

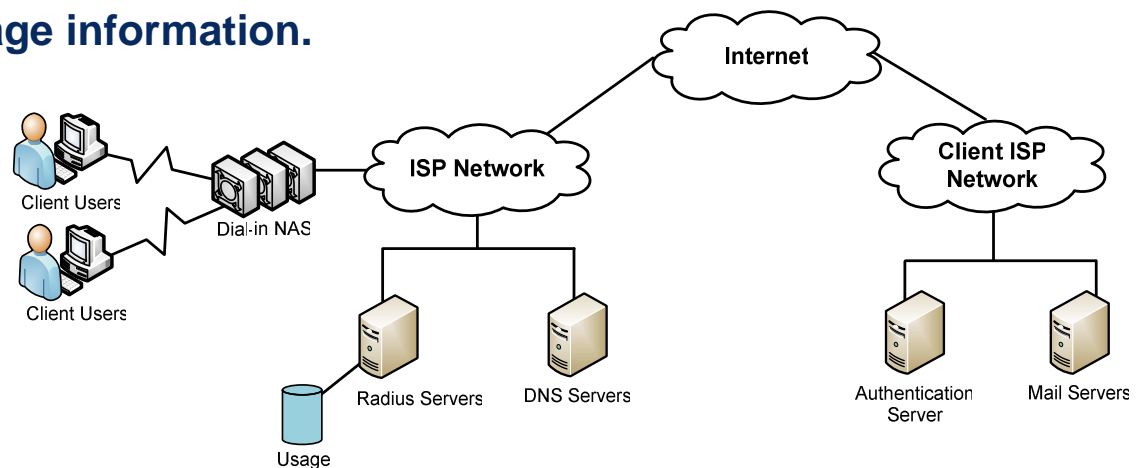


# Internet Dial Minutes Client Solution

Powered by ASC Contracts™

# Internet Dial Minutes (IDM)

- Internet Service Provider (ISP) had a national network infrastructure to facilitate dial up connectivity to the internet.
- ISP resells or wholesales this dial up connectivity to other ISP's.
  - Establish wholesale client contract & contracted rates.
  - Configure network to authenticate using client servers.
  - Capture session usage information.
  - Rate and bill client.



# Business Challenge

- **Operational inefficiencies:**
  - paper intensive contract management process
  - lost or misplaced contracts, order re-issues, faxing of contracts, no automated renewals etc.
  - lengthy contracting process affected sales cycle
- **Major billing discrepancies and Revenue Leakage:**
  - missing contracts and contracted rate information
  - unbilled or under-billed services
  - billing accuracy lower than 25% in some cases
- **Compliance and Legal Risk issues**



# Solution Overview

- Client application leveraging ASC Contracts™ to:

- Capture and manage customer contracted data and order activity.

- Collect usage.

The screenshots illustrate the ASC contracts web application interface. The top window displays the 'IDM Customer Service Agreement (In Service)' page, which includes a navigation menu (Service, CMA, Profile, Orders, Invoices, Schedule L) and a description of the service. The middle window shows the 'IDM Customer Profile (Completed)' page, featuring a navigation menu (Profile, Orders, Invoices) and contact information. The bottom window displays the 'IDM Customer Orders' page, which includes a table of orders and a 'Comments' section with a barcode.

Form	Revision	Create Date	Revised Date	Status
O-10007-001	4	2002-05-02 12:58:47 J Desrochers	2004-08-17 10:44:40 Morcos Soccar	Completed
O-200659-002	2	2007-05-30 16:54:36 J Desrochers	2007-05-31 14:11:14 J Desrochers	Completed
O-200659-003	2	2007-06-01 10:48:21 Brian Lee	2007-06-01 10:51:19 Brian Lee	Completed



# Solution Overview (cont)

- Apply customer contracted per minute and fixed rates.
- Generate and host billing detail and summary reports and processable billing files.
- Mechanized transfer of generated processable billing record files to Amdocs billing system.

The screenshot displays the ASC contracts website interface. The main page shows 'IDM Customer Invoices' with a navigation menu and a table of report categories. Two overlapping Internet Explorer windows show detailed reports.

**Top Window: ASC Internet Solutions Inc. Realm:ascusf**

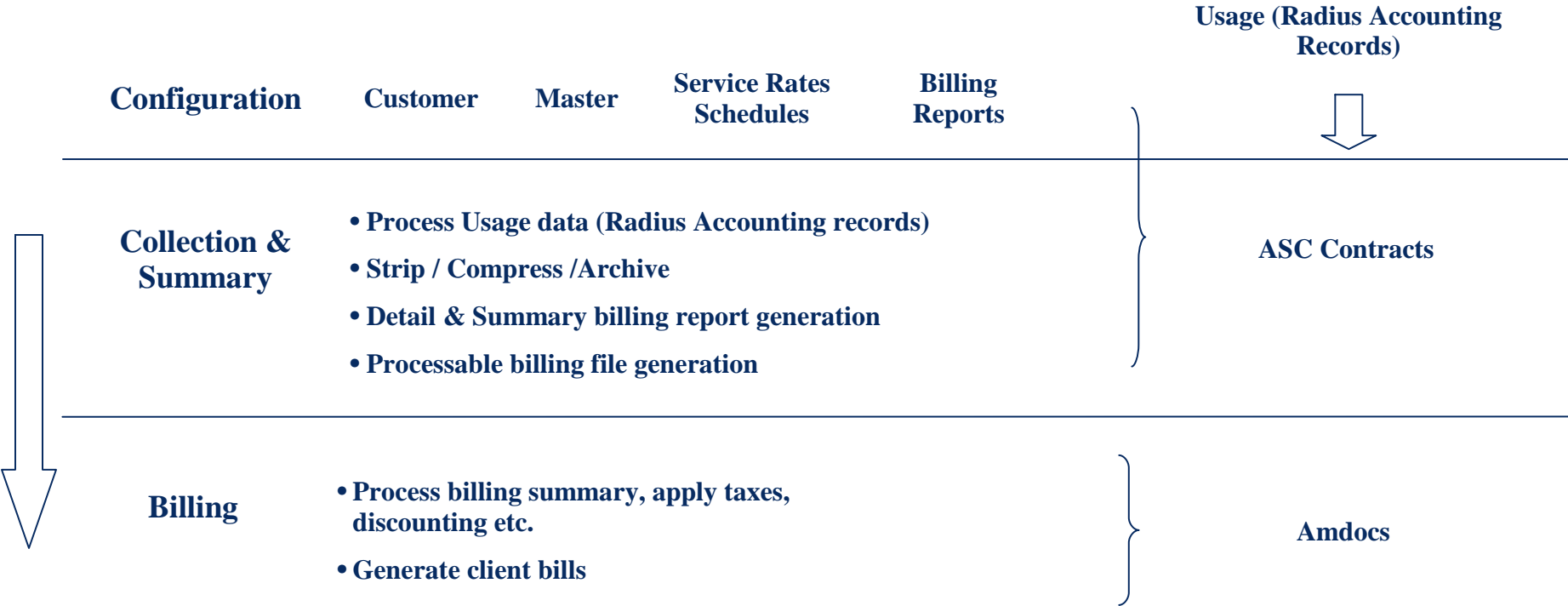
User ID	Date	Time	Minutes
mboddy@nexusisp.com	2005-04-01	00:00:05	0:45
donc777@nexusisp.com	2005-04-01	00:01:56	15:36

**Bottom Window: ASC Internet Solutions Inc. Realm:ascusf**

User ID	Total Minutes	Usage Charge	Sessions	Per User Fee	Total
2aculmate@nexusisp.com	152:43	0.00	11	8.00	8.00
3047501@nexusisp.com	9877:04	0.00	360	8.00	8.00
Bruce.Henderson@nexusisp.com	379:33	0.00	21	8.00	8.00
Chris@nexusisp.com	909:44	0.00	19	8.00	8.00
FraserEV@nexusisp.com	1142:09	0.00	18	8.00	8.00
Garzu@nexusisp.com	80:12	0.00	6	8.00	8.00
Greg@nexusisp.com	79:51	0.00	4	8.00	8.00
Gruven@nexusisp.com	1526:18	0.00	11	8.00	8.00
KSCountryStore@nexusisp.com	786:16	0.00	39	8.00	8.00
LargoFarm@nexusisp.com	1893:58	0.00	53	8.00	8.00
Liana@nexusisp.com	1650:31	0.00	27	8.00	8.00
Maria@nexusisp.com	7235:48	0.00	134	8.00	8.00
Mitch@nexusisp.com	1130:45	0.00	41	8.00	8.00
Nemo@nexusisp.com	5154:28	0.00	92	8.00	8.00
Steve@nexusisp.com	2407:54	0.00	71	8.00	8.00
Sus@nexusisp.com	705:38	0.00	28	8.00	8.00
Sylvia@nexusisp.com	1204:58	0.00	43	8.00	8.00
adasilva@nexusisp.com	10545:28	0.00	162	8.00	8.00
adventurist@nexusisp.com	862:18	0.00	66	8.00	8.00
ajarbut@nexusisp.com	2893:31	0.00	46	8.00	8.00
alanbray@nexusisp.com	15258:52	0.00	110	8.00	8.00



# Solution Overview (cont)



# Benefits

## ✓ **Cost Reduction and Revenue Generation**

- Assures billing accuracy.
- Allows for successful invoicing.
- Allows for usage analysis and billing discrepancy resolution.
- Eliminates revenue leakage.

## ✓ **Operational Efficiencies – Cost Savings**

- Automates paper intensive contract management process.
- Improves compliance, enforces business rules.
- Bar coded signed contract images ensure authenticity and accuracy.
- Automates change management process.
- Automated monthly collection and rating of usage data.
- Invoice data generated automatically and transferred to billing department.
- Mechanized monthly generation of detailed and summary ISP billing and usage reports.
- Adhoc and scheduled reporting.

## ✓ **Speed of Implementation and Ease of Use**

- Easy to use web based application.
- Scalable and configurable to suit individual needs.



# Summary

Leveraging the ASC Contracts™ application, client implemented an Internet Dial Minute (IDM) solution to:

- Capture and manage customer agreements and order activity.
- Enforce business rules and improve compliance.
- Collect, analyze and process the usage data with a proven and automated methodology.
- Apply contractual rates to the usage data with complete accuracy.
- Generate monthly invoice data.
- Provide invoice data to billing systems for processing.
- Provide on-line access to Detailed and Summary ISP Billing and Usage Reports.
- Capture and manage historical information.



# Contacts

**For more information Contact:**

- **Ann Ainslie (U.S.A.)**

**Ann.Ainslie@ASCnet.com**

**Tel: (613) 599-2087 ext. 244**

**Mobile: (613) 371-7349**

- **Curly Lippa (Canada and Global)**

**Curly.Lippa@ASCnet.com**

**Tel: (416) 461-6752**

**Mobile: (416) 561-7070**

