

TM Forum Open APIs Conformance Certification



Company Name:

Tayana Mobility Technologies Pvt Ltd

Product Name and Release Version:

NGBSS (Next Generation Business Support System)

Release Version: 1.0.0

TM Forum Open API Name and Release Version:

TMF629 - Customer Management v5.0.0

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1. What Product or Solution does your API support?

NGBSS is a TM Forum-aligned Business Support System (BSS) platform designed for Communication Service Providers (CSPs), MVNOs, and Digital Service Providers. The platform supports customer lifecycle management, account management, product and service management, billing, revenue management, and digital channel integration.

The certified implementation includes the TM Forum Open Customer Management (TMF629 Customer Management API). Party and Account together, these APIs provide a standards-based foundation for managing parties, customers, and customer accounts across the customer lifecycle.

The Customer Management API enables creation and maintenance of customer entities and their relationships to engaged parties. These APIs are used by customer onboarding applications, CRM systems, self-service channels, billing platforms, and partner integrations to provide a consistent and interoperable customer domain based on TM Forum Open API standards.

2. Overview of Certified API

The certified implementation provides TM Forum-compliant APIs for Customer Management (TMF629). These APIs form the customer domain of the NGBSS platform and enable standardized management of parties, customers, and accounts throughout their lifecycle.

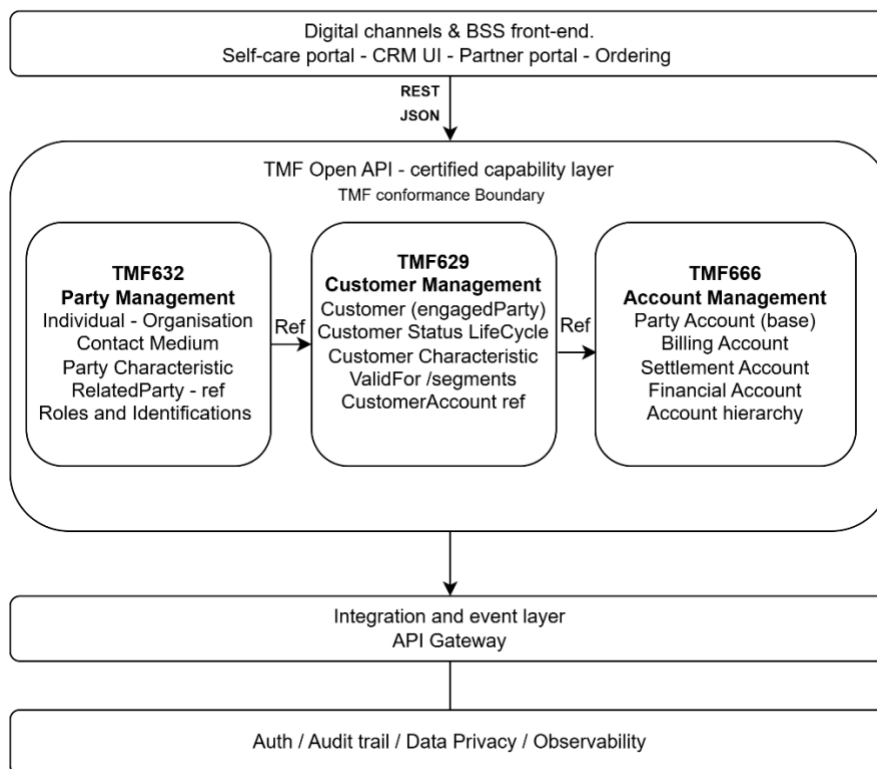
TMF629 manages customer lifecycle information and customer relationships.. These APIs support customer onboarding, customer management, billing integration, and digital channel interactions while enabling interoperability with external OSS/BSS systems through TM Forum Open API standards.

The TMF629 Customer Management API provides a TM Forum compliant interface for managing the commercial relationship between the service provider and its customers. It supports the lifecycle management of individual and organizational customers by maintaining customer-specific business information such as status, characteristics, contact details, related parties, customer accounts, and credit profiles. As a core component of our Next Generation BSS architecture, the API integrates with Party Management, Account Management, Product Ordering, Agreement Management, and Billing systems to support digital onboarding, customer lifecycle management, and standardized information exchange across the BSS ecosystem. This implementation promotes interoperability, data consistency, and scalable service delivery in accordance with TM Forum Open API standards.

3. Architectural View

The NGBSS platform follows a service-oriented, API driven and TM Forum Open API-based architecture. The certified APIs— TMF629 Customer Management API form the core Customer Domain within the platform and provide standardized interfaces for customer, party, and account management.

External systems such as CRM applications, self-service portals, mobile applications, partner systems, order management systems, and billing platforms access customer-domain information through the TM Forum Open APIs exposed by the API Gateway. The APIs are implemented as independent services within the NGBSS platform and interact with shared business services and the customer master data repository.



The Customer Management API manages customer lifecycle information and maintains associations with engaged parties. The Account Management API manages Party Accounts, Billing Accounts, Settlement Accounts, and Financial Accounts and maintains relationships between customers and accounts.

Together, these APIs provide a consistent customer information model and enable interoperability between internal BSS components and external systems through TM Forum-compliant REST interfaces.

The TMF629 Customer Management API forms the commercial customer layer of our Next Generation BSS architecture. It manages customer entities representing individuals and organizations that consume, resell, or utilize services provided by the enterprise. The API extends the Party domain by maintaining customer-specific business information, including customer status, characteristics, contact details, credit profiles, related parties, and associated customer accounts. Serving as the central customer master, it integrates with Party Management, Account Management, Agreement Management, Product Ordering, and Billing domains to support digital customer onboarding, lifecycle management, and omnichannel service delivery while ensuring interoperability through TM Forum Open API standards.

4. Test Results

Click here to view the test results: [TAYANA-NGBSS-TMF629-v5-HTMLResults.html](#)