

ISO 14452:2012-07 (E)

Network services billing - Requirements

Contents		Page
Foreword		iv
Introduction		v
1	Scope	1
2	Terms and definitions	1
3	Billing process	5
3.1	Pre-billing process	5
3.2	Billing principles	7
3.3	Billing document	10
3.4	Post-billing processes	15
3.5	Customers in vulnerable circumstances	17
3.6	End of contract and switching supplier	18
3.7	Compliance and continuous improvement	18
Annex A (informative) Guidance for bill presentation		20
Bibliography		21