

Build a better business. Because BillMax.

Do you need software designed to manage your customer's life cycle that is scalable, value priced and reliable? Billing and customer care are essential to your company and BillMax is written to automate these processes to reduce errors and offer better service. BillMax will help you gain insight into your business so problems don't multiply. **With its innovative platform, BillMax is the only WISP software that delivers a foundation strong enough to build your business on. It's a better solution. Because BillMax.**



Benefits of Better

BillMax is a targeted software, designed specifically for running your ISP business. Using BillMax, your company can implement a consistent and automated workflow that improves customer service, reduces costs and decreases administrative overhead. **And better billing means better business.**

KEY FEATURES

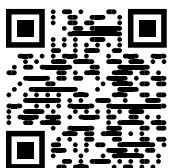
- Automated billing, document fulfillment, payment processing and service provisioning
- Retail statement and invoice bills delivered via email, post and outsourcing services
- Recurring subscription, prepaid and usage-based billing
- Comprehensive bill and payment timing options
- Customer trouble ticketing and web portal
- Automated delinquency processing
- Sophisticated reporting for provider and government authorities
- Customizable with source code and APIs

About BillMax

Since 2000, BillMax has provided an innovative billing solution paired with flexibility, customization and client support. Above all, we listen to your feedback to consistently make BillMax better than the rest.

WHAT'S NEW IN BILLMAX

- Integration with Avalara Communications Tax engine
- FCC BDC report. Report generates subscriber and deployment files. The latter is generated using provided access point coverages and broadband serviceable location (fabric) data
- AWS SES email service. Improves deliverability, reputation management, and status tracking of customer emails within BillMax
- Revenue Generating Unit report
- Email Customers in Bulk. Email customers filtered by (City, ZIP, Virtual Company, AP, etc.)
- Payment Plan for one-time items
- Mikrotik queue program
- New Customer Portal options. Digital signature on terms and conditions, one-time payments, authorization collected for credit cards or bank account, Shopping Cart by Virtual Company, social login (single sign-on)
- Ability to define new permission levels and set permissions for programs and interface actions
- Integration with Market Broadband's Radius Mailing Program



billmax

Internet Billing and Customer Management

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A division of The iSpark Group, Inc.

BillMax Product Specifications

Account Receivables Due Date

- Specific day of month
- Number of days

Administration

- Nightly reports
- Db integrity checks/repair
- Numerous activity logs
- Email alerts
- Testing tools

Application Interfaces

- CSR
- Customer portals

Architecture

- Web application
- Apache
- MySQL
- Open source technologies

Automatic Fees

- Late payment
- CC and ACH declines
- Postal

Asset Management

- Track and allocate assets to services
- Physical device inventory
- IP addresses

Automation

- Billing
- Discounts
- Electronic payments
- Service availability
- Customer notices

Auto Payment Processing

- Credit card
- ACH
- Tokenization
- IPPay
- Authorize.Net
- Other major gateways
- PCI compliance

Auto Payment Timing

- Specific day of month
- Number of days

Bill Delivery

- Multiple destinations/account
- Email
- Printer
- Fulfillment provider

Bill Document Types

- XML
- PDF
- XHTML
- Text
- Styled by XSLT

Bill Timing

- Fixed day of month
- Anniversary
- Separate bills by sales type
- Balance and time thresholds

Billing Sale Types

- Pre-bill subscription
- Usage based
- Prepaid
- One time

Customer Care

- Trouble ticketing
- ServerPlus Integration
- Self-help web portal
- Automatic notices

Customer Web Portal

- View/Pay bill
- Update account
- View past statements/invoices
- Order new service
- Edit/view trouble tickets

Customization/Integration

- Customizable interfaces, documents, programs
- Source code
- Documented APIs
- Soap/XML web services

Data Model

- Company (branding)
- Profile (business rules)
- Account (billed entity)
- User (authorized user/service location)
- Service (provided service)

Delinquency Rules

- Automatic suspension
- Notices
- Late fee

Geocoding / Maps

- Automatic geocoding of service addresses
- Service location maps
- TowerCoverage Integration

Integrated Radius

- Real-time processing
- Bill usage
- Modify service state
- Monitor usage

Presentation Formats

- Retail statement
- Invoice
- Transactional statement

Provisioning

- Programmable
- Support for multiple systems

Reports

- Sales (accrual, cash)
- Account Receivables
- Deferred revenue (report prebilled service revenue when earned/delivered)
- Payment
- Refund
- Credit memo
- Sales tax
- Custom SQL
- FCC 477, 499 and BDC

Security

- Secure logins
- Role-limited access
- Activity logging
- Limited shell access/need
- No root user
- AES encrypted credit card and bank account numbers

Server OS

- Linux

Service Plans

- Individual or package-based
- Dozens of configurable settings
- Major settings include: standard and promotion pricing, subscription/service cycle length, deposits, quantity, expiration date, usage and prepaid options, bill timing, sales classification, provisioning fields and options

Taxes

- Multi tax/item
- Tax by service and location
- Amount/percentage exemptions
- Account and Service taxability
- Apply by item or invoice

