



# Telenet Business embraces e-invoicing and makes it available to all customers

AdValvas and Telenet Business have a long history together offering e-invoicing to corporate clients. In 2017, Telenet Business was mandated by government clients to support European standard UBL e-invoicing. The choice was quickly made to extend the cooperation with AdValvas. Today, Telenet Business is rolling out a new billing platform. Since e-invoicing is obviously becoming the standard, the solution is designed with e-invoicing in mind. From 2021 onwards, Telenet Business will provide the possibility to all business customers to opt for e-invoicing using UBL.

## Invoicing @ Telenet Business

Telenet Business offers internet, data, telephony and TV solutions in Belgium and Luxembourg. In addition to these telecom services the company is also specialized in IT solutions, such as hosting, cloud computing and cybersecurity.

A telco billing environment, with its typical mix of product bundles and services, needs to flexibly support specific requirements and preferences of different customer segments. This leads to different invoice formats with different levels of detail.

## A LONG-TIME PARTNERSHIP

Telenet Business decided a long time ago to manage its consumer billing in-house. The billing infrastructure was designed for printed invoices as the default delivery method. Because more and more business clients requested e-invoices with structured data, Telenet Business joined forces with AdValvas Europe in 2007 to be able to offer ETIS (an Edifact standard for telecom) to Platinum (corporate) customers, and XML invoices for Gold and Silver customers. AdValvas took care of the technical aspects.

As of 2017, Telenet Business was mandated by its government clients to only send e-invoices via Peppol (complying with the European Norm). Telenet Business logically decided to extend the

successful cooperation with AdValvas Europe to also set up the Peppol flow together. The Peppol setup was implemented as an add-on service, in parallel to the automated billing flow. It allowed Telenet Business to adhere to the demand of the government clients, although the additional administrative overhead made the solution rather sub-optimal.

*"We're pleased to work with AdValvas again for the Peppol implementation. We know we can expect the same level of expertise as we are used to for EDI. By the way, on top of Peppol we will continue to offer EDI services to specially serve our Platinum customers."*

*"If we want our organization to be future-proof, we have to dare to jump. There's no point in waiting for everyone to join our digital journey. We decided to go for it now."*

**– Hilde Guilliams, Billing & Collections Manager at Telenet Business**

## The e-invoicing 2.0 project

To accommodate new brands and anticipate the extended scope of services, Telenet Business opted for a new, future-oriented billing platform. Triggered by the widely accepted European e-invoicing standard (EN-16931), it was decided to integrate e-invoicing support in the design from the start, particularly paying attention to automation and scalability.

It needs some tweaking to translate a telco invoice into UBL syntax. Telco specific information, specific VAT regimes, the rounding from four to two decimals, or the large number of invoice lines all ask for some adjustments. AdValvas Europe is a specialist in handling these kind of recurring services. As a result, the new e-invoicing system works for all Telenet brands, all services, and every customer segment. It is flexible enough to adapt to different business scenarios, in order to conform to the e-invoice format as requested by the customer.

## E-INVOICING: THE NEW STANDARD

The limitations of the current UBL have been tackled, and that is exactly why AdValvas Europe



came in. With its vast experience offering enterprise solutions for processing recurring services, the organization truly adds value where it is most needed. As of now, besides the already existing e-invoicing flows, Telenet Business sends EN-16931 UBL invoices through the Peppol network as well as embedded within a hybrid PDF attached to e-mail (for customers that have no Peppol presence).



*"In September 2020 we go live with the new Peppol setup and conduct some friendly user testing. Our goal is to migrate all our mobile customers (Base fleet) as of January 2021. In a second phase we'll invite our SME and LE customers to opt in, if they like."*  
**– Hilde Guilliams, Billing & Collections Manager at Telenet Business**

## CONCLUSION

Telenet Business can keep its client promise of accurate and transparent invoicing. And the internal administrative departments also benefit from the automation integrated into the new billing solution. E-invoicing has become the new standard.

### In Short

- Government customers required Telenet Business to adopt the EN-UBL e-Invoicing standard to be exchanged via the Peppol network
- Telenet Business new billing platform has been designed with e-invoicing in mind. The EN-UBL e-invoice is prominent part of the digital strategy
- The standard is future proof and is a good fit for all customers segments. By adopting "dual speed" approach, Telenet Business supports sending hybrid PDF invoices through e-mail
- The ViaAdValvas service has mapped the telecom billing date into to fit in the specifications of EN-UBL
- Delegating the technical details to AdValvas, allowed Telenet Business to focus on internal efficiency

## About AdValvas Europe

AdValvas Europe offers the world's first Business-Ready Network, guaranteeing 100% integration of business partners, clients and suppliers. A single connection to the ViaAdValvas.com Network means electronic data exchange with any business partner regardless of size or technical capability.

For more information, visit <http://www.viaadvalvas.com>  
Contact: AdValvas Europe, [info@advalvas-group.com](mailto:info@advalvas-group.com) or Tel: +32(0)9/241.87.87,

ViaAdValvas and AdValvas logos are trademarks or registered trademarks of AdValvas Europe.

## ViaAdValvas.com Cloud platform

ViaAdValvas.com Services provides an innovative and 100% secure platform that covers the entire process of incoming invoices, including long-term compliant archiving.