

CORE MONETISATION & FINANCE

i2i CRM

Prepaid, postpaid and hybrid billing, accounts, invoices and partner wallets for ISPs



OVERVIEW

i2i CRM is the billing and customer back office for internet service providers. It keeps the plan catalogue, customer and service accounts, invoices, payments, taxes, deposits and the partner network in one system, so a renewal, its invoice and the partner's commission all come from the same record. Operators work in the admin portal and partners in the partner portal.

Prepaid, postpaid and hybrid billing models run in one system, with base plans, add-ons, boosters, quotas and fair usage rules. Postpaid billing runs by billing area with advance or arrears charges, proration and GST e-invoicing through ClearTax or WebTel adaptors. Payments arrive through online gateway adaptors such as Razorpay, PayU and CCAvenue, and alerts go out by SMS, WhatsApp and email. Activations pass to provisioning, so OTT, IPTV and static IP services follow the account.

THE CHALLENGE

Internet service providers sell many kinds of plan through direct and partner channels, on prepaid, postpaid and hybrid billing models. Each sale creates billing rules, tax treatment, payment methods and follow-up work. When plans, customers, invoices and partner money sit in separate tools, the same renewal is entered several times, and finance spends its time reconciling instead of billing.

AT A GLANCE

- ✓ Prepaid, postpaid and hybrid billing, add-ons and quotas
- ✓ Bill runs with preview and rollback per billing area
- ✓ GST invoices, with ClearTax and WebTel e-invoice adaptors
- ✓ Three-level partner network with wallets and commission

Capabilities

Product and plan management

Create base plans, add-ons, combos, boosters, static IP and OTT plans from templates, then set their state. Plan classifications include standard, demo, migration and admin-only, and admin-only plans are hidden from customer self-service.

- Unlimited, fair usage, recurring, limited and advance templates
- Multi-variant plans and multi-month variants
- Vouchers of external, electronic and internal types

Quotas, QoS and access time

Quota plans use buckets, tiers, time-of-day segments and a reset cadence. Internet QoS policies carry an AAA policy attribute for the network layer, and access-time policies allow or deny by weekday and time.

- Weekend-only and time-of-day access rules
- QoS schedules attached to plans

Price overriding

Prices can be overridden at branch or product level. Partner profiles hold plan price-override and charge-override rules, so a partner's selling price and its commission are calculated from the same inputs.

Accounts and lifecycle

Customer accounts cover residential and enterprise segments, group accounts and leased-line accounts. Instance statuses run from activation pending and active to future, expired, cancelled and inactive. Postpaid billing can start from a past activation date.

- Billable accounts with child service accounts
- Auto-renewal schemes and bulk renewal
- Leads, Aadhaar eKYC and document management

Billing cycles and invoices

Postpaid bill runs work per billing area with preview, generation, export and rollback. Charges are advance or arrears, recurring or one-time, and prorated where set. Invoices are PDFs built from templates, with configurable document numbers and an archive you can search.

GST and e-invoicing

GST invoices handle CGST, SGST and IGST with GSTIN checks against the state. E-invoices go through ClearTax or WebTel adaptors, and each account tracks the portal status. Reports cover GST invoices, cancellations and partner-wise GST.

- Per-state GSTIN for the organisation and for partners
- XLS and CSV export of GST reports

Payments, deposits and wallets

Gateway payments, staged payments with approve and reject, and payment follow-ups are all recorded against the account. Deposits are fixed-term or lifetime, in security, advance, installation or other categories, and end in refund, transfer to the account balance or write-off.

Alerts, provisioning and inventory

SMS, WhatsApp, email and push gateways carry alerts and broadcasts. Provisioning adaptors activate OTT and IPTV services, and inventory covers static IP pools for IPv4 and IPv6, voice number ranges, modems and warehouses.

Technical summary

PLAN CHARGE TYPES	Prepaid and postpaid. An anniversary hybrid cycle option aligns the bill date to the billing area and the month to activation.
PLAN TYPES	Base, add-on, combo, deposit and on-demand bill, with sub-types for internet, OTT, IPTV, static IP, boosters, leased line and one-time charges.
BILLING CYCLES	Calendar month, anniversary and anniversary hybrid; advance or arrears per charge; recurring, non-recurring and fixed-period recurrence.
INVOICES	PDF from templates, configurable document numbers, credit and debit notes, archive search; optional second language for names.
TAX	Configurable tax, tax group and tax zone; CGST, SGST and IGST; GST e-invoice via ClearTax or WebTel; TDS on partner commission.
PAYMENT GATEWAYS	Razorpay, Paytm, PhonePe, AggrePay, HDFC, EaseBuzz, PayU, CashFree, NTT Data Pay, Omniware, CCAvenue, AblePay.
MESSAGING	SMS (Ping4, RouteMobile, ApiTxt, generic HTTP), WhatsApp gateway adaptors, email and push notification gateways.
CURRENCY	Optional multi-currency per organisation with exchange rates; amounts stored in the base currency, INR, and converted for display.
TENANCY AND ACCESS	Separate data per organisation; staff roles with per-action permissions; JWT authentication; optional access sync with i2i Identity & Access.
PLATFORM	Java and Spring Boot services on MySQL with service discovery, REST and JSON interfaces, a Dockerfile and versioned upgrade scripts.

Related modules

Modules operators often run alongside i2i CRM. Each is a separate module; the integrations that exist are listed in the technical summary above.



Where it is used

Regional ISP selling prepaid through LCOs

An ISP sells prepaid broadband and OTT add-ons through local cable operators. Each operator tops up a partner wallet, renews customers, and earns a commission that is calculated from the same renewal transaction. Vouchers and auto-renewal schemes cover customers who prefer to prepay or renew on a schedule.

Enterprise billing for leased lines

A provider bills leased-line and connectivity customers postpaid. The finance team previews the bill run for a billing area, generates invoices with advance and arrears charges, and rolls the run back if a rate was wrong. GST invoices are issued and overdue accounts move into dunning.

GST e-invoicing at invoice time

An operator in India configures the ClearTax or WebTel adaptor so that invoices are sent to the GST portal for an e-invoice. The account records whether the invoice was required, provisioned, failed or processed, so the billing team can find the failures.

See i2i CRM on your network

Talk to our team about your operator type, your network and where to start. We will show you the module and answer the technical questions.

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