

Bill Shock

Post-paid accounts, that are those accounts billed in arrears, currently provide subscribers and communication service providers with limited visibility and control of spend. New services, roaming costs, overage charges, unfamiliar business models, and third-party content providers, all have the potential to increase instances of bill shock and subscriber bad debts. While unlimited service plans have gone some way to providing subscriber peace of mind, it is still not unusual for customers to only be aware of their service spend when they receive their bills.

Openet Bill Shock solution enables service providers and subscribers to place flexible spending limits on post-paid accounts, make usage balances available in real-time, and trigger notifications when thresholds are reached. These monetary restrictions protect subscribers from overspending, service providers from bad debt, and reduce customer complaints and churn.

SUBSCRIBER SPENDING CONTROL AND VISIBILITY

To prevent shocks from unexpectedly high bills, service providers can enable subscribers to have real-time control and visibility over their spending by service and when roaming. Subscribers can self-configure monetary limits, view real-time usage balances, and set monetary limits by service or for when they are roaming. Central to avoiding 'bill shock' is timely communication of usage information. Operators and subscribers can configure thresholds to trigger notifications to be sent in the appropriate format for the customer. The solution manages monetary balances in real-time, net of appropriate bundles, tax, discounts etc., so that whenever a specified threshold is reached, spend alerts can be sent, and usage restrictions applied, with configurable options to override a limit.

BETTER CREDIT CONTROLS

Bad debt affects customers' credit history and increases service providers' liabilities. Previously when subscribers incurred bad debts for a post-paid account, service was either terminated or a pre-paid account was offered to control risk. Openet provides an alternative. It allows a subscriber to maintain the convenience of a subscription-based account, but safeguards a service provider's revenue by placing a limit on the expenditure that can be incurred. Subscribers can subsequently extend their spending limits by pre-paying their bills through the use of a refill facility.

IMPROVE CUSTOMER EXPERIENCE

For many service providers, billing questions are one of the top issues handled by their customer care organizations. Restrictions on expenditures give subscribers the peace of mind of having a predictable monthly spend on their account. Openet provides a flexible, configurable solution, for service provider employees or subscribers to self-sufficiently set spending limits, view balances, receive spend alert notifications, or override a limit for post-paid accounts. Openet Bill Shock improves the customer experience, by enabling service providers to ensure customers feel in control of their costs, while ensuring that essential services such as emergency calls, or certain specified numbers e.g., call to parents, remain accessible to customers.

MAKE THE MOST OF EVERY NETWORK AND CUSTOMER

Attract subscribers, provide them a great experience, maximize revenue from them, and minimize the cost to serve them. Sounds simple until you try to do it with millions of subscribers supported by inflexible legacy infrastructure amidst an ever-changing set of business requirements. To succeed in this environment, you must first know your subscribers and how they use your services, be capable of deploying innovative business models that maximize revenue, and be able to control the allocation of your network resources intelligently and efficiently. This is Making the Most of Every Network and Customer. And Openet can help with our Service Optimization Software. We provide this today for operators such as Vodafone, Orange, AT&T, Verizon and dozens of others across the globe.

OPENET FRAMEWORK

Openet products are built on the Openet Framework which gives our products their name and is the foundation for our suite of Service Optimization Software.

The Framework provides carrier-grade performance, as proven by the world's largest service providers to process billions of events daily and manage thousands of transactions per second with low latency.

Openet products and solutions integrate seamlessly with any network, enabling service providers to deploy highly configurable, convergent solutions to support voice, data, content, and multimedia services on one platform. Openet's suite of products includes policy management, mediation, charging, rating, balance management, profile management and dynamic context router.

SOLUTION DELIVERY SERVICES

Getting the Most Out of Your Investment

Simply put, Openet Solution Delivery Services leverage our focused expertise and highly specialized engagement processes to help you realize the full potential of your investment in Openet solutions. And, therefore, extract the greatest possible business value from your network activity. Our teams are deeply versed in the requirements for deploying and customizing our solutions to maintain performance at scale, while enabling service providers to launch new services quickly and cost-effectively.

A PROVEN FOCUS ON THE NETWORK EDGE

Openet focuses on network-edge solutions that extract increased business value from network activity. Combining highly specialized Solution Delivery engagements with Openet's industry-leading Framework and products, Openet enables today's service providers to rapidly introduce new services, while cost-effectively managing services already in market.

A PARTNER TO LEADING SERVICE PROVIDERS WORLDWIDE.

Openet implementations include long-running engagements with the world's leading service providers, including Verizon, AT&T, BT, and Orange.

