

Guavus Pipeline 5: TrueUp

Guavus Pipeline TrueUp is a revenue assurance module that audits disparate operator usage accounting systems to ensure consistency of usage calculations across systems. TrueUp correlates raw IPDR data from the network with usage data from Pipeline Refinery as well as the data from the operator's billing system. By providing an accurate and complete view of customer usage data, TrueUp enables operators to ensure compliance with organizational policies, regulatory requirements and industry standards.

Efficiently resolve customer disputes

Pipeline TrueUp provides a complete, interactive view into an individual's detailed usage history so that care agents can quickly identify peak usage times and resolve customer data usage disputes with confidence. TrueUp can identify and categorize discrepancies between various usage accounting systems that could be related to a customer's claims. Users can drill down per modem with a customizable time range for an even more granular view.

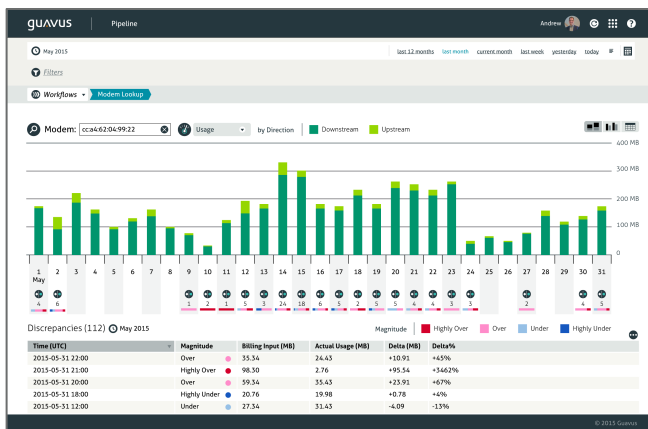


Figure 1. TrueUp provides a detailed view of the customer's usage data and indicates any discrepancies between the various usage accounting systems.

TrueUp can also automatically flag discrepancies between the usage billing system and the usage meter so that any identified issues can be corrected proactively.

Highlights

- Enables operational efficiency by identifying root causes of discrepancies that exist between usage metering systems
- Improves customer satisfaction by proactively identifying customers impacted by usage metering discrepancies
- Facilitates customer dispute resolution by delivering an interactive look into an individual's detailed usage history
- Configurable heat scale allows users to readily distinguish between discrepancies which are very low, low, within bounds, high and very high
- Robust high availability architecture protects essential IPDR data for billing and usage metering applications

Audit billing accuracy

Pipeline TrueUp identifies the discrepancies that exist between usage metering systems and quickly discovers the root cause of any differences, along with customers who are most impacted, so that operators can take corrective action. For instance, the issue may be arising from one CMTS, or one type of CMTS, or perhaps following an OS upgrade. Users can drill down by time range and investigate by individual CMTS, or take a holistic network view. Further, the severity of discrepancies (high or low) can be readily identified on a configurable "heat" scale.

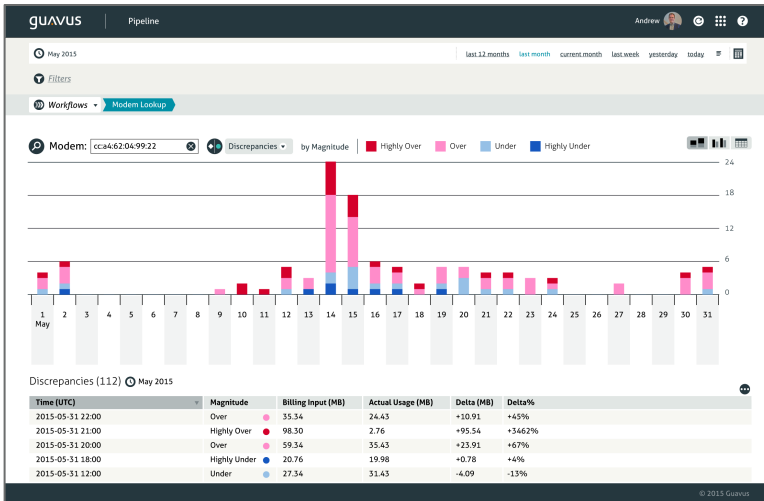


Figure 2. The network view reveals the discrepancy data for all the CMTS data

By performing a self-audit across usage metering and billing systems, Pipeline ensures that usage measurements meet standards for accuracy across systems, while providing transparent, high-resolution subscriber usage data. For example, operators can be confident that usage totals shown via the subscriber usage portal and in a subscriber's bill are consistent.

Pipeline's role within Cable's OSS/BSS

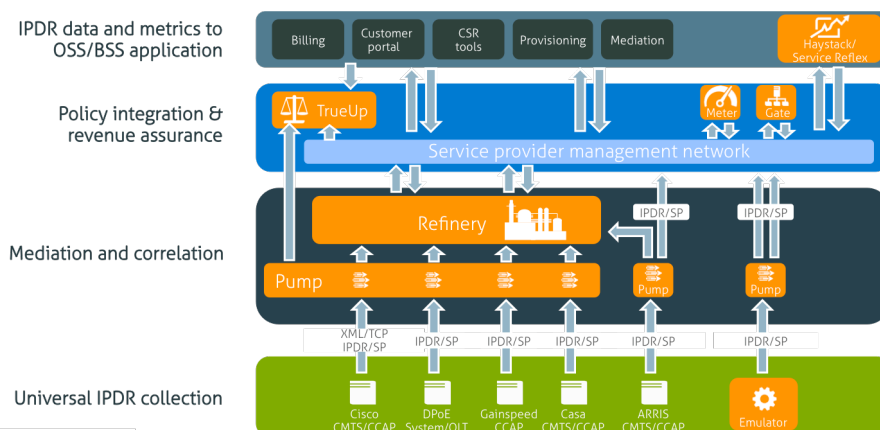


Figure 3. Pipeline's modular architecture allows you to deploy only what you need

Guavus Pipeline products

- Pipeline Pump
- Pipeline Refinery
- Pipeline TrueUp
- Pipeline Meter & Gate
- Pipeline Emulator

Pipeline TrueUp minimum system requirements

- Operating system – Redhat EL7.0/CentOS 7.0 or later (x86_64)
- Hardware – varies with network size

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