

Billing System Functionality Self-Assessment

**Current State Rating: 0 Not Applicable; 1 Highly Dissatisfied; 2 Dissatisfied; 3 Neither Dissatisfied nor Satisfied; 4 Satisfied; 5 Highly Satisfied*

**Level of Importance: 0 Not Applicable; 1 Low Importance; 2 Medium Importance; 3 High Importance*

FUNCTION	OPTIMIZED CAPABILITY	CURRENT STATE RATING 0 – 5*	LEVEL OF IMPORTANCE 0 – 3*	RESULT
Self-Service Portal	Customer can view history			
	Customer can pay - permission to review / approve invoices			
	Customer can see progress toward next threshold: <ul style="list-style-type: none"> • Discount Tier • Contract Commitment 			
Offer Creation	New offers can be deployed in hours or days			
Enterprise Function Alignment	New Products/ Pricing/ Discounts/ Rebates/ Commissions/ Business Lines can be launched when Finance/ Marketing/ Product/ Sales/ Operations need them to be launched			
Payment Providers	All major payment providers supported			
Messaging Platforms	Ability to communicate with customers through all channels (print, email, mobile, social media)			
Support Numerous Types of Billing	Ability to support multiple types of billing in one application <ul style="list-style-type: none"> • Prepaid • Postpaid • Subscription • Usage Based Rating • Metered 			
Billing Operations	Invoice Production Cycles are performed in hours (not days)			
IT	All Billing system feeds / interfaces are optimized and /or automated			
Application Security	Security & Privacy Certifications			
	Defense against cyber attacks			
	Password & API encryption			
	Two-Factor Authentication			
	Control over user permissions			

	Usage of third-party payment platforms			
	Audit Trail of all user activity captured			
Information Security	<ul style="list-style-type: none"> • SSAE 18 Compliant • Sarbanes-Oxley Level 1 & 2 Compliant 			
	Customizable Reporting			
Reporting & BI	KPI's & Automated Reporting			
	Actionable Customer / Third-Party Intelligence			