Telecom Test Cases	Pre condition	Expected Result	Actual Result	Post condition	Pass/Fail	Test Owner
Verify that the billing system calculates charges for voice and data usage accurately, taking into account tariffs and any discounts.						
Verify that the billing system generates invoices and receipts correctly and that they are easy to understand.						
Verify that the billing system can handle payment transactions from different payment methods.						
Verify that the billing system provides detailed usage reports to the customers.						
Verify that the billing system can handle a large number of simultaneous transactions.						
Verify that the billing system integrates with the CRM system to provide customer support.						
Verify that the billing system is secure, with no unauthorized access.						
Verify that the billing system correctly handles adjustments and refunds.						
Verify that the billing system provides accurate billing data to regulatory authorities.						
Verify that the billing system can handle complex billing scenarios, such as family plans and international roaming.						
Verify if the application is able to correctly identify the user and authenticate them with the correct credentials.						
Verify if the application is able to display the correct account balance and other account information to the user.						
Verify if the application is able to allow the user to purchase or modify services, such as adding or removing voice or data plans.						
Verify if the application is able to correctly reflect the service changes in the billing system and adjust the account balance accordingly.						
Verify if the application is able to provide real-time alerts to the user for relevant events, such as low balance, data usage limits, and promotions.						
Verify if the application is able to provide detailed usage reports to the user for voice, data, and other services.						
Verify if the application is able to provide a seamless experience across different devices and platforms, such as mobile phones, tablets, and desktops.						
Verify if the application is able to handle different languages and regional preferences of the users.						
Verify if the application is able to handle concurrent user sessions and maintain data consistency across all of them.						
Verify if the application is able to integrate with other systems, such as social media, customer support, and location-based services, for a personalized and contextual experience.						
Verify that the OSS/BSS system correctly handles customer orders and provisioning requests.						
Verify that the OSS/BSS system accurately tracks customer usage and generates accurate bills.						
Verify that the OSS/BSS system can handle complex customer scenarios, such as family plans and international roaming.						
Verify that the OSS/BSS system provides accurate and up-to-date customer data to other telecom systems, such as billing and network management systems.						
Verify that the OSS/BSS system can handle a large number of simultaneous transactions.						
Verify that the OSS/BSS system provides accurate and timely reports to the management.						
Verify that the OSS/BSS system is secure and that it does not expose any sensitive customer data.						
Verify that the OSS/BSS system can handle common support scenarios, such as refund requests and account cancellations.						
Verify that the OSS/BSS system complies with relevant regulatory requirements.						
Verify that the OSS/BSS system integrates seamlessly with other telecom systems.						
Verify that the network equipment conforms to the relevant industry standards and specifications.						
Test that the network equipment correctly implements all mandatory features and options specified in the standard.						
Verify that the network equipment supports all required signaling and data protocols.						
Test that the network equipment accurately handles data traffic and signaling messages according to the protocol specifications.						
Verify that the network equipment correctly implements all required Quality of Service (QoS) mechanisms and policies.						
Test that the network equipment correctly handles traffic prioritization and bandwidth allocation according to the QoS policies.						
Verify that the network equipment accurately supports all required security mechanisms and protocols.						
Test that the network equipment correctly implements authentication, authorization, and encryption mechanisms specified in the standard.						
Verify that the network equipment accurately supports all required management and monitoring capabilities.						
Test that the network equipment correctly implements all required configuration, monitoring, and management protocols specified in the standard.						
Verify that the IVR system correctly greets the caller and provides the appropriate options.						
Test that the IVR system accurately recognizes and interprets spoken input from the caller.						
Verify that the IVR system accurately recognizes and responds to touch-tone input from the caller.						
Test that the IVR system correctly routes the caller to the appropriate agent or department.						
Verify that the IVR system accurately delivers pre-recorded messages to the caller.						
Test that the IVR system correctly handles call transfers and call-back requests.						
Verify that the IVR system accurately integrates with back-end databases and applications.						
Test that the IVR system correctly handles error conditions and provides helpful error messages to the caller.						
Verify that the IVR system accurately logs and tracks caller interactions for reporting and analysis.						
Test that the IVR system correctly supports multiple languages and dialects.						