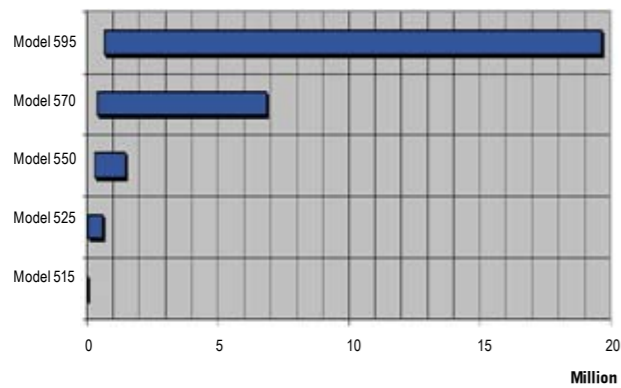
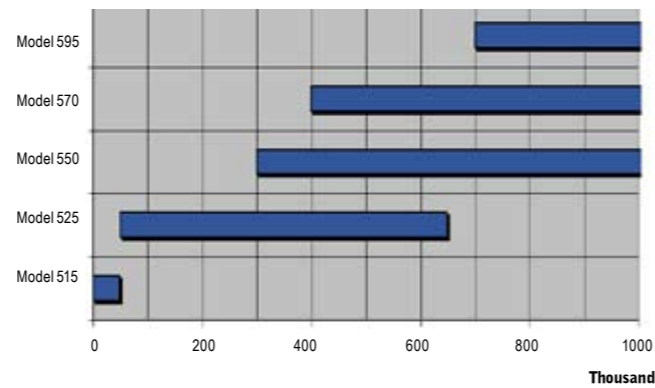


The tables below show the scalability of COSMOSS™ on selected IBM System i5 models, in terms of the number of customers billed and number of CDRs per month.

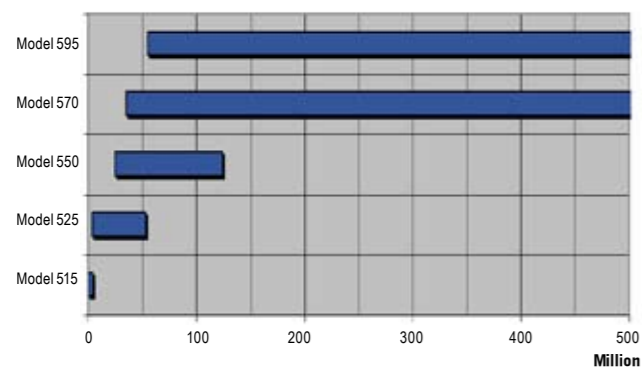
IBM System i5 Scalability - Subs



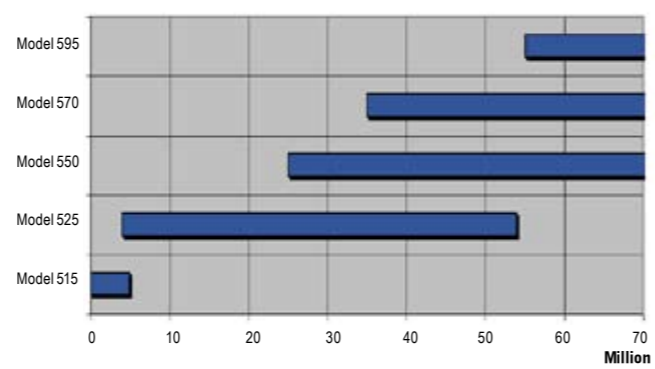
IBM System i5 Scalability - Subs



IBM System i5 Scalability - CDRs



IBM System i5 Scalability - CDRs



PARTNERS USING THE COSMOSS™ SYSTEM

- Emitel Zrt.
- EuroWeb Internet Szolgáltató Zrt.
- FiberNet Kommunikációs Zrt.
- Hungarotel Zrt.
- Invitel Zrt.
- Monor Telefon Társaság Kft.
- PanTel Kft.
- MNI Csoport - Lengyelország
- Pilicka Telefonía Sp. z o.o.
- Szeptel spótká akcyjna
- Datacom spótká akcyjna
- UPC Magyarország Kft.
- Eurocom - Bulgária

EUROMACC KFT. IS A MEMBER OF THE AMERICAN HUNTEL SYSTEMS GROUP ESTABLISHED IN 1912. BASED ON THE BILLING EXPERIENCE OF ITS AMERICAN PARENT COMPANY, EUROMACC KFT. HAS DEVELOPED A SUCCESSFUL RANGE OF BUSINESS SUPPORT, BILLING AND CUSTOMER RELATIONSHIP MANAGEMENT SOLUTIONS, AS WELL AS A VARIETY OF OTHER COMPREHENSIVE PRODUCTS AVAILABLE AS OUTSOURCED SERVICES.

Billing and customer current account management
Management of large numbers of clients
Complex service hierarchy support
Integrated Operations Support System (OSS) system

COSMOSS™ is an Operation Support System (OSS) developed for **telecommunications and public utility service providers** with **large numbers of clients** (often in the millions) and providing complex services. COSMOSS™ can handle **multi-tiered services** and **different partnership structures**, including powerful **billing and customer current account modules**. An integrated **workflow module** automates the service provider's business processes, while customers can access this system through a **web-based customer self-care portal**.



THE UNIVERSAL BILLING & OSS

INTEGRATED OPERATIONS SUPPORT SYSTEM (OSS) DEVELOPED FOR TELECOMMUNICATIONS AND PUBLIC UTILITY SERVICE PROVIDERS





COSMOSS™

Telecommunications and public utility service providers usually have very **large numbers of clients**. Their service offerings, partnerships and internal business processes are all highly **complex**. COSMOSS™ represents the perfect solution for them, covering **customer service processes** from customer data management through service processing to invoicing and customer current account management. COSMOSS™ supports the introduction of new services into the existing service hierarchy, as well as **collaboration among service providers**. COSMOSS™ makes it possible to **manage different client groups within the same system**, whether services are provided through partners, through a combination of service providers, or as a MVNO (Mobile Virtual Network Operator). In addition, it enables customer services to be segmented and meets international standards. The system also includes operations support functionality, such as the workflow module for automating **business processes** and the **web-based customer self-care portal**, which significantly increase competitive advantage. By design, COSMOSS™ operates according to the strictest security requirements. The system can also be operated as an **outsourcing** solution - the application and system hardware environment is hosted and operated by EuroMACC - representing significant cost savings.

Who should choose COSMOSS™?

The system was developed by EuroMACC for **telecommunications and utility companies with large numbers of clients**.

Companies providing a wide range of services can introduce new services and new discount schemes quickly and easily using the COSMOSS™ system.

Providers operating on different service areas (e.g. in several countries) can manage their customers and customer service centers separately, but within a single system.

How does COSMOSS™ fit into a company's IT environment?

COSMOSS™ can be **fully integrated with any major Enterprise Resource Planning (ERP) system**. The processing level of the supplied data can be set up for the operator's needs.

COSMOSS™ can also be integrated with **other business solutions**, such as data mining software and analytical applications. Furthermore, COSMOSS™ modules provide complete solutions to typical business problems like automation of business processes or reporting, all as **part of an integrated system**.

THE CORE FUNCTIONALITY OF COSMOSS™

COSMOSS™ is modular in design, allowing every provider to build up a system by selecting functionality to suit its operations.

CRM module

The Customer Relationship Management (CRM) module records and manages the customer's core data, contracts and services. Access to customer data can be controlled by authorizations, and it is possible to assign separate customer service functions to different client groups.

MPD module

The Message Processing and Discounting (MPD) module collects, verifies, rates and assigns discounts to transaction records received from the various elements of the telecommunication network.

Billing module

This module rates ordered services and converts usage data and discounts into invoice items, generating invoices in accordance with local laws. In addition to regular billing of continuous services, the module also allows immediate billing of any service, including one-time fees.

MVNO module

The COSMOSS™ MVNO module supports the operation of MVNOs (Mobile Virtual Network Operators), and offers two types of solution depending on the tools available to the company and on how much it wants to become independent from the donor (mobile) provider.

ICB (Interconnect Billing) module

The COSMOSS™ rating engine allows multiple processing and rating of the same usage record for partner rating and settlement. As a result, the rating engine can simultaneously process CDRs for subscriber billing, as well as interconnect billing and settlement. The rating process is identical in each case - only the charged parties and tariffs used for rating are different.

Current account module

The customer current account module records the financial credit and debit transactions of each client and keeps track of open items as well as the current balance. The module supports multiple currencies with flexible exchange rates assigned even to individual clients.

iPAM™ (Workflow) module

This module can be used to create, standardize and automate business processes - the process from order registration at call center to service activation, for example.

WebCare™ module

This module is a Web-based customer self-care portal that allows subscribers to access and modify their personal data. The WebCare™ module provides high-level support to customer services' operations. Tight integration with the workflow module ensures that the orders received via the customer self-care portal are automatically routed to the appropriate business processes.

Pre-Paid module

This module manages pre-paid services and can also be used as a powerful fraud control tool in a post-paid environment

Reporting module

This module is used to run regular and ad-hoc queries and reports, adapted to the various needs of the users.

BUSINESS BENEFITS OF USING COSMOSS™

EXECUTIVE BENEFITS

- Enables introduction of new services and entry to new markets;
- May be operated in-house, or in outsourcing;
- Stable, reliable system;
- Low human resource requirements.

OPERATIONS BENEFITS:

- Ensures efficient and effective customer service;
- Business processes may be automated;
- Complex services;
- Complex rating and discounting.

IT MANAGEMENT BENEFITS:

- COSMOSS™ works with other business applications;
- Easy to integrate new types of services;
- May be configured and customized according to changing business requirements.

