (multiple methods)
- G/L interface

#### Credit card authorization

#### Customer care tools

- Notes and workflow management
- Activity logs
- Search mechanism
- Security mechanism
- Trouble ticketing

### Connect

- User-friendly predefined database views
- Fully dynamic APIs for system extensibility and interfaces (using XML and Java)
- Provisioning capabilities
- Interfaces to commercial payment gateways
- General ledger interface
- Interfaces to leading content management and digital rights management systems

### Billing

- Cycle billing (any time period/frequency)
- Micro-payment support
- On-demand billing
- Real-time billing
- Full audit and rollback capabilities
- Automatic payments (credit card)
- Invoice production

### Partner

#### Channel management

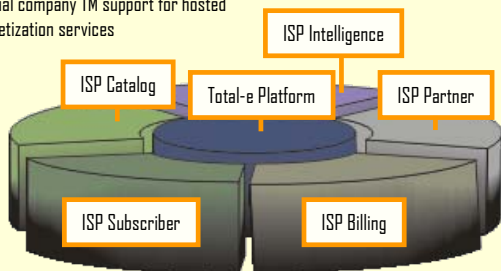
- Agreement management
- Revenue tracking (subscriber, promotion)
- Event or revenue-based commission

#### Branding and virtual company

- Branded offerings for virtual companies and channels
- Cleaning of subscriber payments on behalf of partners
- Production of channel-branded bills
- Virtual company TM support for hosted monetization services

### Intelligence

- Standard predefined reports (demographics, sales, financials, etc.)
- User customized reports (using Crystal Reports, business intelligence solution)



### Catalog

#### Subscriber definition

- Flexible time period
- Time or activity-limited free trials
- Auto-renewal

#### Flexible pricing plans

- Catalog price plans (for all consumers or filtered for affinity groups)
- Tailored pricing (per customer)

#### Flexible rating methods

- Periodic fee
- Pay by usage
- Stepped rating (over volume or time)
- Free Usage
- Other diverse models

#### Packages and promotions

- Distinct offers (services, prices, discounts) per affinity group
- Time-limited packages

#### Discounts

- Multi-level discounts defined in Catalog or independently per subscriber or service instance

#### Multi-currency