#	Feature Description
1	Rate Plans:
1.1	Multiple rate plans can be configured simultaneously. Each rate plan would have an independent & configurable:
1.2	Talk time value
1.3	Talk time validity period
1.4	Recharge grace period
1.5	Late recharge period (max.); The late recharge fee & frequency of deduction would be configurable
1.6	Access Level -Local /STD/ISD -Thresh hold level definition
1.7	Rental amount & period
2	Charging:
2.1	Each rate plan would have an independent billing pulse for airtime charging. Also ability to charge differently for the first 'X' seconds.
2.2	DoT charges at actual as per the DoT pulse rate. Air and Land can be keyed in separately
2.2.1	eg : For local calls < 180 secs only one DoT pulse rate would be charged; locals calls > 180 secs but < 360 secs would be charged as 2 DoT pulse rates & so on. Air and Land charges can be keyed in separately
2.3	DoT component of STD / ISD calls would be charged at actual as configured.
2.4	Differential DoT PPU can be configured for different rate plans (I-e) for Rate Plan A, the PPU for land can be configured as 1.2 & for Rate Plan B, the PPU for land can be configured as 2.3
2.5	Ability to charge differently for incoming & out going calls & type of calls {i.e. ISD / STD / mobile to mobile) as per time of the day & as per rate plan. The same is also applicable for weekend calling & on national holidays. Configuration of weekends & holidays should be rate plan specific.
2.6	Weekends & holidays would be configurable. Some holidays would be configured as generic -i.e. it is not required to reconfigure them year after year -eg: Republic day, independence day, Gandhi Jayanti
2.7	Products such as Happy Hours can be configured based on above-mentioned parameters.
2.8	No charging upto 5 secs for incoming calls as per regulations. If the MTC call is greater than 5 seconds then charging will be for the full time
2.9	Charging for rentals:

F E A T U R E   L I S T

2.9.1	The rental amount & period would be configurable as per rate plan as described above. Option would be given to:
2.9.2	Deduct rentals only if the balance is > zero and if the subscriber is within the talk time validity period. Or
2.9.3	Deduct rentals irrespective of the balance and irrespective of whether the subscriber is within the talk time validity period or grace period or late recharge period.
2.9.4	"X" amt can be deducted for "N" days can be configured, which could be used as daily/monthly rental or rental for every "N" days
2.10	Ability to charge differentially for the calls originated/terminated to/from as configured
3	Ability to move from one rate plan to another through the front end screen with a fee
3.1	The fee would be made configurable.
3.2	The subscriber would be charged as per the new tariff plan chosen. Also the Local/ STD /ISD access would be as per the tariff plan chosen.
3.3	The difference in the rentals between the old & new rate plan to be calculated & either credited or debited from the subscribers balance
4	Toll free numbers:
4.1	Can be 3 digit, mobile or PSTN nos. Calls to & from these nos. will not be charged or can be charged at special rates. Also calls to & from Customer Care & recharge centre will not to be charged.
5	3 digit numbers:
5.1	Airtime would be charged as applicable as per rate plan. Dot charges at actual
6	Recharging:
6.1	Ability to generate PINs, print directly on coupons, distribute coupons to distributors, mark coupons as bad, generate a soft copy of the codes & sl nos.
6.2	The recharge history is to be maintained customer wise as well.
6.3	Ability to recharge from the front-end screen, IVR also through SMS.
6.4	Validity(s) of the card would begin from the date of the first call as per the talk time validity period, grace period, late recharge period of the rate plan in which the subscriber is now. Change of rate plan would not alter these validity dates.
6.5	Multiple recharges through multiple coupons:
6.5.1	Each coupon would have an independent validity & grace period.
6.5.2	There would be no shelf life of either the cards or coupons. {i.e. if the first call is not made or if the coupon is not used}

6.5.3	On recharging the positive balance would be carried forward. – ve balances would be carried forward under all circumstances.
6.5.4	On recharging the talk time validity & grace period is would be calculated from the date of recharge as per the recharge coupon validity(s). The system would then take these new dates and compare with the previous dates. The higher of the two dates would be taken.
6.5.5	The grace period would also be applicable for the first call as per the rate plan.
6.5.6	Recharging would be allowed if recharged within the late recharge period.
6.6	Recharging would be instantaneous. Also reactivation of services will be instantaneous.
7	Balance Enquiry:
7.1	IVR:
7.1.1	Easy online availability of balance to customer from the IVR { from mobile phone only} -The following information would be given -the cost of last call, talk time balance & talktime & Card expiry dates.
7.1.2	The language option would be given at the end and this option would be stored by the system so that the next time the subscriber calls the balance will be played directly in the language last played the last time /stored.
7.1.3	The same information will also be available on the front end screen
7.2	SMS Using DB Interface:
7.2.1	Balance Enquiry can also be got through SMS by typing a predefined keyword to a predefined number. The third party SMS would use DB Interface to interact with the INfinet Platform.
8	Charging for VAS
8.1	Each subscriber would have an option of choosing from a basket of VAS eg. Itemized billing, VMS, Call Hold, etc.
8.2	The subscriber would be charged for the VAS chosen by them. VAS Charging would be done from VAS providers using XML / DB Interfaces
8.3	Option to charge the subscriber on a daily / monthly basis or event based
8.4	Charging for VAS would be independent of each other
8.5	Charging for VAS would be independent of the tariff plan
8.6	If charging is done on a daily basis no pro-rating is required
8.7	If charging is done on a monthly basis either pro-rating for the days opted for during the calendar month or for the full calendar month to be charged
9	Changeover from one tariff plan to another en-mass
9.1	This feature would be used during launch of new tariff plans / airtime promotions.

F E A T U R E   L I S T

9.2	Option would be given to choose -
9.2.1	Tariff plan to be changed
9.2.2	Tariff plan to which it is to be changed
9.2.3	Flexibility to either migrate all the cards in the rate plan or only those cards who have not made their first call
10	MCO
10.1	Calls would be allowed to specify destinations only from a particular PoP. (Through tariff plan level)
10.2	Pulse would be configurable till at least the 2$_{nd}$. Decimal. (Through tariff plan level)
11	Services/schemes related features:
11.1	Customer Promotion:
11.1.1	Bonus airtime (configurable as absolute value or as %) on cards or coupons for a defined period and rate plans/ coupon denominations. Bonus can be given with first call or on recharge.
11.2	MSNs (Friends & Family):
11.2.1	Ability to configure 2 local and mobile nos {of the same network} as F&F which is charged as a % of the normal outgoing rate for the rate plan. The % applicable is configurable.
11.2.2	Ability to configure friends & Family no. through the IVR
11.2.3	The IVR & front-end screen would allow for the nos to be changed subsequently with a fee.
11.3	Location (zone) based Differential Charging (Home Zone):
11.3.1	Airtime charge for calls made from or received while in predefined cell or set of cells will be charged at discounted rates from the normal airtime rate to offer Home Zone rates in few select towns based on cell site based pricing
11.3.2	Discount will be specified as % of normal airtime rate applicable under the rate plan. Discount can be different for out going and incoming calls made from the home zone.
11.3.3	Applicability of home zone will be tariff plan specific. Set of cell ids will be called as home zone. It will be possible to attach more than one home zone to a subscriber. It should be able to specify, at a rate plan level, how many home zones a subscriber can opt for.
11.4	Differential charging, based on Origin/Destination of the call (Mobile to Mobile):
11.4.1	Mobile-to-Mobile allows the subscribers to avail discounts on the Airtime on originating/terminating a call to/from the destination series configured.
11.4.2	Subscription to the services is through Front End.
11.5	Call Management Services to be supported (Call Hold, Call Wait, Call Conference)

FEATURE LIST

11.6	MLD:
11.6.1	Ability to configure origin to destination charging with the flexibility to charge or not to charge for airtime for each destination. On some rate plans MLD benefit would be applicable & on others it would not be applicable
11.7	Automatic bonus recharge
11.7.1	The objective of this feature is to incentivise high usage. A bonus will be given, at the end of every month, to those subscribers who recharge for more than a certain value during a calendar month. This will lead to enhancement of ARPU.
11.8	Loyalty programs
11.8.1	If the subscriber in a particular rate plan(s) is active in the network for "a" days / calendar months from the date of first call & recharged for more than Rs.x then Rs.y of z % of Rs.x would be given as a bonus recharge. Subsequently, after every "a" days of calendar months the amount recharged will be checked & the bonus will be accordingly given.
11.9	Integrating with 3rd Party SMSC Using DB Interface
11.9.1	This would be required to send SMS to subscribers for expiry date reminders
11.9.2	This would also provide an alternate route for communicating to the subscriber
11.10	Last Call Cost Message Using DB Interface:
11.10.1	An SMS Can be sent to subscriber providing details about the last call cost using DB Interface
11.11	Other Schemes:
11.11.1	Extra talk time to be added for a given period for subscribers making first call.
11.11.2	Provision to assign/de-assign a given scheme in one of the following ways.
11.11.3	Scheme explicitly made available for all the customers in a given rate plan
11.11.4	Subscribe/Un-Subscribe thru the call center
11.11.5	Auto assign for a group of subscribers/existing subscriber/first calls
11.12	Roaming for Prepaids; Partial Roaming (Follow me Roaming) –
11.12.1	Partial Roaming product enables the subscribers to Receive Incoming Calls & the ability to Send or receive SMSs from the Visiting Network.
11.12.2	Subscription to the service is through IVR, Front end & through SMS
12	Resource Administration:
12.1	Printing of coupons (for recharging)
12.1.1	Coupon printing would be available recharge coupon printing

F E A T U R E L I S T

12.1.2	Flexibility of printing the coupons either by Operator or give the codes to the vendor for printing.
12.1.3	Option available to generate a soft copy of the codes so that it may be passed on to the vendors for printing
12.1.4	Security measures (Encrypted Pin Generation & Sharing)
13	Subscriber Administration
13.1	Usage history: All customer history to be maintained (based on database storage capacity)
13.2	Call details giving the date & time of call, duration, total amt charged with a airtime & dot split, home zone & F&F discounts.
13.3	Bill generation on request.
13.4	Call cut off at zero balance / suspensions online.
13.5	Ease of moving a subs from prepaid to post paid and vice versa with a rental which will be configurable { eg most to Postpaid & vice versa & also between rate plan for most}.
13.6	Outgoing calls only to one number after a certain limit: If balance is below the limit for outgoing calls, calls only to a specified number can be allowed. All other calls to be routed to an announcement & then terminated.
14	Supplementary features
14.1	Composite Charging:
14.1.1	Airtime & landline combined. Ability to have multiple tariff plans with independently configurable variables including destination based charging.
14.1.2	Any tariff plan can be attached to any customer. Subscribers' rate plan and card denomination needs to be independent to each other. I.e. any subscriber with any denomination card can have any rate plan
15	ADDITIONAL REQUIREMENTS
15.1	Concept of a Customer Group needs to be supported in order to have customer categorization
15.2	Having internal id for subscriber's identity other than MSN -Internal UNIQUE customer identification (Customer id) for a subscriber in IN. Customer id can be online generated serial number, which would NEVER get re-set or repeated. Mobile Number cannot be UNIQUE since it may get repeated after quarantine period after de-activation

FEATURE LIST

15.3	Option to configure an X number of days upto which the Positive/Negative Balance talk time can be carried forwarded in case of a recharge by the subscriber While the above process needs to be implemented, an exception needs to be made in the case of certain subscribers who have a balance > Rs.X/-Option 1: In all such cases, we will deduct Y% of the balance amount every month. Option 2: Give a timeline to all such subs for utilizing this talktime and then on a specified date deduct the unutilized talktime.
15.4	Ability to integrate with the out-of-the box services like Call Alert, Flash Messages etc. These out of box services may need to integrate in terms of charging (passing debits) of periodic Rentals, event (generated at external boxes-application servers) based charging etc. On a time basis, the event records need to be uploaded in a standard format (mobile number, service code, date time, debit amount) to INfinet system for passing debits which are already defined in the VAS
15.5	Online call cutting at the respective threshold crossings -STD, ISD would be configurable
15.6	-Facility to configure monthly rentals and/or one time charges separately for a service and maintain audit trail with service assignment details -This feature will enable us to identify charges separately on subscriber level and allow to give refunds separately in various trial offers before a set threshold number of days after the service activation
15.7	Would be able to facilitate Itemized call detail generation with a fee assigned to it
16	Feature of Recharging by a subscriber for another subscriber.
17	Feature of passing contra entries for a wrong recharge
18	Services concept with Periodic deduction of rentals for services. Service activation/deactivation/periodic rental charges. This feature is essential for VAS monthly rental deduction
19	Option to configure tax and surcharge on tax (multiple tax items) for the rental component of a rate plan.
20	Information to be provided based on a or series of mobile number which has been transferred out of IN systems
21	Single point provisioning and file format in to IN system through a file for migrations from other billing platforms
21.1	For the sale of stock for the subs & distributor an out put file is needed

FEATURE LIST

22	Multiple TAX to be applicable on chargeable items.
23	Deactivated subscribers' database to be maintained.
24	If deduction is not possible due to low balance, then the outstanding amount has to be parked separately to charge after recharge
25	Invoice formats for commercial transactions to be customized as per requirement.
26	Badmarked vouchers to be received at branch level and adjusted with stock and amount received is Zero from the subscriber. Comments for the transaction to be captured.
27	Walk-in and Distributor sale information needs to be given in a specified format for uploading into Enterprise Application (Configuration Required).
28	Receipt module should cater to adjustments. Example in case of a post-prepaid migration, Deposit will be adjusted with the payment to be made for a voucher etc.
29	MSN Replacement option to be available.
30	CIF Information Acceptance
31	Customer cutting/restoration of services (example, SMS, MTC, MOC, CLIP etc.)
32	Handheld Management
32.1	Creation of profiles of handheld vendors
32.2	Ability to Track Orders raised on the vendors
32.3	Ability to Track Receipt of handhelds
32.4	Ability to Track Payment Dues and Payments Effected
32.5	Generation of Input Files for Vendor
32.6	Reconciliation of Output files from Vendor & Identify discrepancies in receipt
32.7	Attach MSN both individually & in batch mode
32.8	MSN Replacement
32.9	MSN Recycling with definable quarantine period
32.10	Automated Provisioning to communicate with HLR
33	Distribution Management
33.1	Flexibility to configure four categories for the sales channel (Regional Office, Distributor, Showroom and Franchisee).
33.2	Tracking of distribution of Vouchers across various channel constituents.

FEATURE LIST

33.3	A basic commission that may vary across various vouchers and A slab-wise commission depending upon amount of off-take that may vary across various vouchers.
33.5	Depending upon the type of transaction, Ability to raise documents such as invoices, receipts, stock-transfers
33.6	Capability to set credit limits for various channel constituents and monitor dues against these limits
33.7	Tracking of receipts against various invoices and outstanding

F E A T U R E   L I S T