

STREAMLINED BILLING:

The Key to Building Subscriber Satisfaction



The market size is expected to grow to **\$8.22 billion by 2021** at an annual rate of **27 percent** from 2016 to 2021.

A NEED FOR DIGITAL TRANSFORMATION

Too many communication service providers depend too heavily on outdated billing processes for their ever-expanding array of products.



A survey found that in 2016, only **44 percent of telcos** said they planned on changing or replacing any of their billing systems over the next **18 months**. 12 percent of respondents had more than **1,000 discrete systems** for managing revenue.

This reluctance to consolidate, integrate and innovate is sure to impact how these business collect revenue, credit accounts and generally satisfy customers, resulting in lost profits and avoidable cash flow problems.

COMMON TELECOM BILLING ISSUES

8 out of 10 subscribers have errors on their telecom bills. On average, the following mistakes constitute about **14 percent** of their total spend:



METERING AND DATABASE ERRORS:

Metering malfunctions (such as double metering), charges for incomplete calls and transcription errors.



INCORRECT CHARGES:

Charges other than those quoted to subscribers or contract renewals with monthly invoices that do not include lower rates.



TAX ERRORS:

Fees applied to bills despite exemptions or local tax statutes, such as incorrect taxes applied to usage charges. Taxes and related surcharges could represent as much as **28 percent** of a subscriber's total bill.

A STREAMLINED SOLUTION

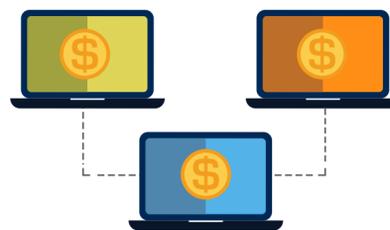
An all-in-one billing solution can address these and other common telecom billing issues with the following:



Automate the transactional complexity to assemble and provision service offerings.



A cloud-based system that permits scaling on demand to meet the particular processing requirements of different providers.



The ability to manage multiple billing cycles to more effectively measure resources, balance workload and smooth cash flows.



Load and rate usage in real time and on-demand reprocessing to eliminate billing delays.



IDI BILLING SOLUTIONS

IDI Billing Solutions offers a billing and operations support system that improves efficiency, reduces errors and expenses, increases ROI and lets telecom service providers succeed in a competitive market. Contact IDI today to find out more.

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Sources: ¹<https://www.slideshare.net/saurabhiim/telecom-billing-market-landscape-61981685> | ²Gartner - "North American MSBs Seek Cost-Saving Opportunities" as supported by the following: <http://www.streetdirectory.com/etoday/gartner-reports-telecom-bills-are-riddled-with-errors-ucuwcp.html>; <http://www.financialops.org/documents/11703/15888/How+Telecom+Invoice+Automation+Can+Reduce+Costs>; <http://www.fprus.com/telecom/index.htm>. | <http://www.nefiber.com/blog/telecommunications-billing-storry-behind-surcharges/http://www.idibilling.com/> | <https://www2.deloitte.com/us/en/pages/technology-media-and-telecommunications/articles/telecommunications-industry-outlook.html> | <http://www.smbceo.com/2017/01/27/corporate-billing-errors-cost-consumers-millions/>