



## BT/CMA Telecoms Billing Forum

Wednesday 25<sup>th</sup> April 2012, 17.30pm at BT Tower  
45 Maple Street, London, W1T 4JZ

### Objectives:

The next BT/CMA billing forum will take place on Wednesday 25<sup>th</sup> April in BT Tower and will look at a number of future developments for our industry as well cost management practices that can be embraced by organisations to help reduce cost, increase control of their total telecoms spend and ultimately improve the customer experience.

Providing an opportunity for suppliers and customers to share knowledge and best practice, the Billing Forum also facilitates constructive discussion of potential solutions for common issues faced by telecoms and billing managers.

### Venue:

The BT/CMA Telecom Billing Forum will take place in the prestigious BT Tower. Space is strictly limited so we advise you confirm your attendance early to secure a place at this 'by invitation only' location.

As BT Tower is a secure location you must confirm your attendance, prior to the event, in order to attend and bring photo ID with you to gain entry to the venue.

### Agenda:

The format of the evening will be a number of short presentations from BT and CMA followed by billing break-out sessions in the form of short 'speed-dating' workshops.

17.30	Introductions and objectives	CMA
17.40	eBilling: what does the future hold for billing and how does online billing impact the customer and their processes	BT
18.00	Customer inventory: How important is an accurate, up to date telecoms inventory within the context of billing?	CMA
18.20	Billing breakout sessions: Who keeps the inventory up to date? Does BT care? The role of the customer account manager, billing, rebates and claims. What is the joined up 'customer billing' vision? Online order through to bill: a dream or reality? Next generation billing; what does it look like?	All
19.00	Summary and conclusions: Feedback on the discussions – key issues, what works? What are the key subjects for the next meetings? Next steps	All
19.15	Drinks and nibbles in the revolving restaurant where you can take in the 360° views across London	All