

Guidelines for the Structure of a Good TMBS

High Level Description (HLD)	Risk Management	Measurement Strategy Document (MSD)	Assessment of Performance	Tariff Management
The purpose of the HLD is to enable stakeholders to understand what services are offered and how they are designed and delivered	The purpose of Risk management is to identify possible threats to the performance of the TMBS and the charging accuracy	The purpose of the MSD is to consolidate an agreed set of measure that will demonstrate the performance levels and charging accuracy of a CP's TMBS	The purpose of this assessment of performance is to demonstrate that a CP has the ability to monitor, asses, react and improve the TMBS and charging accuracy	The purpose of Tariff management is to inform customers of the charges for the services they are being provided on a continual basis and to manage tariff changes to ensure accuracy and intension are not impacted
<ul style="list-style-type: none"> • A documented High Level Description • detailed description of the service, service infrastructure and geographic footprint • customer profile and geographic footprint • technical and geographic infrastructure • purpose & definition • management description • third party relationships • accountability • responsibility • documented policies • documented processes • risk management • change control • links to Measurement Strategy and Risk Management 	<ul style="list-style-type: none"> • risk identification • risk register • risk assessment • risk evaluation • risk monitoring • risk mitigation • risk solution evaluation for effectiveness • links to High Level Description and Measurement Strategy 	<ul style="list-style-type: none"> • a documented Measurement Strategy • billing pipeline measures • bill accuracy checks • customer complaint handling and analysis • credits and bill adjustments • handling of suspense and write-offs • accuracy and testing of published tariffs • timeliness of billing • root cause analysis • links to High Level Description and Risk Management 	<ul style="list-style-type: none"> • monthly measurement reporting to AB • regular internal audit • regular internal reporting • extraordinary performance failure • delayed events • timing and accuracy effect on bundled events • timely despatch of bills and / or chargeable events • detection of gross billing errors • error handling and end-user complaints • monitoring and recording of results • control and management of change • control and assessment of third party supplier performance • documented process effectiveness • links to the Measurement Strategy 	<ul style="list-style-type: none"> • clear definition of documented public and bespoke tariffs to include the following as appropriate: <ul style="list-style-type: none"> ❖ transparency of information ❖ tariff description and detail ❖ call bundling detail and description ❖ inadvertent roaming description ❖ termination of mobile calls ❖ minimum call charges and durations ❖ rounding of charges, durations and bills ❖ initial connection charges ❖ long texts ❖ international and roaming charges ❖ SMS / MMS, definition and related anomalies ❖ excluded number ranges • links to the Assessment of Performance
<p><u>What good looks like:</u> The application, implementation and inclusion of all above, where relevant to the Services being delivered</p>				
<p><u>What bad looks like:</u> Missing measurement data or inaccurate / uncertain data input. Bar charts and graphs based on system codes with no root cause analysis or theories / ideas / plans to fix the accuracy or performance issues. Repeated failure to correct significant inaccuracies. Failure to implement preventive risk mitigation processes. Failure to produce accurate monthly performance measures and identify trends. Failure to achieve technical capability requirements in system specifications or interwork agreements. High level measurement without a clear audit trail to individual records and codes</p>				