Customer Creation & Classification

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Product: i2i Core OSS/BSS
Company: i2i Tech Services Private Limited

Purpose

Customer creation establishes the legal and operational identity for all downstream workflows in i2i Core OSS/BSS. Classification determines policy eligibility, billing ownership, provisioning constraints, and reporting visibility.

When to Create a New Customer

- New legal/commercial entity onboarding (residential, enterprise, partner/reseller).
- Contractually separate ownership requiring distinct invoicing/compliance.

When NOT to Create a New Customer

- Additional services for the same entity (create a new **Account** or **Service**).
- New location under the same agreement (use account/service mapping as per policy).

Classification Guidance

- **Residential**: Standard policies, minimal exceptions.

- **Enterprise**: SLA-sensitive, multi-service/multi-site, approvals often required.
- **Partner/Reseller**: Revenue-share/settlement logic; restricted operational permissions.

Mandatory Data & Verification

- Customer name (legal), classification, verified contact details.
- Installation & billing address mapping (as applicable).
- Uniqueness checks (avoid duplicates).

Validation & Controls

- Mandatory fields enforced; role-based permissions apply.
- Classification changes should be restricted after dependent entities exist.
- All creation actions must be auditable.

Downstream Impact

- **Billing**: invoicing entity, tax/compliance behavior, ownership.
- **AAA**: root ownership for subscriber identities and policy boundaries.
- **Provisioning**: service eligibility and lifecycle enforcement.

Screenshots

Screenshots not yet added.

Revision #1
Created 2026-02-03 15:12:14 UTC by Admin
Updated 2026-02-03 15:12:15 UTC by Admin