

Customer & Subscriber Management – Overview

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Product: i2i Core OSS/BSS

Company: i2i Tech Services Private Limited

Purpose

The Customer & Subscriber Management module is the foundation of i2i Core OSS/BSS. It establishes the authoritative identity and ownership model used across AAA, provisioning, billing, reporting, and audit flows.

Conceptual Model

- **Customer:** Legal/commercial entity (individual/organization/partner).
- **Account:** Billing & service container under a customer.
- **Service:** A provisioned offering (broadband, leased line, add-ons) owned by an account.
- **Subscriber:** End endpoint/identity consuming the service (credentials + network identifiers).

Lifecycle

1. Create Customer → Create Account
2. Attach Service(s) to Account
3. Create Subscriber identity and map it to service
4. Activate → Operate (Modify/Suspend/Resume) → Terminate

Operational Principles

- **Data integrity first:** Avoid duplicates and uncontrolled edits.
- **Controlled state transitions:** Changes must be lifecycle-aware.
- **Downstream impact awareness:** Customer data drives AAA & billing behavior.
- **Auditability:** All changes must be traceable to a user and time.

Role Responsibilities

- **L1/NOC:** Create customers/accounts, routine updates, status checks, basic lifecycle actions.
 - **L2 Ops:** Validate AAA/provisioning dependencies, handle complex corrections safely.
 - **L3/Admin:** Policy, configuration, integration, and defect triage.
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Screenshots

Screenshots not yet added.

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