

# Build a better business. Because BillMax.

Do you need software designed to manage your customer's life cycle that is scalable, value priced and reliable? Billing and customer care are essential to your company and BillMax is written to automate these processes to reduce errors and offer better service. BillMax will help you gain insight into your business so problems don't multiply. **With its innovative platform, BillMax is the only WISP software that delivers a foundation strong enough to build your business on. It's a better solution. Because BillMax.**



## Benefits of Better

BillMax is a targeted software, designed specifically for running your ISP business. Using BillMax, your company can implement a consistent and automated workflow that improves customer service, reduces costs and decreases administrative overhead. **And better billing means better business.**

## KEY FEATURES

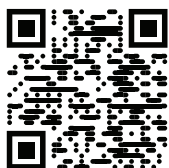
- Automated billing, document fulfillment, payment processing and service provisioning
- Retail statement and invoice bills delivered via email, post and outsourcing services
- Recurring subscription, prepaid and usage-based billing
- Comprehensive bill and payment timing options
- Customer trouble ticketing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

## About BillMax

Since 2000, BillMax has provided an innovative billing solution paired with flexibility, customization and client support. Above all, we listen to your feedback to consistently make BillMax better than the rest.

## WHAT'S NEW IN BILLMAX

- CDR billing for multiple vendors and support of the FCC 499 report using minutes, Safe Harbor or Traffic Study numbers
- Fees based on the city, state, country, tax region or POP of the client
- Percentage-based Invoice Fee
- Expanded POP and AP functionality – custom fields, ticketing and searches
- Automatic emails confirming payments
- Upgraded underlying technology in support of PCI Compliance
- Promotions for a given time period
- API for retrieving usage data from Preseem
- Integration with IPPay credit card updater and echeck return features
- Integration of Tower Coverage Prequalify API and Service Availability API into the Customer Portal



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**billmax**  
Internet Billing and Customer Management

# BillMax 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 and 499

## 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

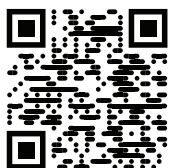
- Linux

## 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



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