

# Rise of Voice Incremental Billing in Wholesale Telecoms

Which best practices should be adopted?



**Wholesale**

# Agenda



Overview

**Challenges & Downsides**

**Recommendations**

# Rise of Incremental Billing in Wholesale Telecoms trend

## Overview.



- Rounding rules and billing increments determine how costs are calculated for international voice transit.
  - Growth since 2016, we recently assist to **an increasing adoption of incremental billing across countries**, particularly where regulatory pressure is low, making it an effective strategy for some operators to enhance revenues.
  - For several semesters now, new billing increments have been appearing on the wholesale market, complicating traffic valuation and billing.
  - The 60/60 or 60/1 incremental billing seems to be overridden by **more complex rounding rules**, which now take regional disparities, as well as the origin and destination of traffic, into account. Or some operators
- Many regional variations exist :**
- Vietnam: 60/1
  - Brazil: 30/6
  - UAE: 60/60 (originating from India)
  - Africa: 60/1 or 60/60 depending on destination and origin
  - Qatar (from April 2025): 60/60 for non-GCC calls
- Notifications of billing increment changes between operators are communicated through sent price lists or simply written emails which complicate the integration of this data into management information systems and makes it difficult to reconcile invoices and issue accurate invoices.

# Few different examples of rounding rules running for Voice valorization



## Billing Increments per Origin



Only DU network is concerned



All MNT/Bayobab networks are concerned



Only STC network is concerned



# Challenges & Downsides faced

- Communication of billing increment changes is primarily established through email notifications. Alternatively, this information can also be included in the Transit Voice price list, either as a written note in the footer of the price list which can not be easily integrated into information systems—or as part of the standard documentation and require manual attention.
- Parameter standards of the rounding vary, with different operators applying different rules; sometimes only two or three parameters are used concurrently.
- Currently, there is no standardized practice for communicating or managing these changes
- Apart from the need for system adaptation and the management complexity across all billing processes, these issues lead to:
  - Customer dissatisfaction (e.g., overcharging for short calls)
  - Increased system complexity and operational costs
  - Disputes over billing discrepancies

# How can we manage the complexity & ensure clarity in Voice Hubbing Price Lists

## Suggestions

- ✓ Adopt a **standardized communication method** through the price list. Where rounding rules parameters are **mentioned in the column following the rate, legible, comprehensible and assimilable** by the trading software.
- ✓ Agree on a single standardized parameter format, either with 2 (ie. 60/60) or 3 (ie. 0-60-60) parameters, for both sales and purchase transactions.“
- ✓ Applying a 30-days prior notice notification, minimal time during for IS implementation

Thank you for  
your attention  
and support



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