



## A Comprehensive and Affordable Solution for Your Telecommunications Business

PhoenixSoft's CMS Convergent Billing and Customer Care Server offers the most comprehensive and flexible solution available today in the telecommunication industry, regardless of price. The client/server-based solution delivers unmatched power, speed and versatility. System modules include call rating and tariffing, customer care, provisioning, accounts receivable and work order/trouble ticket processing. In addition, we provide export capability to your general ledger and financial packages.

### Software Architecture

The CMS Billing software uses Delphi and ANSI C programming. This combination of languages provides an easy-to-use application interface, yet maintains the required level of reliability and performance. The client GUI application runs in any Windows '98/2000 or NT environment. The database server runs under Windows NT or UNIX.



### Hardware Architecture

The CMS Billing solution runs on hardware that utilizes industry standard, industrial grade network servers. This allows for any advances in hardware to be seamlessly integrated into new and existing systems (hot swappable power supplies and hard drives, RAID mirroring, dual CPU boards, etc.).

### Switch Compatibility

The CMS Billing software is compatible with any switch that provides CDR (call record detail) data, whether owned and operated by you, your LEC, long distance provider, or any other provider. In the event that unique integration is required, we will write and provide a complete interface to suit individual needs.

### Customer Support

CMS product support is available. Our knowledgeable staff is on-call for customer support via our toll free number or on site. Customers may choose a level of support to meet their needs up to 24-hours a day, seven days a week.

### Call Rating

The CMS Billing call management software system offers an unlimited capacity for call rating and the number of call rating tables you can have or use. While the CMS Billing system includes a complete set of the most commonly published and used rate tables, it also offers the flexibility for designing customized rate tables or increasing/decreasing any existing table by either a percentage or a price. In addition, the software provides for automatic updating of rate tables.

### Call Rating Features

- Automatically polls and processes multiple locations
- Pricing based on horizontal and distance calculations
- DDD, IDD, WATS, OCC tariffed rates or user-defined
- Discounts or mark-ups allowed based on billing ID, (telephone number, authorization codes, or credit cards) as well as volume discounts by customer
- Time-of-day, day-of-week sensitive pricing
- Calls rated in user-defined increments (as small as one second)
- Trunk dependent pricing to allow carrier reconciliation
- Ability to define pricing on specific phone numbers such as 1-900, 1-976 or interzone calling
- Calculates all telecommunications tax services, such as Alantax, via Vertex tables or user defined tables
- Supports multiple CDR formats and can be processed either on-line or through batch processing polled files
- Interfaces with LEC or OCC 9-track magnetic tape which allows automatic tracking of long distance calls made over central offices
- Allows manual editing of call records
- Provides necessary reports to allow accurate analysis of trunk utilization, calls NPA/NXX, usage by lata and bands, calls by customer/phone number or account code
- Allows multi-media output for billing such as paper, magnetic tape, CD, floppy disc or microfiche
- Interfaces with billing, accounts receivable, general ledger, work order processing

## Billing

The CMS software offers a complete billing system that produces easy to read telephone bills for your company and its customers. The billing system integrates with accounts receivable and other modules to maintain payments received and current balances.

## Billing/Accounts Receivable Features

- Provides customer invoicing based on a monthly or user-defined cycle
- Bills for recurring and one-time charges such as monthly service, equipment, service packages and installation charges
- Automatic proration of billing/service charges for customers whose service starts or stops mid-cycle
- Tax calculations based on tax codes assigned to individual billing services
- Tracks deposits by service and customer
- Unlimited number of service codes which allows billing for service, equipment and miscellaneous other services (e.g. fax, telex, voice mail, etc.)
- Supports multiple billing locations
- Adjustments and payment processing supports either open item or balance forward accounting methods
- Accepts credit card payment processing via the Internet
- Automatically applies finance charges to delinquent customers
- Provides accounting reports (bank deposits, aged accounts receivable, revenue summaries, delinquent accounts, customers over credit limits, etc.)
- Allows multi-media output for billing/reporting such as paper, CD, magnetic tape, floppy disc or microfiche
- On-line retrieval of customer account history
- Optional user-defined invoice format
- Interfaces with call processing, accounts receivable, accounts payable and general ledger
- Invoicing via the Internet

## Account Data Base

You can maintain a completely integrated customer database that enables use of that information together with any other module. With the CMS Billing system, there's no need to re-enter information anywhere a second time. The customer data screen holds an abundance of information including memos on the account, customer or extension.

## Taxes

The CMS Billing solution provides for all federal, state and local taxes, user defined tax tables or interfacing with Vertex.

## Accounts Receivable

With the CMS Billing solution, you have the ability to record payments, credits, debits, maintain ongoing balances and bill monthly.



## Payment Processing

Payment processing may be accomplished in a single or batch entry form. Individual payments received may be keyed in quickly and efficiently, or from a tape or disk media sent to you by a bank or lock box service. Accounts are automatically reconciled and ready for next billing.

## Credit and Collections Management

Credit and collections management inputs and tracks payments, schedules, billing and payment history, prints late notices and letters, and advises when to interrupt or disconnect service. The faster you collect, the greater your opportunity of creating a financially successful business.

## Work Order/Trouble Ticket

The Work Order/Trouble Ticket module is an efficient means of scheduling work and keeping track of installation, equipment and labor costs. It also enables you to track problem resolutions within a structured, detailed reporting environment. This system includes data sensitive trouble reports as well as information on technician rates and performance. The Work Order Module integrates with the Billing Module to post chargeable items and to bill customers for work performed.

## Provisioning

This feature allows you to automatically notify LECs, CLECs, long distance carriers or internal departments of adds, changes or deletions of services assigned to customers.

## Internet Services

The CMS Billing server allows users to invoice, make payments or look at past invoices via the Internet.

## Why PhoenixSoft ?

Since 1985, PhoenixSoft has been a leading software developer providing innovative switching, billing and voice application solutions. We bring our 20-year track record and extensive call management expertise to each network deployment. We're able to address the full spectrum of requirements ~ from integrating enhanced services within an existing network configuration, to an end-to-end communications network solution. Headquartered in Phoenix, Arizona, PhoenixSoft designs telephony solutions specifically to help service providers of all sizes integrate low-cost, yet feature-rich solutions that easily integrate within a variety of network configurations.

# PHOENIXSOFT

## Customer-Driven Solutions Since 1985...

For more information, contact:

Paul Amick at PhoenixSoft, Inc.,  
202 E. Earll Drive, Suite 140, Phoenix, Arizona 85012, USA  
Tel: +1-602-788-6100, Fax: +1-602-279-8933, Mobile: +1-602-791-7345  
E-Mail: sales@phoenixsoft.com