



## Trunk Auditing Reporting

The accuracy of carrier access bills is currently a major concern and focus of exchange carriers. This industry-wide problem has been featured in leading telecommunication magazines and journals. Due to the high degree of complexity in the AMA/CDR data and billing process, it has become extremely difficult to control the loss of access revenues.

Telegence Corporation has been actively collaborating with industry leaders to design comprehensive tools that will assist exchange carriers in detecting the data errors that cause incorrect billing. The ability to resolve the detected problems corrects the billing, thus contributing in minimizing revenue leakage. One such tool developed by Telegence is Trunk Auditing and Reporting, which is a principal feature of the AMA Revenue Assurance Solution.

The Trunk Auditing Report specifically assists the carrier's Billing Operation and Traffic Engineering organizations to achieve their revenue assurance goals.

**Billing Operation:** For Billing Analysis, the reporting of all trunk groups that are not recording billing information correctly or at all, provides a reliable audit tool for identifying lost revenue.

**Traffic Engineering:** Trunk Capacity Analysis identifies unused trunks as stranded assets that can be utilized to generate revenue and trunk usage data for planning trunk expansion requirements.

## The Solution

Telegence's Solution incorporates the common billing parameters identified in the AMA/CDR record to conduct the Auditing and create the Trunk Auditing Reports.

These parameters are:

- **Message**
- **Attempt**
- **Incoming Message**
- **Outgoing Message**
- **Billable Minutes of use**
- **Non-Billable Minutes of Use**
- **Non-Conversation Time**
- **Average Holding Time**

Telegence's DS2000 server collects the AMA/CDR data from the switch in near-real time or batch mode and processes it per the carrier's business and mediation process requirements.

The Trunk Auditing and Reporting Module accesses the AMA/CDR data file in the DS2000 continually or scheduled to perform its auditing of the record data and stores the results in a data file for use in creating the Trunk Auditing report when that Audit run is completed as scheduled. The reports can be emailed to various recipients and/or sent as data files to databases for insertion.

### About Telegence Corporation

Telegence provides the telecommunications industry with reliable and proven hardware and software turnkey solutions for CDR/AMA data collection, mediation, processing and revenue assurance.

Please visit our web site to learn more.

<http://www.telegence.com>

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## Sample Trunk Auditing Report

TRUNK AUDIT REPORT									
Date: August 17, 2004									
Time Period	CIC	TGN	Incoming Messages Complete	Incoming Attempts	Outgoing Messages Complete	Outgoing Attempts	Billable Minutes of Use	Non Billable MOU	
1100 - 1200	0288	2880	274	31	1329	87	5610.321	59.123	
	0222	2220	943	18	514	93	5099.349	55.551	
	0333	3330	1100	100	572	184	5852.345	142.000	
	Local	0000	0100	2000	200	4000	400	12000.001	300.443
		0000	0200	1000	56	2000	244	6000.332	150.454
		0000	0300	500	50	500	50	2120.222	UNK
Local Toll	0000	1000	875	175	1125	125	4120.323	152.222	
	0000	1100	875	175	1125	125	4005.125	UNK	
Overflow	CIC	TGN	Peg Count						
	0288	2880	597						
	0222	2220	47						
1200-1300	0288	2880	5000	500	5000	500	35000.555	499.123	
	0222	2220	4000	400	4000	400	28000.321	398.599	
	0333	3330	3000	300	3000	300	21000.111	302.333	
	0555	5550	2000	200	2000	200	14000.555	197.599	
	5632	5632	1000	100	1000	100	7000.563	99.154	
	Local	0000	0100	3000	300	3000	300	18000.131	299.414
		0000	0200	2000	150	2000	250	12000.000	301.232
		0000	0300	1000	100	1000	100	6000.333	UNK
	Local Toll	0000	1000	2000	200	2000	200	5999.323	201.454
		0000	1100	1000	100	1000	100	6020.221	UNK
Overflow	CIC	TGN	Peg Count						
	0555	5550	914						
	5632	5632	417						