

External Rating System

CGI's Operator Services

Founded in 1976, CGI is one of the largest independent IT and business process services companies in the world. Through our focused industry expertise and end-to-end services—including systems integration, strategic consulting, business solutions and the full management of IT and business functions—CGI helps clients lower costs, improve efficiencies and enhance productivity.

CGI's Operator Services practice provides solutions to telecommunications companies seeking to contain costs or to implement new revenue opportunities. Providing a full range of products and services to clients within the United States, Canada, Europe and Australia, CGI combines deep telecommunications expertise with extensive operator services systems and operations knowledge to deliver the flexibility, depth and know-how needed to solve business problems in the most cost-effective manner possible.

Conserving DMS TOPS resources

Telecommunications firms increasingly are challenged to implement solutions that enhance productivity. Through CGI's External Rating System (Rater), operator services departments can free up valuable switch resources.

Rater is an external database that provides real-time rating to the 100/200 or DMS-500 switch through the SS7 network. In a typical scenario, a call requiring real-time rating services causes the switch to send a query through the SS7 network to Rater. The system then responds by searching its database for the required rating information and sending it back to the switch.

Rater can support multiple switches and provides efficient administration of rate tables and algorithms. A highly flexible database platform, Rater can be configured with modules to fit the requirements of nearly any local services market. For added benefits, the system also can be deployed with CGI's companion Reference System. Though they are separate applications, the two systems can share the same database and computer platform.

Features and benefits

By deploying Rater, telecommunications firms experience substantial reduction in switch memory resources required for call tables, representing an effective gain for the switch. Features of the solution include:

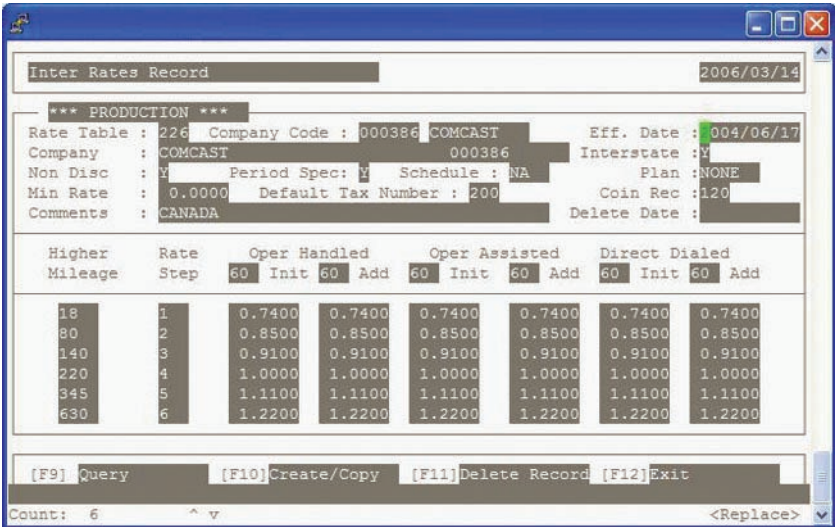
- Provides existing DMS200 functions
- Enables real-time machine-to-machine access to rate information
- Supports multiple DMS switches access capability by other network components
- Handles local, extended, toll and international calls
- Features centralized administration
- Offers manual and monthly update options
- Produces system statistics

Conserving DMS TOPS resources

Additional features and benefits of the solution include:

Easily modified rate calculation

Changes can be made to rate tables and rating algorithms without changing switch software, allowing new or modified services to be implemented quickly and easily.



The screenshot shows a software window titled 'Inter Rates Record' with a date of 2006/03/14. It displays details for a rate table (226) for Comcast (Company Code: 000386). The effective date is 004/06/17. The rate table is for Canada and includes a table of rates for different mileage steps (18, 80, 140, 220, 345, 630) and various service types (Higher Mileage, Rate Step, Oper Handled, Oper Assisted, Direct Dialed). The rates are listed in a grid format.

Higher Mileage	Rate Step	Oper Handled 60 Init 60 Add	Oper Assisted 60 Init 60 Add	Direct Dialed 60 Init 60 Add
18	1	0.7400	0.7400	0.7400
80	2	0.8500	0.8500	0.8500
140	3	0.9100	0.9100	0.9100
220	4	1.0000	1.0000	1.0000
345	5	1.1100	1.1100	1.1100
630	6	1.2200	1.2200	1.2200

Industry-standard reporting

The local service provider can generate a wide range of standard reports enabling management to analyze service usage and revenues, evaluate the effectiveness of rate structures, and monitor system performance.

System robustness

Rater uses a fully redundant IBM-AIX platform eliminating all single point of failures to meet high availability requirements. The database administration and update provides up-to-date rate and route information to the Oracle relational databases.

Delivering business value

Through CGI's External Rating Solution (Rater), managers have a powerful tool that allows them to free up valuable switch resources. Additional benefits of the Rater solution include:

- Improved switch performance
- More rapid deployment of enhancements
- Increased efficiency in rate table updates
- Reduced maintenance costs
- Greater system flexibility and customization

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