



JET BILLING

BY OBSIDIAN CONSULTING GROUP



JET ISP & TELCO

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Obsidian Consulting Group's Jet ISP & Telco is the ideal convergent billing solution for post-paid and pre-paid data, voice, VoIP and multi media.

Data Billing

Overview

Jet provides voice and data billing for companies on the forefront of converged service provisioning. Jet has been specifically designed to meet the Telecommunications and ISP billing markets with built-in features including customer self-care, pre and post-paid billing, wireless access support, integration with a range of network devices, and much more.

Customer Care Portal

The easy to use customer care portal allows you to define services and tasks that your customers can access through Jet's online customer care portal. This includes simple tasks such as checking usage, viewing invoices and updating person information, through to paying bills, changing plans and ordering new services or items.

Convergent billing

Originally designed as a data system, Jet has unparalleled flexibility in billing and rating, allowing you to create billing plans that are flexible and customisable. Features include adding shaping rules, assigning peak and off-peak quota and performing real time billing. The introduction of voice billing to Jet has enhanced the system's flexibility and scope, with Jet now billing both post and pre-paid across data, voice, voice over IP and multi-media - all in the one package.

Edge Device Integration

Jet integrates with a number of edge devices, including Cisco's Service Selection Gateway (SSG), Intelligent Services Gateway (ISG), Service Control Engine (SCE) and Netflow; BlueCoat SG-Proxy and PacketShaper; Procera's PacketLogic; Juniper's JFlow; Fortinet, Websense and Allot. More devices are being added continuously.

Integration with an edge device enables Jet to pull information from the device and perform deep packet analysis and reporting and apply shaping rules to users who have gone over quota.

Wireless Support

Jet is used in numerous wireless access hotspot situations, and incorporates wireless billing into its wired system. Integration with 802.1x and RoamAD is also available.

IP Management

Jet ISP & Telco includes management of your IP address ranges, including mapping of static IPs to individual customers and allocation of IP blocks to pools of dynamic IP customers.

Location Manager

This additional module provides the ability to manage multiple access locations, as well as mapping of user login locations to enable differential billing based on login location. Usually used in environments where user roaming is supported, such as wireless hotspots or combined fixed/wireless access plans (e.g. DSL + wireless hotspot access).

Multiple Realms

Providing the ability to segment users into different groups for billing purposes, this tool is particularly useful for Wholesale ISPs and Telco's but can also be used across departments, networks, and systems. A single Realm is included with the license, while further Realms can be purchased with the Multiple Realm module.

Redundancy/Failover

This addition module provides a license a for second server to act as a redundant system with heartbeat and IP takeover.

White Branded

Jet is white branded, allowing you to easily change the look and feel of the system through the web interface. Invoices are customisable through Jet's easy to use web interface and support a wide range of billing requirements including billing multiple services on one invoice.

Source Code

Jet is written in Python with a MySQL database. Jet ISP & Telco ships with the source code so that you are able to develop your own modules if you choose to.

Customisation

Being the creators of Jet, Obsidian Consulting are available to customise Jet for Telcos & ISPs to specifically suit your company's individual requirements.

Voice Billing

Overview

The Jet Billing System is a convergent system that not only performs both pre-paid and post-paid billing, but also data and voice/VoIP.

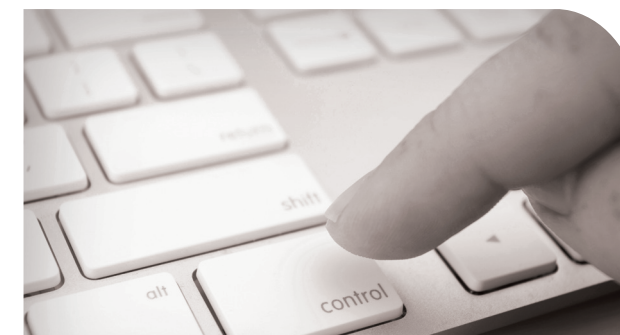
Jet's voice billing module is included in the license fee, so Telcos & ISPs can now enjoy the benefits of supporting the one system for both networks.

Reports

Jet's online reporting provides full breakdowns of call data to your users, allowing resolution of phone billing queries easily through the online customer care portal, and allows administrators to view and respond to customer queries in a timely manner.

Provisioning

Jet ISP & Telco's flexible provisioning hooks allow you to integrate any upstream provisioning requirements, be it a simple automated email alerting users that they are low on credit, or a full API..



CDR Importers

Jet currently imports Voice and VoIP billing from a variety of provider CDR formats, while for mobile billing Jet supports the TAP2 standard for global mobile billing. More importers are continually being added, and if your importer is not listed, check the web site:

<http://www.jet.obsidian.com.au> or contact Obsidian to have an importer purpose built for you.

Jet imports call data and then rates the calls based on the upstream provider's call classification codes, then rates according to the user's plan structure to provide a margin on top of the wholesale cost of the call to the provider.

Voice data can enter the system in a variety of ways, including:

- Direct access to an Asterisk database.
- CDR files from a PABX system.
- CDR files from an upstream provider.

Jet's voice billing module includes a generic usage importer, which gives ISPs & Telcos the flexibility to add new data types, such as Video and Music management and billing.

Customisation & Integration

Customised modules are available for Voice and VoIP billing including:

- Bill reconciliation
- Full A end to B end rating tables
- Directory services

Jet integrates with a number of systems, including Cisco's PABX and Atea's contained front end to present a full combined solution for voice and VoIP billing.

Jet also integrates with Ericsson and NEC PABX's along with a long list of other products. The more recent models also allow Jet to manage pin dialling for users to ensure that all calls are tracked through user, not just location.

Obsidian provides integration with external systems with easy .csv exports of all reports. This means that Jet can export financial reports to your financial system, reducing the amount of administrative work.

Invoicing

Jet's invoicing features include fixed-date or anniversary billing, automatic e-mailing of PDF

invoices as well as a range of printable invoice export formats. Invoices are customisable, and can include line items generated from outside the Jet system. Jet also supports real-time credit card processing via a range of payment gateways, and provides automated actions on overdue accounts.



Problem

I want to be able to notify my customers that they are approaching the end of their quota, how can I do this?

Solution

Jet's provisioning hooks allow users to set up automated emails to perform tasks such as welcoming new customers, informing customers of quota usage, and suspension or shaping of their account.

Problem

We want users to be able to purchase additional quota, but don't have a way to enable that.

Solution

Jet provides online payment facilities, allowing users to take payments and purchase additional account quota. A range of credit card payment gateways are supported.



Problem

I want to be able to view reports from my billing system without having to go through a complex procedure.

Solution

Jet comes with a number of built-in reports that are available at the touch of a key. Two custom reports are included with each license purchase.

Problem

Even if I could allocate quotas to users, I don't have any way to enforce them.

Solution

Jet incorporates a range of event triggers, including the ability to perform actions on reaching quota limits.

Problem

I can only map traffic down to the IP level. How can I track usage back to an individual user?

Solution

Jet knows the IP address of each authenticated user. Usage is stored against individual users, giving you an accurate picture of your network.

Problem

Once users have reached their quota we want to shape them down but dont have any way of doing this.

Solution

Jet integrates with a number of edge devices that allow the system to perform real time billing and tracking, enabling shaping of users once they hit their allocated quota amount.

Contact Obsidian Consulting Group

Contact Obsidian Consulting Group for a quote for your Telco or ISP. With offices in Australia and the UK, Obsidian are available to come out to your office to discuss your needs in detail, and provide a suitable, cost effective solution.

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