TABLE OF CONTENTS

I. INTRODUCTION

1.1 Survey Components
1.2 Survey Respondents
1.3 Survey Results
1.4 About the Rankings
1.5 Acknowledgement

II. OVERALL FINDINGS

2.1 Top Vendors Ratings
2.2 Performance by Smaller OSS Specialists

III. RETAIL BILLING SYSTEMS

IV. REVENUE ASSURANCE AND FRAUD MANAGEMENT SYSTEMS

V. MEDIATION SYSTEMS

VI. CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS

VII. ELEMENT MANAGEMENT SYSTEMS

VIII. MIDDLEWARE SYSTEMS

IX. RESOURCE/INVENTORY MANAGEMENT SYSTEMS

X. FAULT MANAGEMENT SYSTEMS

XI. PERFORMANCE MONITORING

XII. SERVICE MANAGEMENT SYSTEMS

XIII. SERVICE ACTIVATION SYSTEMS

XIV. SERVICE PROVISIONING SYSTEMS

APPENDICES

A1 FULL SURVEY RESULTS TABLE
A2 METHODOLOGY
A3 LEGAL DISCLAIMER