

## **Triad™ Order Entry and Rating (OER) module and the Work Order (WO) module.**

Triad™ OER and WO is a fully integrated solution capable of handling all video functionalities not supported by legacy billing systems. This option leverages service providers existing billing systems to generate statements and maintain accounts receivable for Video and FTTH services. Over 40 billing systems have made the strategic integration to Triad's simple API, meaning there would be no development required to deploy this solution set. With T-OER, subscribers would not only receive instantaneous triple play service activation, but would also be able to make payments for Video services using the same bill payment options available today in the legacy system.

Triad™ OER and WO modules augment existing CRM systems so that they may support all operational and billing aspects of successfully delivering voice, video and data services to residents and businesses including: Order Entry, Work Order Entry, Automated Provisioning (IPTV, RF Digital Video, FTTH ONT's, DSL Blades, Voice Switch technologies) Pay-Per-View and Video On Demand (VOD) billing (automatically extracted from the IPTV Middleware or RF Digital Controller), Reporting, Video-On-Demand (VOD) support and content settlement reporting. Triad™ OER provides a user-friendly order entry Graphical User Interface (GUI) designed to meet the needs of service providers offering voice, video, data, and fiber based services. The Triad™ WO module adds the functionality of a scheduling system to assist with managing the fieldwork associated with telecom-based services.

Triad™ OER also generates rated billing records (recurring, one time charges, taxes, franchise fees, etc.) for all services and delivers them to the existing billing system for accounting and billing purposes. The charges calculated in Triad™ are formatted into summary and detail billing files, and then exported to the billing system in an automated fashion. Utilities and Municipalities have the choice of offering FTTP services billing with subscriber's utility charges, or generate them on a separate statement.

The Triad™ system is equipped with a powerful rating engine and product catalog system. Services are created and assigned monthly recurring dollar values. As services are added to a subscriber's account, the rating engine automatically calculates the total amount due for the next billing cycle, including monthly recurring charges (prorated if necessary), one time charges, and taxes & fees. Packages are comprised of groups of services and assigned a custom price. The Triad™ OER's Rating Engine supports a sophisticated promotion system that automates the process of offering special deals and incentives to subscribers.

All technology service providers must face the critical issue of provisioning equipment. Improper management of this can lead to problems with service fulfillment, asset tracking (inventory), speed of service activation, and wasted manpower. Successful implement of a reliable and versatile provisioning system can resolve all of these problems. To manage these issues, Triad™ facilitates automated flow-through provisioning for a variety of technologies including IPTV, FTTH, DSL, Voice Switch, VOD, Cable Modem and Voice mail. Triad™ completely automates this process by driving provisioning commands to the various management systems based on the services assigned to the subscriber account. With its feature-rich interfaces, Triad instantaneously provisions the DSL as well as all of the ports on the Fiber-to-the-Home network gateway. Additionally, Triad would simultaneously provision the middleware, delivering the appropriate video services to the subscriber's respective set top box. This ensures that subscribers are only receiving the services for which they are being billed. This also eliminates the human effort involved with "manually" updating the subscriber's services within the various technology management systems.

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To ensure full control of all FTTP ONTs and set top boxes, Triad™ provides a device management system that tracks customer premise equipment (CPE). Equipment inventory can be entered in the system by batch import, bar code scanning, or manual entry. Triad™ inventories all expensive CPE assets and tracks them in all states of the inventory life cycle. Typical device statuses include stock, truck roll, staging, testing, and in service. As part of the inventory process, Triad™ automatically issues provisioning transactions to the conditional access system to ensure that all devices are controlled in all stages.

A critical part of subscriber management is order fulfillment. Triad™ OER includes an integrated work order system that provides a scheduling mechanism to allow work to be scheduled on a date and time slot when a qualified worker is available to handle the job. Multiple worker pools can be created to support different work order types. Each can be independently scheduled based on the availability and skill-set of the worker. Triad™ provides for the configuration of multiple work order types. Creating a work order of a specific type provides the "template" for the basis of the work order. For example: new install work orders might include tasks for inside wiring of additional outlets, while disconnect work orders would not have access to this type of task.

The Triad™ system comes equipped with over 40 canned reports. Report content varies from system configuration details to financial and account data. All canned reports can be filtered on a number of fields and many provide multiple output options. Additionally, Triad™ comes with the Enhanced Reporting Module which documents the database schema and provides secure ODBC access. ETI's Enhanced Reporting Module (ERM) provides ODBC database access from workstations and enables 3<sup>rd</sup> party reporting tools (i.e. *Crystal Reports*). ERM also offers extensive video services data which includes content provider and royalty reporting. A detailed database schema is provided with the product, and updates are provided as part of the software's maintenance support agreement as Triad's database evolves.