

# Traffic Accounting and Revenue Assurance

17 - 21 August 2015  
Maputo, Mozambique



COMMONWEALTH  
TELECOMMUNICATIONS  
ORGANISATION

## Overview

This five-day course explains the concepts of traffic accounting and revenue assurance principles and how they are applied within existing operational support systems (OSS) and business support systems (BSS). Participants will learn how to locate, analyse and extract traffic accounting from call data records (CDR), before being introduced to the revenue settlement process.

For more information  
about this course, or to  
register, contact us on:  
**Tel:** +44 (0) 208 600 3800  
**Fax:** +44 (0) 208 600 3819  
**Email:** [h.muchando@cto.int](mailto:h.muchando@cto.int)



## OBJECTIVES

- Understand current OSS and BSS overview and role
- Learn about CDR and mediation servers
- Learn the revenue settlement process
- Understand telecommunication fraud management
- Learn about billing and revenue sharing
- Master the functionality of mediation process and related KPIs

## TARGET AUDIENCE

Staff of telecom operating companies engaged in retail and interconnect billing, operator handling, cashiering, credit control and accounting systems.

## COURSE OUTLINE

### **Current OSS and BSS**

- Overview of OSS and BSS
- Functionalities of OSS and BSS
- Importance of OSS and BSS

### **2CDR and mediation servers**

- Introduction to CDR of different sources
- Introduction to mediation process
- KPI in mediation process

### **Traffic accounting from CDR**

- End to end CDR transformation and reconciliations
- KPIs in billing of CDR
- Revenue accounting

### **The revenue settlement process**

- Introduction of prepaid vs postpaid settlements
- How to have healthy collection ratios
- Handling your debtors

### **Billing and revenue sharing**

- Revenue sharing scenarios
- Revenue sharing agreements
- Accounting of revenue sharing transactions

### **Analysis of a settlement contract between operators**

- Introduction to interconnect billing and invoicing
- Settlement options and netting
- Prepaid operators handling

### **Automating the settlement process through electronic data interchange (EDI) systems**

- Settlement options in Telco
- Payment update and accounting

### **Fraud management**

- Introduction to telecom frauds
- Prevention and detection

## COURSE TRAINERS

### **Anoma Perera**

Anoma is a qualified Chartered Accountant (ACA) and holds a Masters Degree specialised in finance from the University of Colombo, Sri Lanka. For the past six years she has worked as the Deputy General Manager, Revenue Assurance of Sri Lanka Telecom (SLT), which is the premier ICT solution provider of Sri Lanka. She has been working in the field of telecommunications for thirteen years and has been involved in the implementation of key IT projects in SLT such as revenue assurance and fraud management system, BSS implementation and upgration, OSS and CRM systems. Anoma has conducted several workshops on revenue assurance and fraud management in Malaysia and USA. She was the team leader of revenue assurance and fraud management residential workshop conducted in China for Asian countries in 2012.



## Registration Form

### Personal Details

Mr/Mrs/Ms/Other \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_  
 Job Title \_\_\_\_\_  
 Organisation \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ Postcode \_\_\_\_\_ Country \_\_\_\_\_  
 Tel. \_\_\_\_\_ Mobile \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_  
 Authorising Line Manager's Name \_\_\_\_\_  
 Authorising Line Manager's E-mail \_\_\_\_\_

Event ID: 7996 07 August 2015

### REGISTRATION DEADLINE

### 3 SIMPLE WAYS TO REGISTER!

Fill in and fax this form back at  
+44 20 8600 3819

Call the programme team at  
+44 20 8600 3800

E-mail the programme team at  
programmes@cto.int, quoting the course  
"Event ID" above.

### NEED HELP?

Call us now on +44 20 8600 3800  
or e-mail the Programmes team at  
programmes@cto.int

### Payment Options

1. Select Delegate Rate (please refer to the list of CTO members/PDT Partners provided overleaf)

	Standard Rate	Early Registration by: 03 July 2015
CTO Members	<input type="checkbox"/> £750	<input type="checkbox"/> £700
Others	<input type="checkbox"/> £1,150	<input type="checkbox"/> £1,100

2. Payment Mode (choose from either Invoice, Bank Transfer, Cheque, or Credit Card)

Invoice  
Invoice me at the above address  
 (Discounts do not apply, payment  
 must be received by us prior to the above  
 event's start date)

Bank Transfer  
To: Coutts & Co., 440 Strand, London WC2R 0QS, UK  
 A/c Name: CTO; A/c Number: 83675071  
 Reference: GB72COUT18000208367507  
 Sort Code: 18-00-02; Swift Code: COUT GB22

Cheque  
Cheque enclosed,  
 payable to "CTO HQ"

Credit Card: Visa / Mastercard (circle as appropriate)

Card Holder's Name \_\_\_\_\_

Card Holder's Billing Address (if different from above) \_\_\_\_\_

Card Number

Valid From     Expiry Date     3-digit security code on back of card

### Signature

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature \_\_\_\_\_

### Additional Information

To help us improve our services to you and your organisation, please tell us more about you and your organisation.

<b>Your role in the organisation</b>	<b>Your area of work in the organisation</b>	
<input type="checkbox"/> Strategic/executive	<input type="checkbox"/> Business development	<input type="checkbox"/> Marketing and sales
<input type="checkbox"/> Planning	<input type="checkbox"/> Corporate affairs	<input type="checkbox"/> Public relations and corporate communications
<input type="checkbox"/> Control	<input type="checkbox"/> Customer service and care	<input type="checkbox"/> Regulatory and legal affairs
<input type="checkbox"/> Operational	<input type="checkbox"/> Engineering and technical management	<input type="checkbox"/> Telecoms network management
	<input type="checkbox"/> Financial, purchasing and investor relations	<input type="checkbox"/> Human resources
<b>Your organisation type</b>	<input type="checkbox"/> IT/IP management	<input type="checkbox"/> Other
<input type="checkbox"/> Government	<b>Your organisation's service areas</b>	
<input type="checkbox"/> Regulator	<input type="checkbox"/> Fixed network/services	<input type="checkbox"/> Broadcasting
<input type="checkbox"/> Operator	<input type="checkbox"/> Mobile/wireless network/services	<input type="checkbox"/> Value-added services
<input type="checkbox"/> Manufacture	<input type="checkbox"/> Satellite network/services	<input type="checkbox"/> Support
<input type="checkbox"/> Other	<input type="checkbox"/> Internet	<input type="checkbox"/> Other services

### Summary Terms and Conditions

The CTO will endeavour, as can be reasonably expected, to ensure that the course is delivered to meet delegates' expectations. Registration is subject to availability and payment received by the deadline where specified, or else before the course start date, whichever applies. Dates may be subject to changes. Travel, accommodation, daily transportation to venue, subsistence and other costs are the sole responsibility of the delegate and are not included in the above fees. Applicants are responsible for their visa arrangements and other formalities wherever required. Course bookings may be cancelled at the discretion of the CTO or its partners. Applicants paying by bank transfer are responsible for bank charges and any other such costs and should ensure the exact amount in GBP Sterling is credited in the CTO bank account. Applicants requiring additional information prior to their booking should ensure they provide sufficient time before the booking deadline. Cancellation rules apply, as summarised below. For a full version of our Ethical Framework or our Terms and Conditions, please visit our website at www.cto.int

### Cancellations / Refunds

For delegate cancellations/withdrawals, the following refund rules apply:

- 31 days or more prior to event: the full amount less a handling charge of 10% or a minimum of £55, whichever applies
- 30 days or less prior to event: no refund

For CTO cancellations/withdrawals, delegates are entitled to a 100% refund within 60 days of the withdrawal/cancellation. Refunds will be made by bank transfer only.

### Data Protection / Privacy

The CTO does not sell, rent or lease its customer information to third parties. We may, from time to time, contact you on behalf of a third party/partner about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party/partner. In addition, we may share your information with trusted partners to help us perform statistical analyses, send you by e-mail or postal mail, provide customer support, or arrange for deliveries or other such services. All such third parties are prohibited from using your personal information except to provide these services to the CTO and they are required to maintain the confidentiality of your information. For more information about our privacy policy, visit our website at www.cto.int.

Fax it back to +44 20 8600 3819, or return to the CTO at programmes@cto.int.