



Real-Time Alerting & Rating RoamMonitor

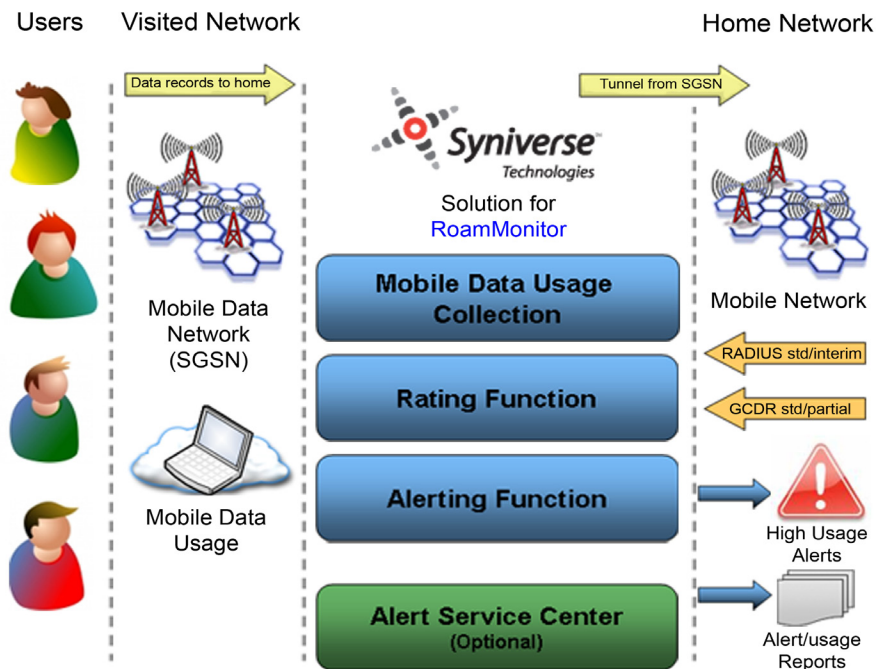
RoamMonitor, an advanced real-time alerting and rating service from Syniverse, enables you or your subscribers to set spending and/or usage thresholds based on pre-established policies.

When your customers who roam don't use their mobile devices because they are worried about usage costs, everyone loses. Subscribers are unhappy because they feel they must restrict use of their services, and you are unhappy because you have lost valuable revenue. If subscribers do use their data services without regard to costs, they risk bill shock when excessively large monthly mobile bills arrive. The result is even more grief. Customers become angry with you for sending them a huge bill, and you may not even be able to collect what you are owed and may find it difficult to compensate your roaming partners.

Fortunately, **Syniverse Real-Time Alerting and Rating - RoamMonitor**, enables you or your subscribers to set spending and/or usage thresholds based on pre-established policies. You are then able to inform your subscribers via an SMS or email alert before they breach their predefined thresholds.

As part of Syniverse's suite of real-time intelligence solutions, RoamMonitor enhances your subscribers' mobile data roaming experience by reducing the threat of bill shock and keeping them within budget. And when your subscribers learn they can use mobile data while roaming without accruing costly bills, they will be more likely to use these services instead of avoiding them altogether.

Increase your revenue and protect yourself from unpaid bills, while reducing customer churn. Everyone wins with RoamMonitor from Syniverse.





- Increases profitability – aware users will increase data use while roaming
- Eliminates revenue leakage and reduces the chance of you being held responsible for uncollectible bills
- Eliminates risk of bill shock
- Increases tariff transparency
- Supports both GSM and CDMA operators
- Fully available and tested service currently operational in several global Tier 1 operators
- Serving a potential market of 300+ million mobile subscribers
- Advanced reporting features and operational interface
- Flexible and fully configurable solution allows you to rate and notify data usage based multiple criteria

Benefits of RoamMonitor

Operator Benefits

- Increases profitability – aware users will increase data use while roaming without the fear of unexpected charges.
- Eliminates revenue leakage and reduces the chance of you being held responsible for your subscribers' uncollectible bills.
- Alleviates capital costs and operational burden because you have access to a cost-effective service bureau system architecture.
- Enables you to comply with regulation by supporting key mobile data bill shock prevention measures required by the latest legislative demands.

Subscriber Benefits

- Eliminates risk of bill shock.
- Increases tariff transparency – subscribers become more informed about the effective usage status.

Features of RoamMonitor

- Supports both GSM and CDMA operators.
 - The only commercially available technology-agnostic anti-bill shock solution.
- Fully available and tested service currently operational in several global Tier 1 operators and serving a potential market of 300+ million mobile subscribers.
- Single-point access for the support dashboard and provisioning GUI via CrossroadsSM.
- Advanced reporting features and operational interface.
 - Advanced dashboard tool can be used by your internal bill shock prevention team and customer care.
 - Support team receives alerts in real time via user-friendly graphical interface, which includes a case management tool for optimal tracking and management of high-spending subscribers.
- Highly reliable architecture with redundant platforms ensure the highest service availability and optimal disaster recovery policies.
- Innovative service bureau business model requires minimal or no integration with operator systems thanks to its lightweight, cost-effective and relatively simple deployment. The core platform is hosted by Syniverse.

Alerting Criteria Options

Flexible and fully configurable solution allows you to rate and notify data usage based multiple criteria, such as:

1. Accumulation in terms of money: internal rating engine provides the ability to rate data usage according to the following parameters:
 - Roaming group differentiation (roaming destination) based on SGSN-IP address, PCF-IP address or BSID, including wild-carding/ranges for each.
 - Tariff-period differentiation based on time-of-day, day-of-week, holiday and holiday-eve.



About Syniverse

Serving more than 900 mobile operators, cable and Internet providers, and enterprises in over 160 countries, Syniverse offers market-leading solutions that simplify the complexities of roaming, messaging, network interoperability and business intelligence for mobile operators, MSOs, enterprise verticals and emerging mobile providers.

- Support steps/tiers based upon accumulated usage for the subscriber for a definable billing cycle.
 - Prepaid subscriber alerts based on fixed MB data usage.
2. Accumulation in terms of volume: internal rating engine provides real-time accounting of subscriber data volume usage.
 3. Configurable subscriber groups/plan: system can host countless uniquely configured subscriber groups/plans.
 4. Advice of charge SMS: send a notification about data services and rates after the subscriber initiates his or her first data session while roaming during the billing cycle.
 5. Roam Reminder: send a daily notification to the subscriber on the data usage of the previous day and the total accumulation in the bill cycle.
 6. Multiple and effective notifications alternatives: multiple options exist for real-time notifications on actual costs incurred by the subscriber. Current alerting options are:
 - Operator alerts: SMS, email, SNMP traps, local alarm indications
 - Subscriber alerts: SMS, email

© 2011 Syniverse Technologies, Inc. All rights reserved under U.S. and international copyright laws. Rev. 8-11