

NO.	Document	Chapter/Section	Specification	Questions	MTC Response
			Assuming clearing house and number portability solution is currently implemented in Namibia. Below are the	Interface supported by OSS/BSS and Clearing House to integrate with Number Portability Gateway.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				Does current Number Portability Gateway support GUI Interface.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				Number Portability transaction has any documents to be attached in the messages.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				What are the different NEM vendors to be supported and interface integrated in the Gateway.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				What is the security mechanism to connect to OSS/BSS, NEM interface or Clearing House Interface.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				Communication with OSS/BSS, NEM or Clearing House is Synchronous or Asynchronous.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				For the complete porting transaction Number Portability Gateway needs to communicate with multiple OSS/BSS Interface.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				How many clearing house solution is implemented for the porting solution in Namibia.	Number portability is not yet implemented in Namibia but will be implemented very soon.
				Given that single CRM for Mobile and fixed lines, is it required to host CRM as on-premise solution or a cloud service. Is there a Telco/Govt. regulation that we need to comply with regards to hosting?	Its MTC requirement to host it on MTC private Cloud.
				Please provide operational requirements of Point of Sale Module rollout - Number of POS terminals, expected performance metrics, Type of terminal (Hardware vendor) etc.,	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				In addition to key Charging requirements, please highlight operational challenges MTC encountering with regards to Charging.	Delay in Go to Market.
				Please provide a estimate on Number of products, services, bundles and discount types for mobile and fixed services	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please highlight key issues (if any) with current invoice management solution & process	Delay in Go to Market.

				Does MTC expect FTTX and cloud services use same service management layer (OSS systems) as mobile services	Yes, We will be using OSS system
				Please provide the product versions of following ones - 1. Oracle Siebel CRM; 2. Oracle Communications Billing and Revenue Management (BRM); 3. Oracle Application Integration Architecture (AIA). 4. Ericsson Online Charging System (OCS) 5. Ericsson Mediation 6. Siebel POS 7. Order Archestration	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on Existing Oracle BRM Nodes along with Hardware & Software information	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Does MTC have aditional requirements for Interconnect, other than the ones already implemented?	No
				What major issues MTC is encountering with regards to Web Portal Interfaces & BI system?	System is obsolete
				In addition to convergence, please highlight MTC needs for Real-time and offline rating?	To protect subscribers from shock bill.
				What requirements MTC would like to see as part of this implementation with regards to Partner settlement including Roaming and Revenue Share?	MTC would like to have a module to do settlements of the roaming partners.
				Please highlight the issues MTC is facing with regards to Oracle Application Integration Architecture (AIA) & Enterprise service Bus in terms of integration. What issues leading MTC to think towaerds SOA platform	Complexity, Lack of support to multiple downstream interfaces.
				How does the current system uniquely identify Residential and corporate users?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What is the customer satisfaction index of web based Portal with regards to user interaction?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on existing Ericsson OCS Nodes along with Hardware & Software information	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on existing Ericsson Multi Mediation Nodes along with Hardware & Software information	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on existing Ericsson Multi-Activation Nodes along with Hardware & Software information	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on all Capabilities/Functionalities of existing Billing system(Oracle BRM) in use.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on all Capabilities/Functionalities of existing CRM system in use.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

				Please provide details on all Siebel CRM Nodes along with Hardware & Software information	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on all Capabilities/Functionalities of existing Multi Mediation system in use.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on all Capabilities/Functionalities of existing Multi Activation system in use.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What is NBIA role in provisioning aspects? Any specific adaptations on EMA?	NBIA is a bridge between AIA and EMA , due to the lack of adaptation of AIA to EMA.
				Is current rating plans on Ericsson OCS offer based?	Yes, MTC does have offer based rating as well as flat rating, tiered rating options and more.
				FNB functionality/capabilities, is this integrated with existing OCS/Billing?	Yes, through a external payment channel.
				Does existing CRM can be enriched to support Common CRM functionality by adapting to SOA API's if populated?	Vendor to propose.
				In existing billing, what features are used in rate plans like shared accounts, location based charging etc.?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What Capabilities/functionalities of AIA in the network?	AIA is an Integration layer (ESB), It is not integrated to network elements.
				Does existing mediation capable of F&E, OLM with licensing?	Question is not Clear
				What is the significance of IFS ERP in the network along with its capabilities/function in use?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				How many Kiosks integrated in the network? And what Network elements they are integrated to?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What Capabilities/Functionalities supported via kiosks?	1. Airtime Top ups - both Prepaid and Post Paid 2. Account/Invoice payment 3. Voucher purchase 4. Bundles purchase 5. Bulk SMS purchases
				What Capabilities/Functionalities supported in iCare?	iCare will not be replaced, but API for iCare functionality must be made available.
				What is IFS? Does it hold network inventory or resource inventory?	IFS is the ERP system. Yes it holds network inventory but not resource inventory.
				What are source data for BI systems in network? Is CRS inputs used?	Information will be collected by mediation and it act as source for BI system.
				Capabilities/Functionalities/API's supported by Web Portal Interfaces?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Clarification of use-case for E2Valut Vs DPS	E2vault is external system that uploads the invoices into the web portal. DPS is an external system used for Dealer management.

				How many invoices are generated in an average month? How many are generated in an average year?	on the 14th cycle 10K invoices, and 28th 90K invoices
				How many years of Billing data are maintained? Where and how is it stored? What storage is required by statutes/regulations versus MTC rules	7 years, it is stored in database. Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide details on the current billing process of account / subscription / corporate or other types	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				How are billing errors, adjustments, credits handled for invoices processed? Are they made to the existing invoice or are new invoices created reflecting the differences for the customer?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide the information on payment terms that MTC uses. How are the accounting entries recorded with regards to discounts?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				what are the drivers behind generating single invoice?	Question is not Clear
				Please provide a list of all bill types and the timing that they are set up for.	Two cycles in a month. 14th and 28th.
				Does MTC invoices have an accounts receivable account for each revenue line (one-to-one match) or one accounts receivable account for multiple revenue lines (one-to-many)?	MTC has both.
				How many different A/R accounts do you use? How many different revenue accounts do you use for your billing?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide information on different tax rates that MTC use. Define the criteria for use of each rate	One Tax rate 15%
				How MTC utilize deferred billings on any activity? If so, is the deferred balance considered a liability until earned?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				How are pre-payments handled in MTC invoices?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Does MTC work with customers through a Letter of Credit (LOC)? If yes, describe how this affects your billing and receivable process.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide a count of active retail vs business MTC customers	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				When was the last time that maintenance (clean-up/archiving) was performed on your customer database? What is the frequency of maintenance tasks in Prod instance	Never
				Are any of MTC customers defined with a credit limit? If so, then is the credit limit by customer location or customer in total?	All the postpaid customers have a credit limit.

				How customer contacts are managed in the database along subscriberaccount information?	The relation is between parent and child linkage.
				Does MTC have customers with multiple addresses and/or locations? How are they stored within the database?	Yes, The relation is between parent and child linkage.
				Please provide the list of major issues leading to Billing system (Oracle BRM) transformation? Please enlist technology, functional and non-functional issues MTC is facing with Oracle Billing & Rating	Go to Market.
				Please provide a list of all interfaces to Billing & Rating systems	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide a list of interfaces to Accounts & Receivable systems. Note: transactions will be interfaced if the transactions and invoicing occur in a different system, yet MTC planning on storing the open balance within AR for payment and expecting Siebel CRM to create the accounting entries.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				please identify if the customer information will need to be interfaced in addition to the data, or if the customers already exist in the customer database planned for conversion.	Legacy system Customer data need to be migrated to the new to-be system.
				Please provide key requirements for Billing system migration	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What data cleansing tools/application in use for Migration?	Vendor to propose.
				Please provide key Telco regulations Billing, Rating, Charging & Mediation with regards to Namibian Government regulations	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Is Number Portability is part of Namibian Government Telco regulation? If yes, which application in the current solution is responsible for Number Portability?	Yes. Still to be decided.
				What issues MTC is running into, with regards to Number Portability?	Number portability is not yet implemented in Namibia but will be implemented very soon.
				How much history will be converted, i.e., open customer accounts, closed accounts? Identify if there are statutes / regulations associated with the history conversion requirements.	7 years.
				What reports are required, i.e., accounting entries, journals, invoice detail, invoice register, other?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide list of all Billing reports that your agency uses.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.

				Describe how the security is currently defined and established in Oracle Billing and Rating as well as Customer entry/update	Single sign-on.
				Describe how the security is currently defined in CRM system as well as Charging & Mediation	Single sign-on.
				How many users need access to the billing system. How many of those people already have CORE UserIDs for the General Ledger, Accounts Payable, and/or Purchasing modules?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				How many different roles will CRM, Billing, Charging & Rating systems users represent? (i.e. Super-User, Manager, Clerk). Please provide list of all user types with regards to each application	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Are there paper/online approvals for any billing entries currently performed within MTC billing database system?	No
				Can the Enterprise Service Bus (ESB) orchestrate back-end business processes, including workflows? Is MTC facing any issue in this regard? Please provide the issues in detail.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Can the ESB platform provide operational insights? Is MTC facing any issue in this regard? Please provide the issues in detail.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				How easy is to configure services and build composite applications leveraging Enterprise Service Bus (ESB) ? Is MTC facing any issues in this regard? Please provide the issues in detail.	Complex, Lack of support to multiple downstream interfaces.
				How interoperable is the integration platform? Is MTC facing any issues in this regard? Please provide the issues in detail.	Complex, Lack of support to multiple downstream interfaces.
				How scalable the integration platform is? Is MTC facing any issues in this regard? Please provide the issues in detail.	Complex, Lack of support to multiple downstream interfaces.
				What reliability issues MTC is facing with regards to Integration platform, especially in the areas of Message delivery guarantee, ability to minimize downtime through automatic recovery from H/w failure without data loss. Is MTC facing any issues in this regard? Please provide the issues in detail.	Complex, Lack of support to multiple downstream interfaces.
				Please provide the list of duplicate processes associated to Billing, Rating, Charging & CRM	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide the list of all entities and their security roles in Siebel CRM	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What major issues - functional & non-functional, MTC is encountering with regards to Siebel CRM?	Go to Market.

				What applications are already hosted in Huawei fusion cloud platform for MTC and their configuration details?	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What are the SLAs associated to Billing, Rating, Invoicing, CRM & Charging. Please provide the details.	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				What is the release management process in MTC use with regards to Change control process	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please share MTC's documentation on release management process including approval process, key difinitions on small, medium and major releases	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide infromation on MTC's process on releases Hot & emergency patches. And also to provide information on Unplanned outage on H/w as well as S/w	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide information on MTC's process on communications around Unplanned/Planned outages	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please share Program management model on Change requests (for new S/w & H/w releases) and Human resource requests	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please share Program Management model on how IT and Operational teams communicate. Please provide role mapping how Business and IT teams connect for ongoing project needs	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Please provide MTC process on Software Development Life Cycle - All phases on Requirements, Deveelopment, Testing and Support	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.
				Plesse provide MTC process on H/w purchase and acquisition requests handling (Vendor management, fullfilment, installation & commisioning)	Detailed information can only be shared during scoping. For the RFP, MTC requires the system to have such capabilities.