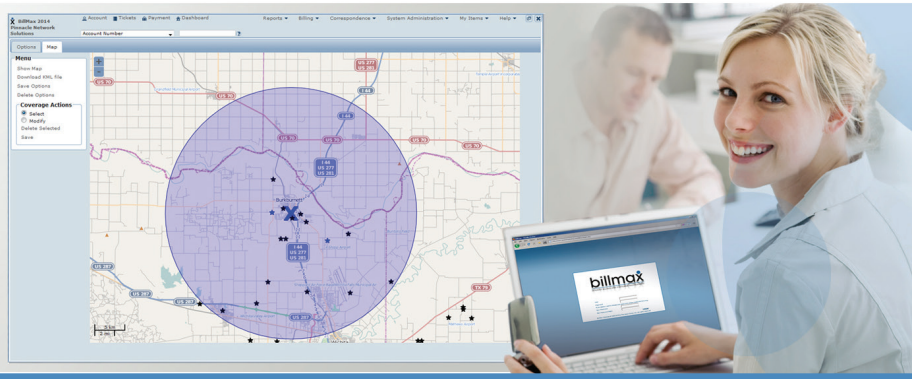


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INTERNET BILLING AND
CUSTOMER MANAGEMENT



An advanced billing, provisioning and customer care application for Internet Service Providers

No doubt about it, running an ISP business is not for the *faint of heart*. Whether big or small, as a provider, you are faced with a multitude of challenges on a daily basis. Having the right tools, partners and business processes for your business are critical to your success.

With BillMax 2016, every critical aspect of a service provider's business is covered.

Targeted Solution

BillMax is designed specifically for running your Internet Provider business. It manages virtually every task in the customer's life cycle with your company. Using BillMax, your company can implement a consistent and easy to administer automated workflow that improves customer service, reduces costs and administrative overhead.

Benefits at a Glance

- **Improve account receivables** – Eliminate late paying customers
- **Lower operating costs** – Do more with fewer personnel
- **Enrich customer experience** – Improve communication and eliminate service errors
- **Empower customers** – Customer self management via web portal
- **Compete in the market** – Support sales initiatives
- **Leverage expertise** – Understand and report business state and outlook

Key Features

- Automated billing, document fulfillment, payment processing and service provisioning
- Retail statement and invoice bills delivered via email, post and outsourcing services
- Recurring subscription, prepaid and usage-based billing
- Comprehensive bill and payment timing options
- Customer trouble ticketing and web portal
- Automated delinquency processing
- Sophisticated reporting for provider and government authorities
- Customizable with source code and APIs

About BillMax Billing Solutions

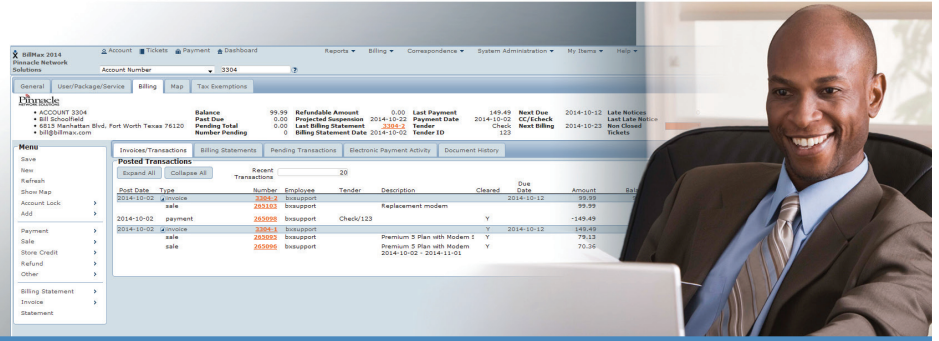
For well over a decade, BillMax Billing Solutions has provided software technologies and consulting services for successful Internet Service Providers. Having worked with 100's of clients worldwide, BillMax Billing Solutions has the know how and experience to assist clients with best practices and process workflow. Since the beginning, our approach has always been to offer superior service, and not just software.

What's New in BillMax 2016:

- Comprehensive and generalized (multi-switch) VoIP billing and CDR processing.
- Subscriber file management; Files of any type can now be uploaded to customer accounts and services then viewed or downloaded.
- Vastly improved Geocoding module with greater accuracy and support for countries other than the USA.
- Enhanced support for FreeRadius Radius Accounting; Use of Merit Radius server no longer required.
- Guarantor accounts; One or more accounts may be paid by a parent account. Useful for multiple bill but single payment scenarios.
- Public Option Sets; Allows saved reports and form submissions to be saved and used by all CSRs.

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BillMax 2016 Product Specifications

Account Receivables Due Date

- Specific day of month
- Number of days

Administration

- Nightly reports
- Db integrity checks/repair
- Numerous activity logs
- Email alerts
- Testing tools

Application Interfaces

- CSR
- Customer portals

Architecture

- Web application
- Apache
- MySQL
- Open source technologies

Automatic Fees

- Late payment
- CC and ACH declines
- Postal

Asset Management

- Track and allocate assets to services
- Physical device inventory
- IP addresses

Automation

- Billing
- Discounts
- Electronic payments
- Service availability
- Customer notices

Auto Payment Processing

- Credit card
- ACH
- Tokenization
- IPPay
- Authorize.Net
- Other major gateways
- PCI compliance

Auto Payment Timing

- Specific day of month
- Number of days

Bill Delivery

- Multiple destinations/account
- Email
- Printer
- Fulfillment provider

Bill Document Types

- XML
- PDF
- XHTML
- Text
- Styled by XSLT

Bill Timing

- Fixed day of month
- Anniversary
- Separate bills by sales type
- Balance and time thresholds

Billing Sale Types

- Pre-bill subscription
- Usage based
- Prepaid
- One time

Customer Care

- Trouble ticketing
- ServerPlus Integration
- Self-help web portal
- Automatic notices

Customer Web Portal

- View/Pay bill
- Update account
- View past statements/invoices
- Order new service
- Edit/view trouble tickets

Customization/Integration

- Customizable interfaces, documents, programs
- Source code
- Documented APIs
- Soap/XML web services

Data Model

- Company (branding)
- Profile (business rules)
- Account (billed entity)
- User (authorized user/service location)
- Service (provided service)

Delinquency Rules

- Automatic suspension
- Notices
- Late fee

Geocoding / Maps

- Automatic geocoding of service addresses
- Service location maps
- TowerCoverage Integration

Integrated Radius

- Real-time processing
- Bill usage
- Modify service state
- Monitor usage

Presentation Formats

- Retail statement
- Invoice
- Transactional statement

Provisioning

- Programmable
- Support for multiple systems

Reports

- Sales (accrual, cash)
- Account Receivables
- Deferred revenue (report prebilled service revenue when earned/delivered)
- Payment
- Refund
- Credit memo
- Sales tax
- Custom SQL
- FCC 477

Security

- Secure logins
- Role-limited access
- Activity logging
- Limited shell access/need
- No root user
- AES encrypted credit card and bank account numbers

Server OS

- Linux

Service Plans

- Individual or package-based
- Dozens of configurable settings
- Major settings include: standard and promotion pricing, subscription/service cycle length, deposits, quantity, expiration date, usage and prepaid options, bill timing, sales classification, provisioning fields and options

Taxes

- Multi tax/item
- Tax by service and location
- Amount/percentage exemptions
- Account and Service taxability
- Apply by item or invoice



The next generation of BillMax:

An advanced billing, provisioning and customer care application for Internet Service Providers