

Amdocs ComverseONE



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Comprehensive and robust convergent solution, delivering superior customer management, ordering, real time rating and billing for

- **Any Service**
 - **Any Payment Type**
 - **Any Network**
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Removes Complexity

- Single data model and catalog
- Easy integration with REST and TMF APIs

Comprehensive Monetization

- Supports any service, customer, payment
- Real-time personalized offers and promotions
- Rich feature set to support Convergent business models
- 5G SA to support new monetization

Speeds Time to Revenue

- Comprehensive monetization: from network to customer to cash to any service, any content, any network
- Efficient deployment

Active Customer Management

- Provides the CSPs with capabilities needed to manage customer billing accounts, customer interactions and cases, and the end-to-end fulfillment of service

Supporting Convergent Business Models

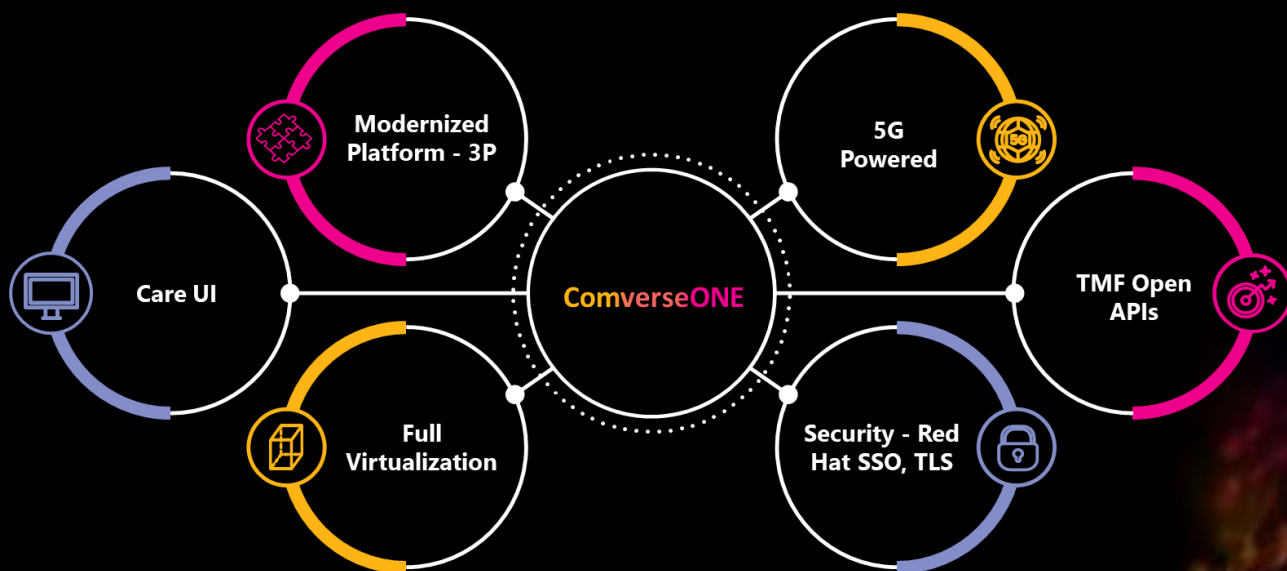
Convergent business models require:

- A single view of the customer across all services and product families
- Bundling and service provisioning flexibility
- Hybrid billing

Supporting all LOBs

- Wireless / wireline
- Broadband / IP
- Voice / video /data / content
- Prepaid / postpaid / hybrid

Digital Solution enabling comprehensive monetization for all dimensions of Convergence



Functional Capabilities for the complete Life Cycle from Rating to Collections

Rating, Charging & Promotions

Unified Rating Engine to Support both Off-Line and Real-Time Rating, Charging and Promotions

- Proven, highly available rating - at scale

Unparalleled Real-Time Control

- Flexible determination of rates, discounts, bonuses and promotions
- Real Time authorization and credit control for all subscribers
- Per customer liability control for reduced financial risk

Accelerate Time to Market

- Fast deployment of new offers and reduced time to market – **Single Catalog**

Balance Management

Flexible balance management for all types of end users

- Applicable in real time and off-line rating
- Flexible thresholds and accumulators to measure real-time usage
- Base for special rewards, discounts or bonuses

Balances can be

- Monetary or Non-monetary
- Prepaid or Postpaid
- Real (actual funds) or Shadow (redirecting to real balances)
- Account level & Subscriber level

Billing & Invoicing

Billing / Invoice calculation

- Periodic and on-demand compilation of all charges and transactions
- Postpaid invoices, Prepaid statements, Converged hybrid accounts supported
- Adjustments and credits, Promotions

Invoice Formatting

- Invoice designer that meets customer communication and branding needs
- Multiple output formats supported, Flexible formatting characteristics, multi-language support

Collections

Enabler for Capturing Debt Associated with Delinquent Accounts

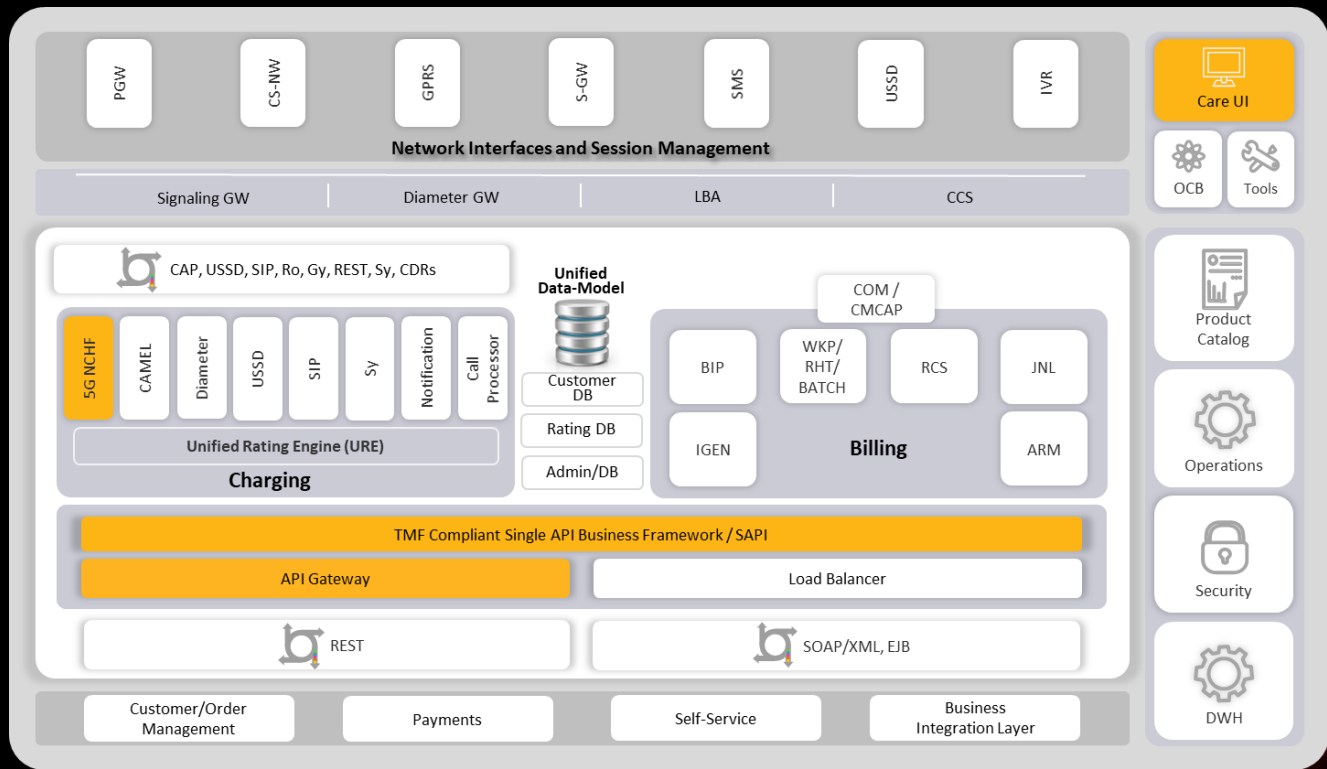
- Collections manages delinquent accounts
- Past due accounts that exceed balance threshold/configurable grace period
- Collectables follow a collection scenario, a series of events or actions

Journaling

Enabler for Reporting the Financial Health of the CSPs Business

- Books recurring and non-recurring charges, usage, payments, adjustments, taxes, write-offs
- Manages accrual accounting & credit/debit reversals.
- Feed file to input to downstream financial reporting systems
- Can support prepaid and hybrid accounts

Amdocs ComverseONE Architecture



Amdocs helps those who build the future to make it amazing. With our market-leading portfolio of software products and services, we unlock our customers' innovative potential, empowering them to provide next-generation communication and media experiences for both the individual end user and large enterprise customers. Our 28,000 employees around the globe are here to accelerate service providers' migration to the cloud, enable them to differentiate in the 5G era, and digitalize and automate their operations.

Listed on the NASDAQ Global Select Market, Amdocs had revenue of \$4.3 billion in fiscal 2021.

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