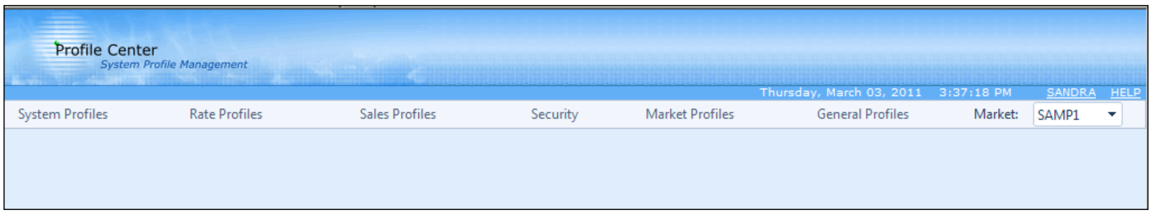
Profile Center

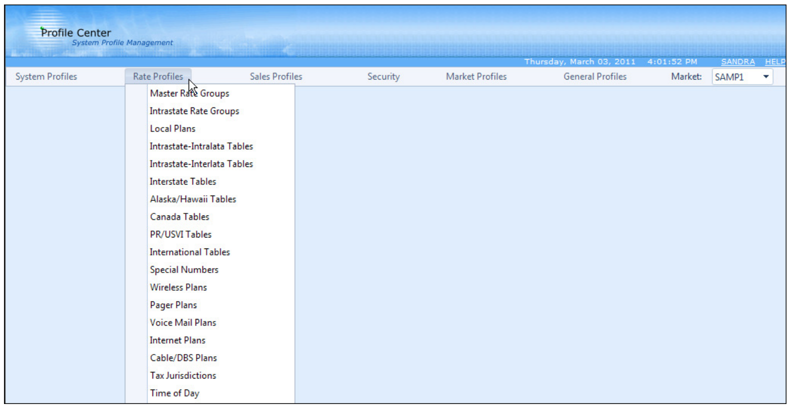


Rate Profiles

CONTENTS

Profile Center

This document describes the **RATES** profile module found in the Profile Center.



The **PROFILE CENTER** is divided into five modules. These six modules are used to create profile codes used throughout your database:

- The **SYSTEM PROFILES** module is used to create:
  1. Discounts and Non-Usage Charges
  2. Additional Profile Codes, such as Equipment, Features, Monthly Recurring Changes, and other Profiles that are used throughout the system
  3. Carrier Information codes
  4. And Track Financial Activity

- The **RATES** module is used to create rate tables used to calculate:
  1. Terminating rates – Traffic Charges
  2. Recurring and Non-Recurring Fees

- The **SALES PROFILES** module is used to create:
  1. Codes representing your Sales Agents
  2. Commission Plans used during production to calculate commissions for your agents
  3. Reports that will assist in paying your agents commissions

- The **SECURITY PROFILES** module is used to create user ids and passwords for your users to access various areas of the system.

- The **MARKET PROFILES** module is used to setup default information used throughout your database. These items include:

- The **GENERAL PROFILES** module is used to perform various tasks within the system.

Common Profile Buttons

The following buttons are used throughout the Profile center.


The binoculars are used as the **SEARCH** button.

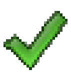

The eraser is used as the **CLEAR SEARCH CRITERIA** button.


The green circular plus is used as the **ADD** button.


The red circular white X is used as the **CLEAR ERROR MESSAGE** button that appears only when an error is encountered and trapped.


The small blue arrow right is used as the **SELECT** button in grids throughout System Profiles. Clicking this button only selects a row; clicking the blue underlined link-description to the right of the arrow does both a select and a go that displays detail for the selected summary record.


The small circular red circular white X is the used as the **DELETE** button in grids throughout System Profiles.


The large green check is used as the **OK** button on pages throughout the Profile Center.


The large red X is used as the **CANCEL** button on pages throughout the Profile Center.


The 'sign forbidden' is used as the 'No' button in popup message boxes where the question 'One or more data fields has changed. Do you wish to save these changes now?' is displayed.

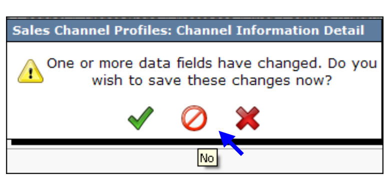

The floppy disk is used as the **SAVE** button. This is the enabled image.


The grayed out floppy disk is used as the **SAVE** button to create a disabled appearance.


The two cylinders are used as the **DUPLICATE** selected Row button to create an exact duplicate of the item selected.

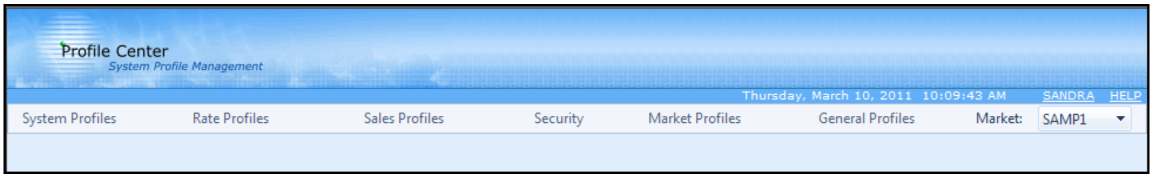

The add button is used where it's permissible to **ADD A NEW ROW** to a grid.

Icons used throughout the Profile Center include a tooltip or a short description specific to the button as you mouse over the item.

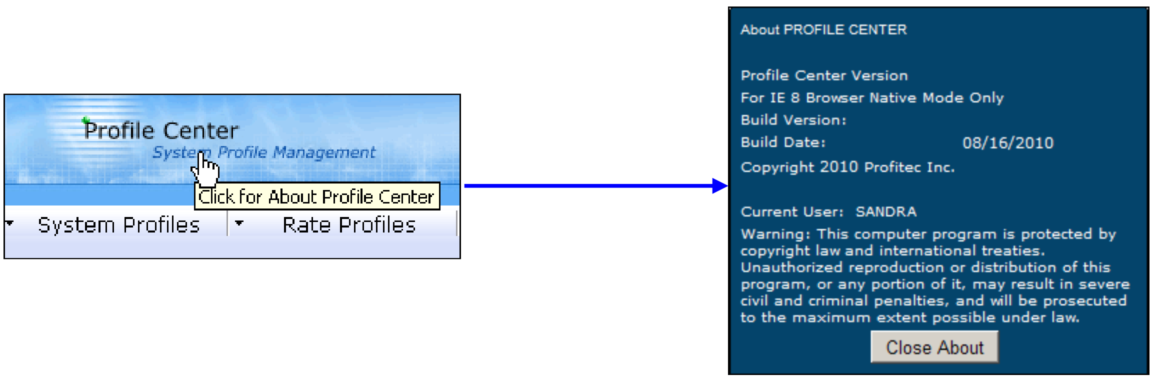


Common Profile Center Features

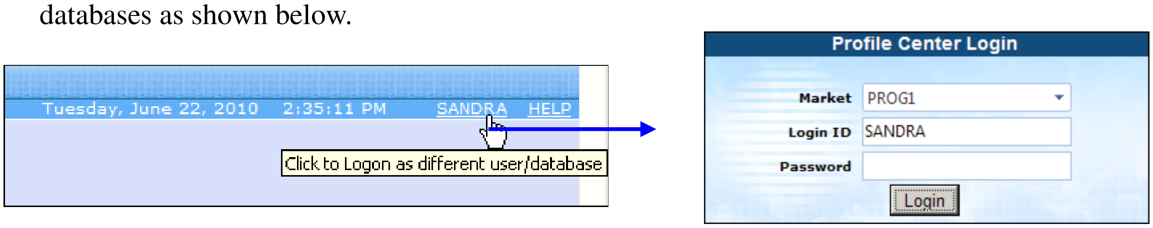
Many areas of the Profile Center include tooltips or short descriptions specific to the Profile Center as you mouse over items.



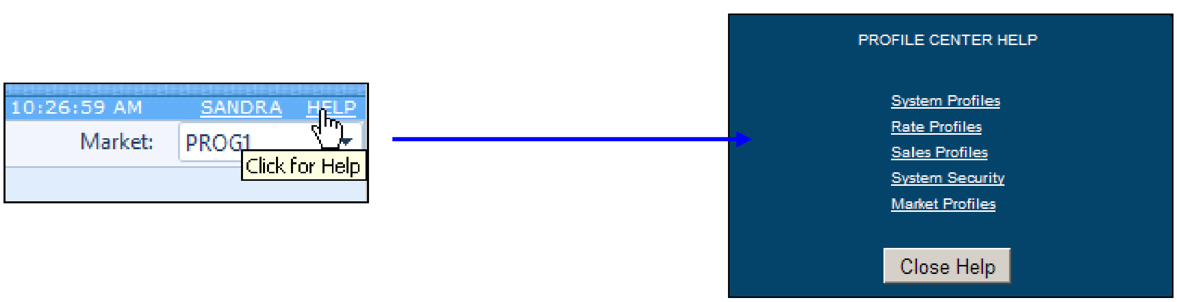
1. **MOUSING** over **/ CLICKING** the words **PROFILE CENTER** in the Profile Center banner displays information about the Profile Center. Build Version as well as Build Date display.



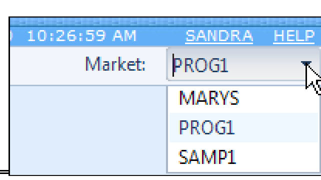
2. **MOUSING** over **/ CLICKING** your **LOGIN NAME** is use to logon as a different user or change databases as shown below.



3. **MOUSING** over **/ CLICKING HELP** displays the Profile Center Help menu. Each module in the Profile center includes a help document as seen below.



4. The down arrow next to the current Market is used to switch to another market within your database.



Rate Profiles

It is important to consider certain rules and business decisions before creating rates. These areas should be considered carefully because rating information created in OmniBill directly impacts the outcome of your invoicing.

Rating Call Records

During the bill production process Call Detail Records (**CDR**'s) received from carriers are formatted into a common four hundred (400) byte layout. The calls found in the **CDR**'s are matched to lines in the OmniBill database. These calls are given a jurisdictional classification using a production program from **CCMI** (Center for Communication Management Information). This program identifies the type of call made, for example **INTERSTATE**, **OVERSEAS**, or **LOCAL**.

Below are a few examples of decisions that should considered before creating rates:

- *What method will you use to calculate the cost of call usage? There are 3 available methods: Special Numbers, Cost Factoring, and Rate Plans.*
- *If using rate plans, what billing increments will be used to calculate the cost of a call? Initial billing increments and Overtime billing increments must be entered in seconds. What are your initial and overtime rates?*
- *Do you plan on offering any discounts?*

The bill production process follows a specific order when determining which method to use to calculate the cost of a call, beginning with **SPECIAL NUMBERS**.

1. **SPECIAL NUMBERS** is used to rate calls terminating at a specific number. The rates are unique and not tied to a rate plan. During production if the system finds a match in Special Numbers, the costing program uses that information to rate the call.

If no match is found in **SPECIAL NUMBERS**, the bill production process moves on to the second costing method, **COST FACTORING**.

2. **COST FACTORING** uses the carrier network cost of a call and applies a percentage, surcharge, or both to the network cost. **COST FACTORING** is set-up using **RESALE** codes, which are found in System Profiles. *Refer to System Profiles for information on Cost Factoring. It is not discussed in detail in this section.*

If **SPECIAL NUMBERS** or **COST FACTORING** are not being used, the production process moves on to the third costing method, **RATE PLANS**.

3. **RATE PLANS** are required for all lines entered in OmniBill, even when other costing methods are being used to rate a call. If there is no match to a line in Special Numbers or Cost Factoring, the rate plan assigned to the line is used to rate the call.

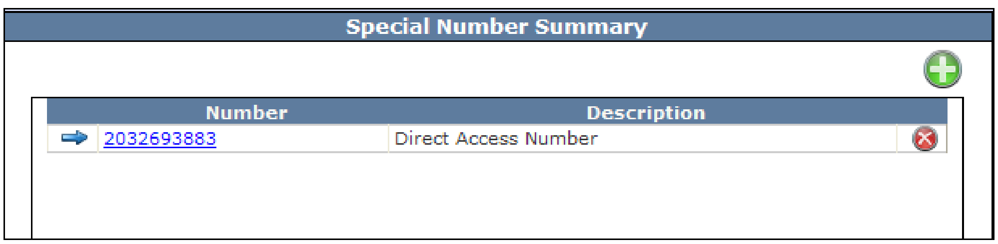
Special Numbers

SPECIAL NUMBERS is used to rate calls terminating at a specific area code, partial number or a specific ten-digit phone number. Any **LINE** terminating to a number entered in the Special Numbers screen is rated using the defined rates entered. These rates are not tied to a specific rate plan and the rates are not account or line specific. Any lines with the selected Resale Code terminating a call to a number entered in Special Numbers are rated using the rates specified. **RATE PLANS** are required when adding lines to the database, even when using **SPECIAL NUMBERS** to rate calls.

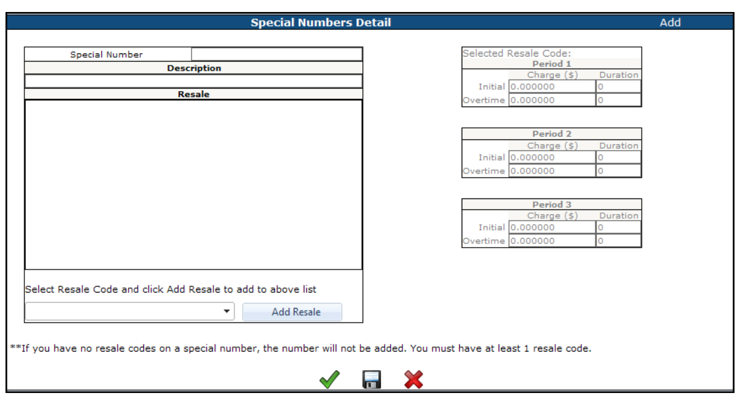
NOTE: The Special Numbers rating option is designed to work for Domestic calls with an Area Code\Exchange call pattern. Caribbean area code and exchanges can be entered in the Special numbers area as well.

Creating Special Numbers

Action	Description
1. Select **SPECIAL NUMBERS** from the Rate Profiles drop down list.	The **SPECIAL NUMBER SUMMARY** screen appears.

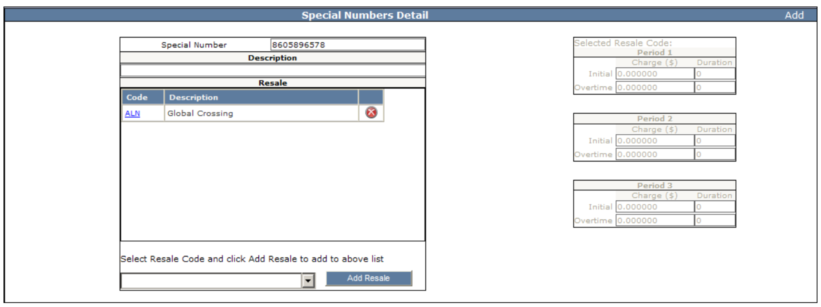


Action	Description
2. Click the **GREEN PLUS** button.	The **SPECIAL NUMBERS DETAIL** screen displays.



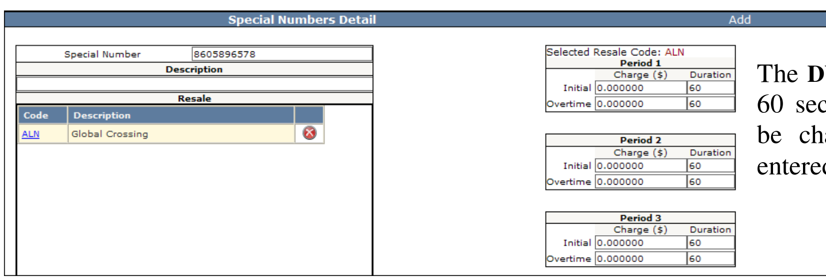
Action	Description
3. Enter the terminating number in the **SPECIAL NUMBER** field. A description can also be entered, but is not required.	All 10 digits are required. You can use zeros to indicate any digit is applicable (wildcard) An area code (plus 7 zeros), an area code *and* exchange (plus 4 zeros), or all ten digits of a phone number can be entered in the **SPECIAL NUMBER** field.

Action	Description
4. Select a **RESALE** code from the list of available **RESALE** codes. Resale codes appearing in the list are created in System Profiles. You cannot add or delete Resale codes in this screen. 5. Click **ADD RESALE** to commit the code to the grid.	The **PERIOD 1**, **2**, and **3** fields display once a Resale code is highlighted. Each period represent a corresponding Time of Day period. Special Numbers can be line specific by using unique Resale Codes for each account.



ADDING RATES TO THE RESALE CODE.

6. Click the **RESALE CODE.** — The Rate Grids become available.



The **DURATION** defaults with 60 seconds. The duration can be changed, but it must be entered in second increments.

INITIAL CHARGE ($) — The **INITIAL CHARGE** amount is the minimum-billed amount a call can be invoiced for. The charge is based on the initial duration entered.

INITIAL DURATION — The **INITIAL DURATION** is the minimum length of time a call can be charged. The duration has to be entered as **SECONDS**, not minutes.

OVERTIME CHARGE ($) — The **OVERTIME CHARGE** is the amount invoiced for any length of time over the initial duration of a call.

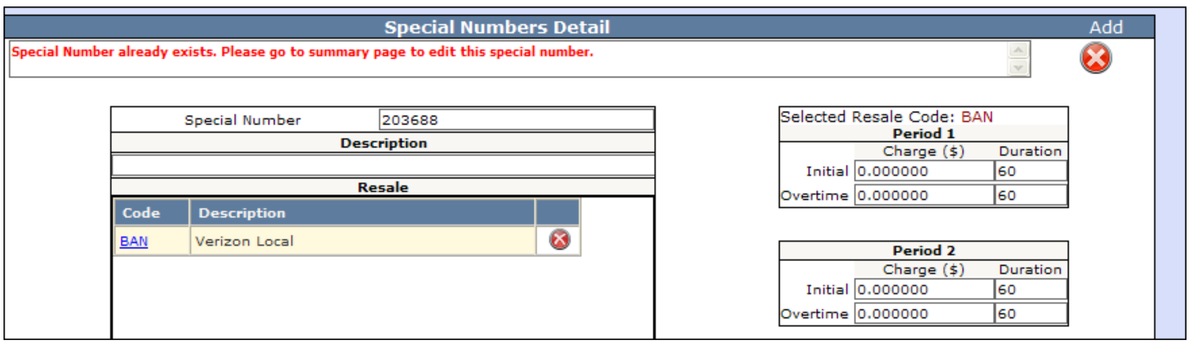
OVERTIME DURATION — The **OVERTIME DURATION** is the billing duration a customer can be charged for after the initial duration has passed. The duration has to be entered as **SECONDS**, not minutes.

Action	Description
6. Complete the **CHARGE** and **DURATION** fields in Periods 1, 2, or 3. If the charge fields are left at zero, the calls terminating to the defined special number will be free.	If you are performing 24 hour rating, only **PERIOD 1** has to be completed. Complete for all Resale codes affected.

7. Click **GREEN CHECKMARK** or **DISC** to save the Special Number entered.

The previous steps can be followed to add additional numbers to the Special Number grid.

NOTE: If the number entered already exists, a message display and will not let you save the new entry.



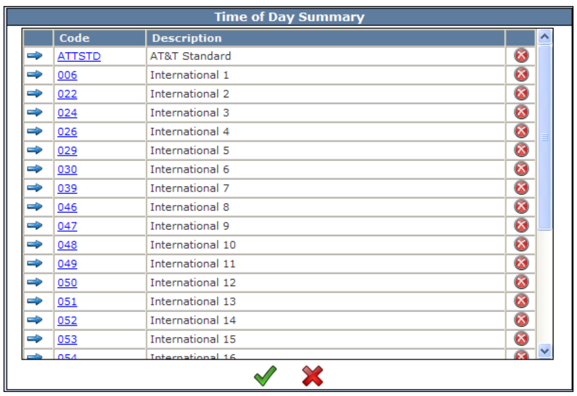
The **RESALE CODE** entered on the Special Numbers Detail screen is what ties Special Number to a line. Each line entered into OmniBill must have a Master Group associated with it. Once the Master Group is entered on the line, a Resale Code is also required.

In the above example if **BAN** is selected as the resale code on a line, during production the costing program uses that information to rate the call.

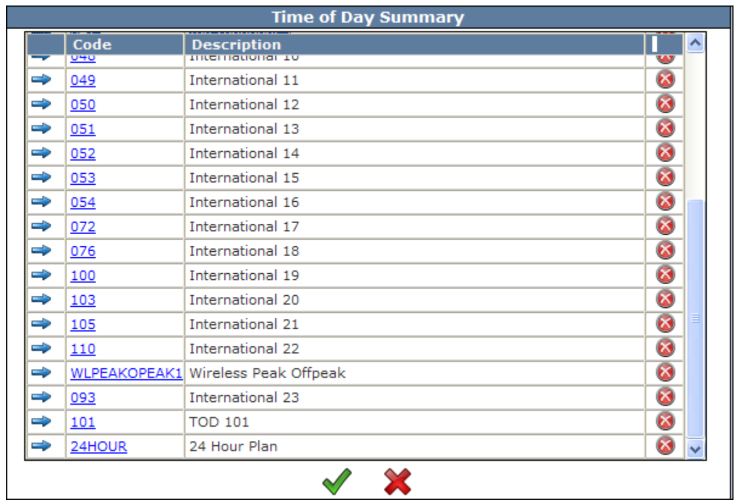
If no match is found in **SPECIAL NUMBERS**, the production process moves on to the second costing method, **COST FACTORING**.

Time of Day

A **TIME OF DAY** table is required for each rate table created except Pager, Voicemail, and Cable. **TIME OF DAY** tables are used to segment a twenty-four hour day into distinct periods allowing unique rates to be created for each time period. The OmniBill database is shipped with a variety of Time of Day tables as shown below.


Time of Day Summary

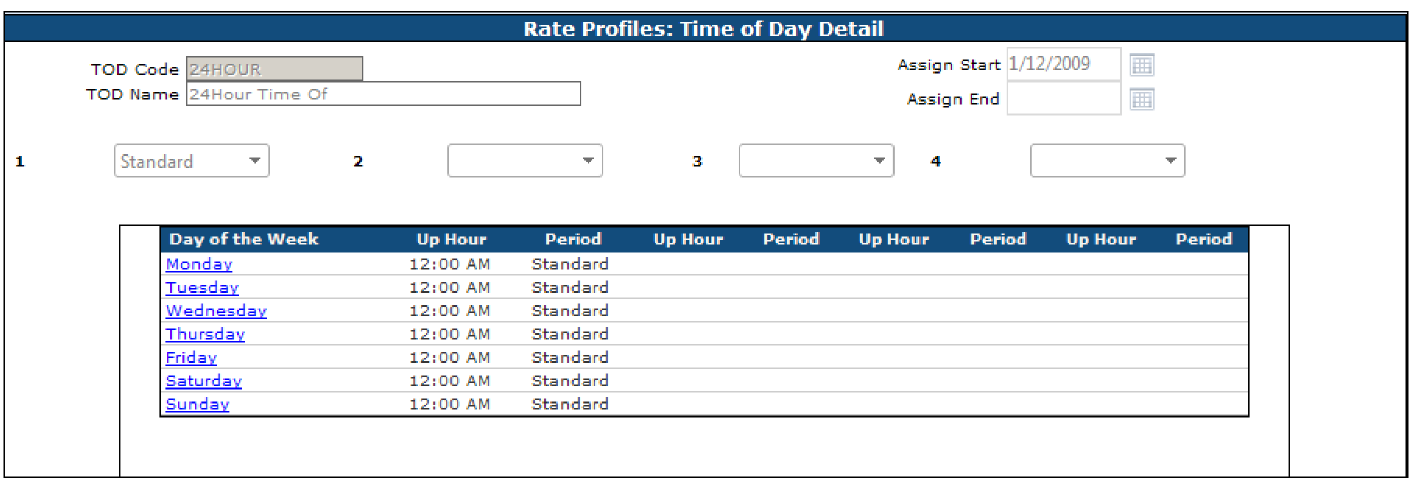
Code	Description
ATTSTD	AT&T Standard
006	International 1
022	International 2
024	International 3
026	International 4
029	International 5
030	International 6
039	International 7
046	International 8
047	International 9
048	International 10
049	International 11
050	International 12
051	International 13
052	International 14
053	International 15
054	International 16


Time of Day Summary

Code	Description
048	International 10
049	International 11
050	International 12
051	International 13
052	International 14
053	International 15
054	International 16
072	International 17
076	International 18
100	International 19
103	International 20
105	International 21
110	International 22
WLPEAKOPEAK1	Wireless Peak Offpeak
093	International 23
101	TOD 101
24HOUR	24 Hour Plan

24HOUR TIME OF DAY TABLE

The most common Time of Day table is the **24HOUR TIME OF DAY TABLE**. Selecting this table indicates that your rates are **NOT** time sensitive.

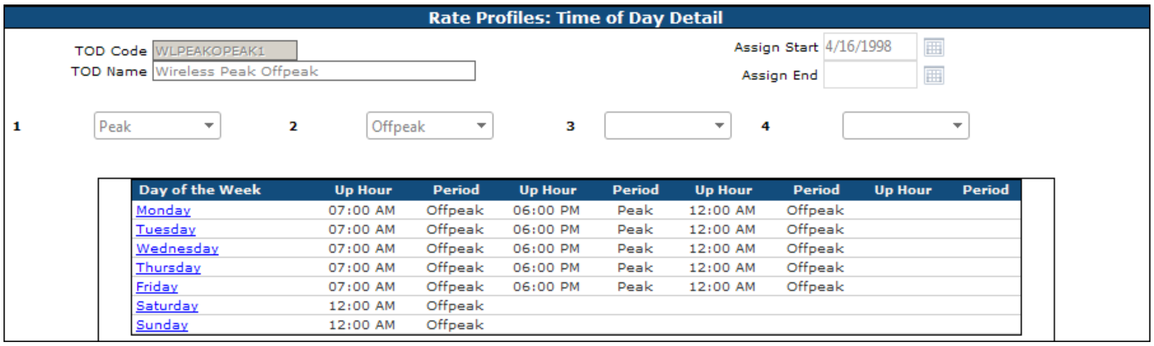

Rate Profiles: Time of Day Detail

TOD Code 24HOUR
TOD Name 24Hour Time Of
Assign Start 1/12/2009
Assign End

1 Standard 2 3 4

Day of the Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	12:00 AM	Standard						
Tuesday	12:00 AM	Standard						
Wednesday	12:00 AM	Standard						
Thursday	12:00 AM	Standard						
Friday	12:00 AM	Standard						
Saturday	12:00 AM	Standard						
Sunday	12:00 AM	Standard						

The WLPEAKOPEAK1 Time of Day table includes two time periods as shown below.


Rate Profiles: Time of Day Detail

TOD Code WLPEAKOPEAK1
TOD Name Wireless Peak Offpeak
Assign Start 4/16/1998
Assign End

1 Peak 2 Offpeak 3 4

Day of the Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	07:00 AM	Offpeak	06:00 PM	Peak	12:00 AM	Offpeak		
Tuesday	07:00 AM	Offpeak	06:00 PM	Peak	12:00 AM	Offpeak		
Wednesday	07:00 AM	Offpeak	06:00 PM	Peak	12:00 AM	Offpeak		
Thursday	07:00 AM	Offpeak	06:00 PM	Peak	12:00 AM	Offpeak		
Friday	07:00 AM	Offpeak	06:00 PM	Peak	12:00 AM	Offpeak		
Saturday	12:00 AM	Offpeak						
Sunday	12:00 AM	Offpeak						

The ATTSTD Time of Day Table has three distinct time periods where you charge different rates based on the time of day.

Reading the ATTSTD Time of Day Table

Action	Description
1. Select **TIME OF DAY** from the Rate Profiles drop down list.	The **TIME OF DAY SUMMARY** grid displays showing the default **TIME OF DAY** tables that ship with the OmniBill database.

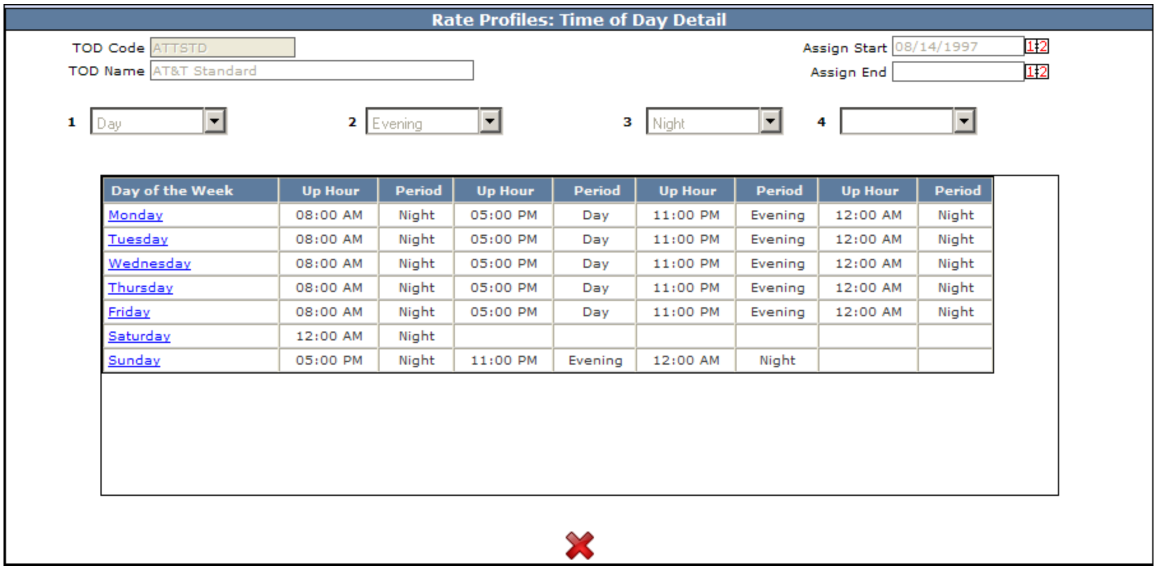
The **ATTSTD – AT&T STANDARD** table is an example of a default **TIME OF DAY** table that is shipped with the database. Other TOD tables are also included.

2. Click the **ATTSTD TIME OF DAY** table from the summary grid.	The **TIME OF DAY DETAIL** screen displays.

The ATTSTD Time of Day table includes three time periods. If the ATTSTD time of day table is used, calls are rated based on the time the call was placed.

Action	Description

Starting with **MONDAY** at **8:00 A.M.**, read the **TIME OF DAY** grid from left to right.



Rate Profiles: Time of Day Detail

TOD Code ATTSTD
TOD Name AT&T Standard
Assign Start 08/14/1997
Assign End

1 Day 2 Evening 3 Night 4

Day of the Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Tuesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Wednesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Thursday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Friday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Saturday	12:00 AM	Night						
Sunday	05:00 PM	Night	11:00 PM	Evening	12:00 AM	Night		

- The **DAY PERIOD** is defined as **8:00 A.M.** until **5:00 P.M.**

Day of Week	Up Hour	Period	Up Hour	Period
Monday	08:00 AM	Night	05:00 PM	Day

- The **EVENING PERIOD** is defined as **5:00 P.M.** until **11:00 P.M.**

Up Hour	Period	Up Hour	Period
05:00 PM	Day	11:00 PM	Evening

- The **NIGHT PERIOD** is defined as **11:00 P.M.** until **12:00 A.M.**

Up Hour	Period	Up Hour	Period
11:00 PM	Evening	12:00 AM	Night

MONDAY 12:00 A.M. until **TUESDAY 8:00 A.M.** is defined as the **NIGHT PERIOD** and the grid starts all over again.

Day of Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Tuesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night

NOTE:

If you find that a Time of Day table does not exist in this module that fits your exact time periods, please contact the Help Desk and a new Time of Day table will be created based on your parameters.

Long Distance Rates

Rate tables created in OmniBill are used to calculate terminating rates. At least one rate table is required for each of the seven traffic types listed below if you are billing long distance usage.

The rate tables are required when adding a line to the database even if another rating method, Special Numbers or Cost Factoring, is being used.

The following seven-traffic types make-up long distance rate plans:

INTRASTATE – INTRALATA

Intrastate – Intralata rate tables are used to rate calls originating and terminating within the same state and within the same LATA (Local Access Transport Area).

INTRASTATE – INTERLATA

Intrastate – Interlata rate tables are used to rate calls originating in one Lata (Local Access Transport Area), but terminating in another LATA within the same state.

INTERSTATE

Interstate rate tables are used to rate calls terminating between two states.

ALASKA/HAWAII

Alaska/Hawaii rate tables are used to rate calls terminating in Alaska or Hawaii.

CANADA

Canada rate tables are used to rate calls terminating in Canada.

PUERTO RICO/US VIRGIN ISLANDS

Puerto Rico/ US Virgin Islands rate tables are used to rate calls terminating in Puerto Rico or the US Virgin Islands.

INTERNATIONAL

International rate tables are used to rate calls terminating Overseas, to Mexico, and the Caribbean.

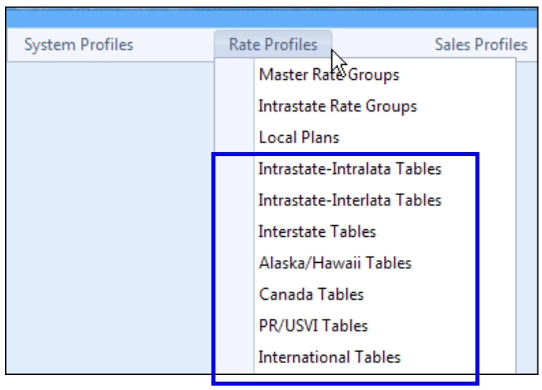
Rate Tables

Each **RATE TABLE** is identified by a code and description. Once a rate table is saved, the rate table code cannot be changed. The rate table description can be changed at anytime.

A rate table **CODE** can be used only once to identify a rate table for the same traffic type. For example, code **LATA** cannot be used to identify two different **INTRALATA** rate tables, but the same code can be used to identify an **INTERLATA** rate table and an **INTERSTATE** rate table.

The following pages explain how to create rate tables in OmniBill. The process is exactly the same for all rate tables except the International table and Alaska | Hawaii, which are both explained later in this document.

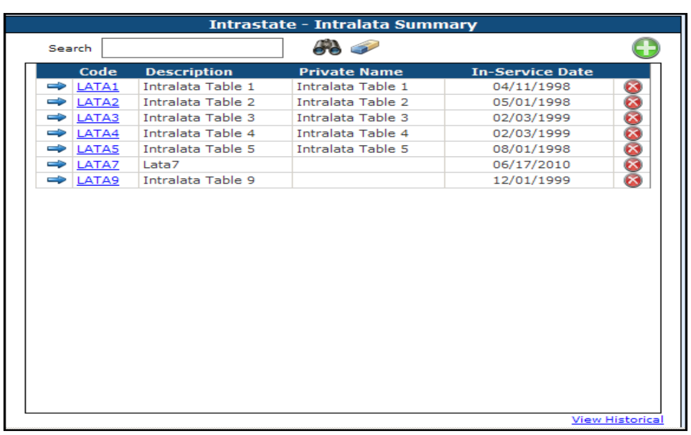
The seven Rate Tables are accessed from the Rates drop down list.



Creating a Rate Table–Using the Intrastate–IntraLATA Rate Type

Creating a Rate Table is illustrated using the <u>Intrastate-Intralata Table</u> selection. All rate tables except Alaska / Hawaii and International follow the same steps illustrated below. Alaska and Hawaii and the International table are described later in this document.

	Action	Description
1	Select **INTRASTATE – INTRALATA TABLE** from the Rates list.	The **INTRASTATE – INTRALATA SUMMARY** screen displays.

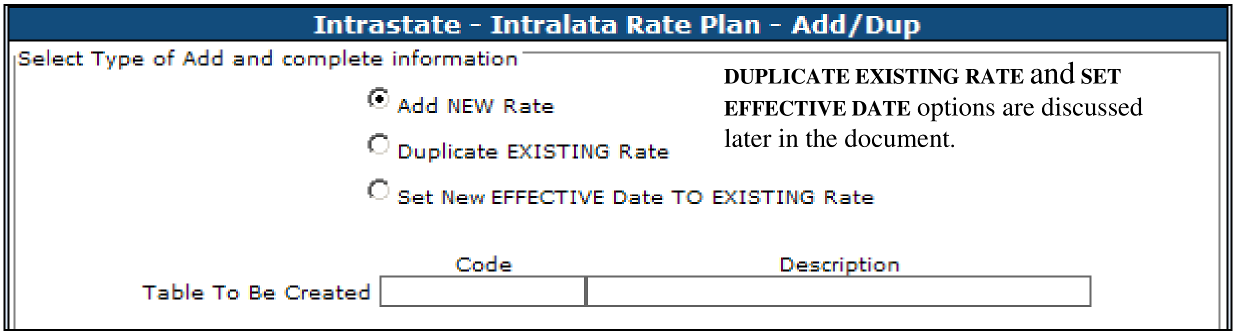


Code	Description	Private Name	In-Service Date
LATA1	Intralata Table 1	Intralata Table 1	04/11/1998
LATA2	Intralata Table 2	Intralata Table 2	05/01/1998
LATA3	Intralata Table 3	Intralata Table 3	02/03/1999
LATA4	Intralata Table 4	Intralata Table 4	02/03/1999
LATA5	Intralata Table 5	Intralata Table 5	08/01/1998
LATA7	Lata7		06/17/2010
LATA9	Intralata Table 9		12/01/1999

The grid is blank if no tables have been created.

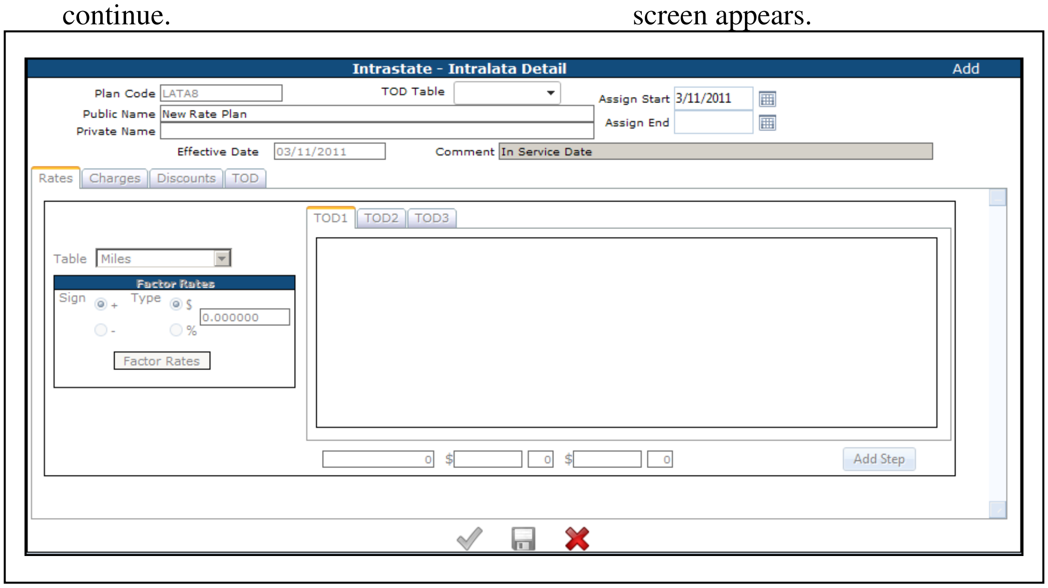
The **<u>View Historical</u>** link can be used to review rates associated with older Effective Dates. Refer to the section "Effective Dates" for additional information.

Action	Description
2. Click the **GREEN PLUS** button.	The **INTRASTATE – INTRALATA RATE PLAN – ADD/DUP** screen displays.



NOTE: Once the first rate table is created for a traffic type, the user is given the option to duplicate an existing table and create a new table from the selected table.

3. Enter a **CODE** and a **DESCRIPTION** for the rate table in the fields on this screen.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **GREEN CHECKMARK** to continue.	The **INTRASTATE – INTRALATA DISPLAY** screen appears.



TOD TABLE

The **TOD** (Time of Day) **TABLE** drop down list displays time of day table codes created in the database. Selecting the **TOD TABLE** is a required step. The lower portion of the rate table screen does not display until a TOD table is selected.

ASSIGN DATES

The **ASSIGN START** date is the first date the rate table is available for assignment. It defaults with the current date and cannot be changed. The **ASSIGN END** date is the date the rate table is no longer available for assignment. The **ASSIGN END** date does not affect any line currently assigned the rate table.

EFFECTIVE DATE

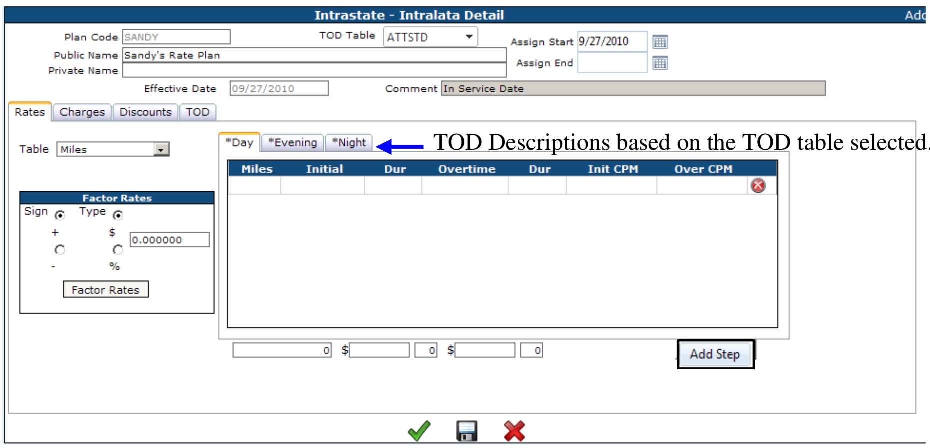
The **EFFECTIVE DATE** field defaults with the current date and cannot be changed. Refer to the section ***"Effective Dates"*** for details on changing existing rates based on a new effective date.

COMMENTS

The **COMMENTS** field defaults with **IN SERVICE DATE**. The comments field is an explanation of the effective date. It can be a maximum of 30 characters and can be changed if needed.

INTRASTATE-INTRALATA DISPLAY SCREEN

Action	Description
1. Select a **TOD** (**T**ime **o**f **D**ay) **TABLE**.	This is a required step. Once a **TOD TABLE** is selected, the bottom portion of the Rate Detail screen is enabled.

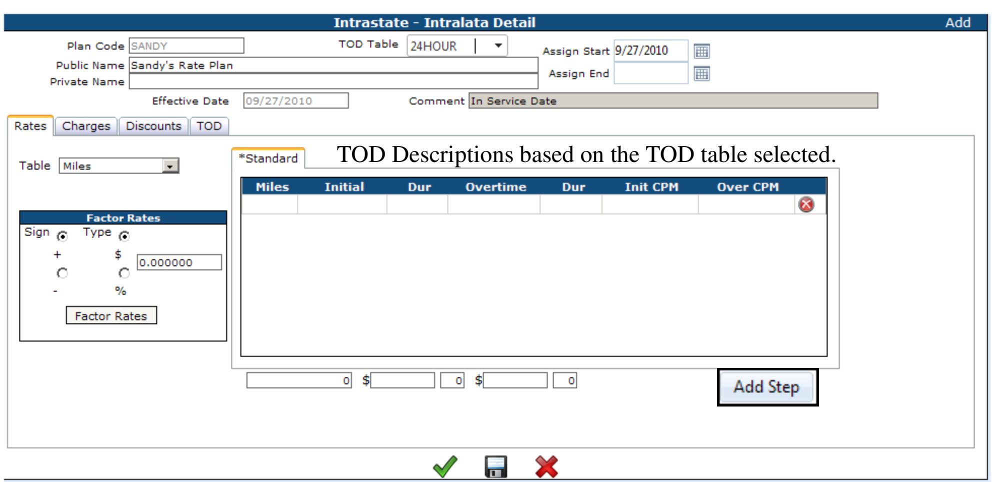


Rates

The **RATES** tab is used to define the **TABLE TIER**, **RATES,** and **BILLING DURATIONS** used to calculate the cost of terminating calls.

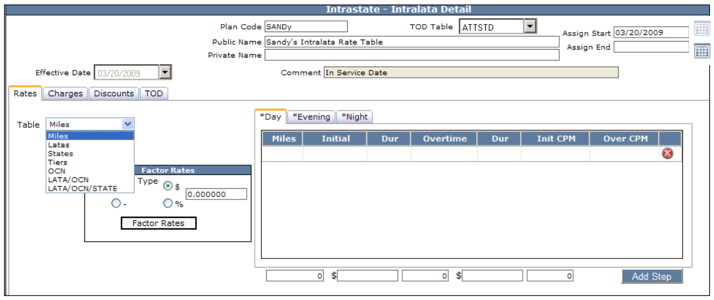
The **TOD TABLE** selected determines the number of tabs that display above the rating grid as well as each tab's description. In the above example, the **ATTSTD** time of day table is selected; three time of day periods are available: **DAY**, **EVENING**, and **NIGHT**. This allows you to enter different rates based on the time of day.

In the below example a 24 Hours Time of Day table is selected; one time of day period (Standard, which is based on the TOD description) is available. Rates in this example are not time of day sensitive.

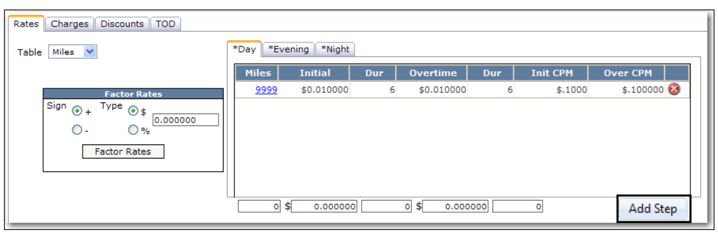


TABLE

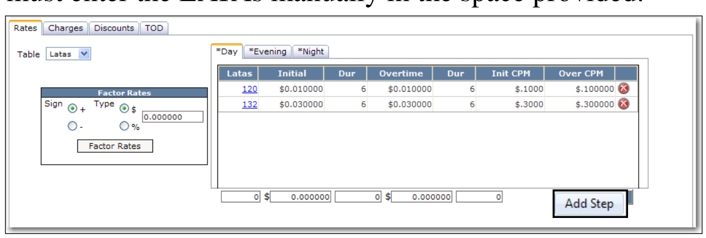
The **TABLE** drop down list is used to indicate the rating method to use when calculating the cost of a call. Long Distance Rate Tables, with the exception of **ALASKA/HAWAII** and **INTERNATIONAL** rate tables, have seven **TABLE TIER** options. The seven choices in the **TABLE** drop down list: **MILES**, **LATAS**, **STATES**, **TIER**, **OCN**, **LATA/OCN** and **LATA/OCN/STATE**.



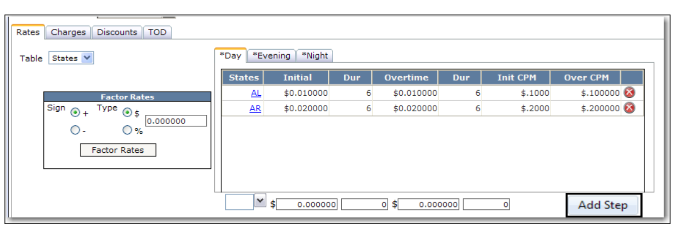
- Selecting **MILES** indicates call usage is rated based on terminating milege. The rate table can have multiple mileage points and rates. If you are rating calls by terminating mileage, enter each mileage band you are rating. If your company does not rate call usage using any of the 4 table tier options, it is recommended that **MILES** is selected as the **TABLE TIER** choice and **9999** is entered as the **MILES** value as in the example below. 9999 represents an unlimited mileage amount in OmniBill.



- Selecting **LATAS** indicates call usage is rated based on terminating **LATA**. **NOTE**: It is important to make sure all **LATAS** you expect traffic to terminate in are represented in the rate table. You must enter the LATAs manually in the space provided.



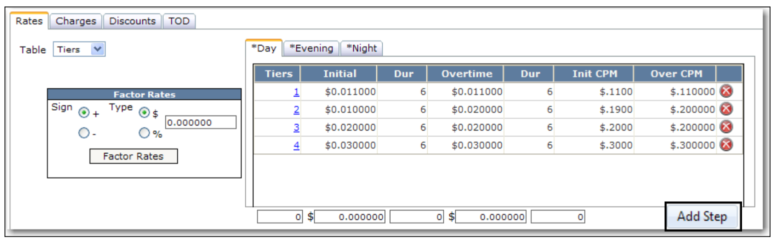
- Selecting **STATES** indicates call usage is rated based on the terminating State(s). All stats are selected using the drop down list.



Please be aware of the following when using the States Table Tier option:

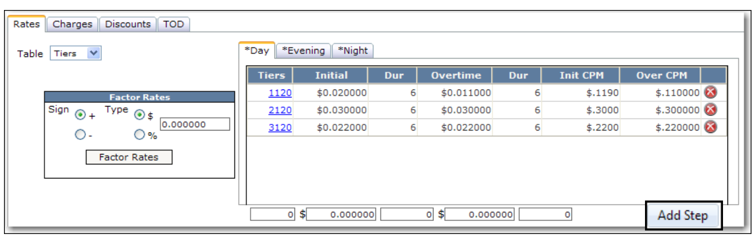
- ✓ The **STATES TABLE TIER** selection does not function for the **PUERTO RICO/US VIRGIN ISLANDS** rate table.
- ✓ If using the **STATES TABLE TIER** for **CANADA** rate tables, the call record must have an indicator for each province selected in order to rate calls terminating to Canada successfully.
- ✓ If you are creating an **INTERSTATE** rate table, it is important to make sure all **STATES** are represented. **INTRASTATE** rate tables do not require all states to be represented because they can be set-up to rate traffic in a specific state(s) service is provided in.

- Selecting **TIERS** as the **TABLE TIER** indicates call usage is rated based on terminating tier. Each **TIER** you are rating must be represented in the table.



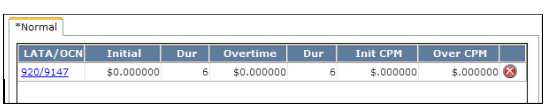
NOTE: If you select **TIERS** in the **TABLE TIER** drop down you are required to provide Profitec with a reference document showing the Tier, OCN, and Carrier data. **You must coordinate this with your assigned Billing Analyst prior to your first bill run.*

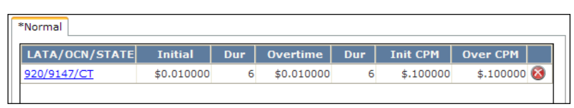
For **INTERSTATE RATES**, if you are rating traffic by **TIER** and **LATA**, both the tier and LATA must be represented in the table. The Tier is entered first, followed by the LATA code.



- Selecting **OCN** requires you to manually enter each OCN being rated.

- Selecting **LATA/OCN** or **LATA/OCN/STATE** requires you to manually enter the proper combination separated by a by a slash (/) as shown below.





NOTE: OmniBill does not check the validity of the LATA/OCN or LATA/OCN/STATE against the LERG nor does it check the presence of the slash. **Please make sure all Tiers are entered properly.**

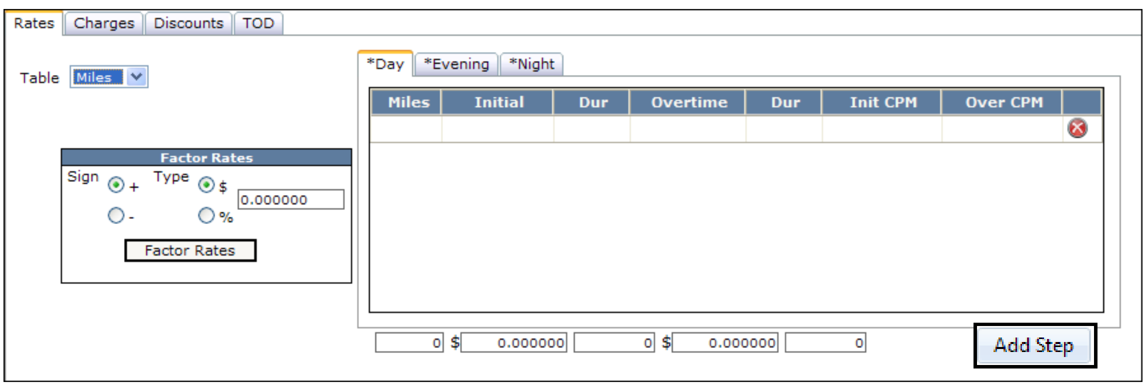
DEFINING RATES

Action	Description
1. Select a **TABLE** choice from the drop down list.	The **TABLE** drop down list defaults to **MILES**.
2. Based on the selection made in the **TABLE** drop down list, enter terminating **MILES, LATA**s, **STATES**, **TIERS OCNS LATA/OCN** or **LATA/OCN/STATE**.	**NOTE**: If your company does not rate usage by any of the choices in the Table Tier drop down list, it is recommended that you fill the **MILES** column with a series of four nines (9999), which represents an unlimited amount of miles.

MILES is the only **SUPPORTED** choice for calls terminating to Puerto Rico / US Virgin Islands**.**

3. Enter the **INITIAL COST**, **INITIAL DURATION**, and the **OVERTIME COST, OVERTIME DURATION** in the spaces provided in the rate grid.

In the below example, the **DAY** period is the active time of day period.



INITIAL The **INITIAL** rate is the minimum-billed amount a call will be charged. The dollar amount entered here is charged based on the initial duration entered in the third column.

DURATION (Initial) The **INITIAL DURATION** is the *minimum* length of time a call will be charged.

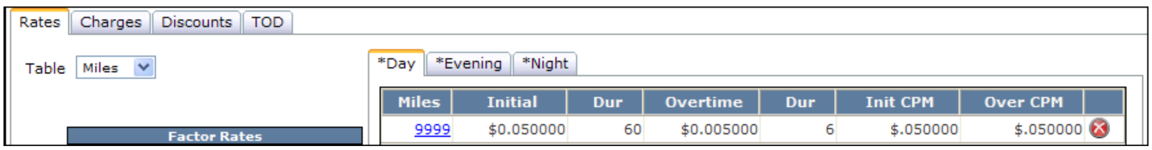
NOTE: The duration must be entered as **SECONDS**, not minutes. For example 60 seconds = one minute.

OVERTIME The **OVERTIME** rate is the amount charged *after* the minimum-billed amount has been calculated. A call will be invoiced for the overtime rate based on the overtime duration entered in the fifth column.

DURATION (Overtime) The overtime **DURATION** is the length of time a call will be charged after the minimum duration has passed.

NOTE: The duration must be entered as **SECONDS**, not minutes.

Action	Description
CPM INIT	The **CPM INIT** (Cost Per Minute Initial) field is a system-generated value. It is used to check the amounts entered in the initial rate and initial duration columns. The rates are calculated and the initial cost per minute displays in this field.
CPM OVER	The **CPM OVER** (Cost Per Minute Overtime) field is a system-generated value. It is used to check the amounts entered in the overtime rate and overtime duration columns. The rates are calculated and the overtime cost per minute displays in this field.
4. Click **ADD STEP** to commit the rates to the grid.	**CPM INIT** and **CPM OVER** are calculated fields based on the information provided.

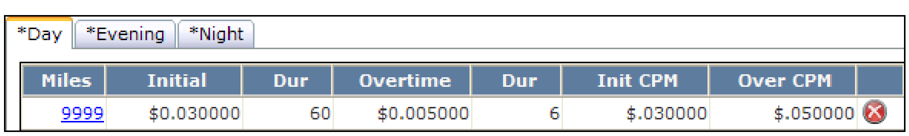


The **INITIAL** and **OVERTIME** durations can be different. In the above example the Initial duration is **60** seconds and the Overtime duration is **6** seconds.

NOTE: OmniBill does not confirm the validity of the rates entered in the rate table. The **CPM INIT** and **CPM OVER** fields are provided as courtesy fields. These fields display the cost per minute based on the rate and duration entered.

A value greater than zero must be entered for the Duration fields. If you click Add Step without entering a valid duration, the following message displays.

The below example shows a rate table set up to charge an **INITIAL** rate of $0.0300/per minute (60 seconds). The **OVERTIME** rate is set-up to charge **$0.0050/per 6 seconds of usage**, which equals **$0.05/per minute**.



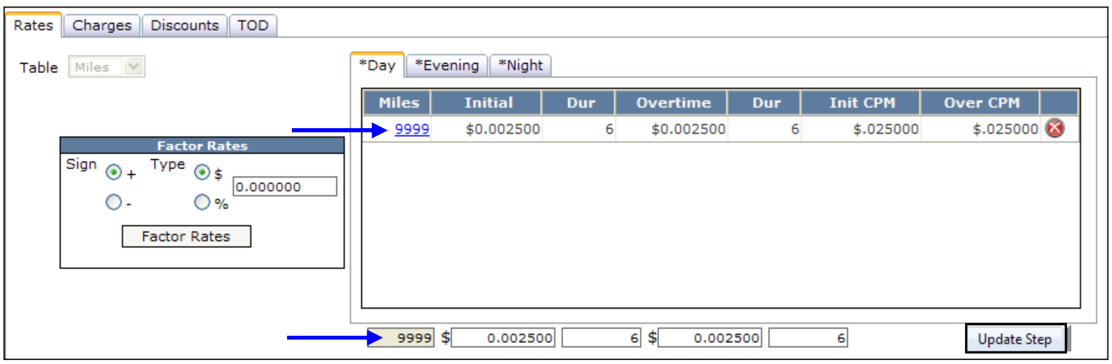
NOTE: The rates and durations entered for the first time of day period default to the remaining time of day periods in the grid. It is up to you to edit the rates if needed in the remaining time of day sections.

Editing Existing Rates

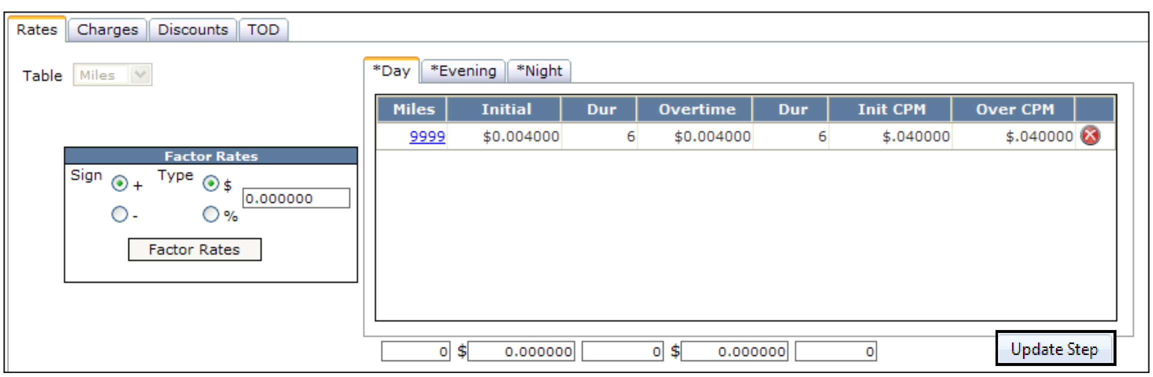
Once a table has been saved, a user can edit rates in two ways: **MANUALLY** or use the **FACTOR RATES** option.

MANUALLY EDITING RATES

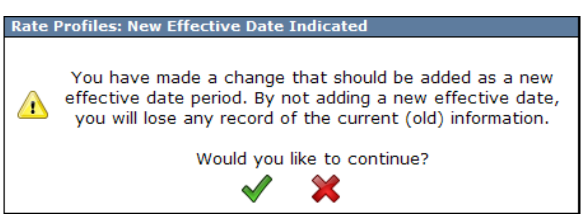
Action	Description
1. Click on the rate entry (9999) in the grid you desire to edit.	The desired information displays below the grid and is ready for you to update.



Action	Description
2. Enter your changes and click **UPDATE STEP.**	The new rates are added to the grid.



NOTE: If the table has been saved, the following message displays indicating that you will lose any current rate history by manually change rates in this manner:



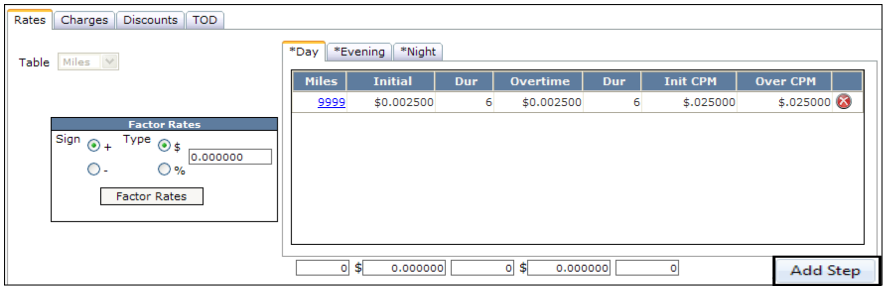
If you are not concerned about saving rate history, click the **GREEN CHECKMARK** and your new rates are applied to the grid.

Clicking the **RED X** and your new rates are not applied to the grid.

Refer to the section "***Making a Change to an Exiting Rate Table***" for additional information on changing rates.

FACTOR RATES

The **FACTOR RATES** button can be used to globally edit rates entered in a rate table. Using the **FACTOR RATES** button affects **ALL** rates defined in the table.

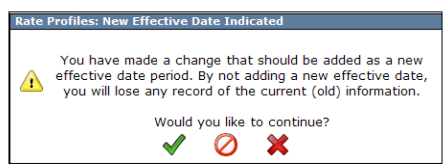


SIGN

The **SIGN** field is used to indicate if the factor should increase or decrease the initial and overtime rates. Selecting the (**+**) **SIGN** increases the rates by the factor applied. Selecting the (**-**) **SIGN** decreases the rates by the factor applied.

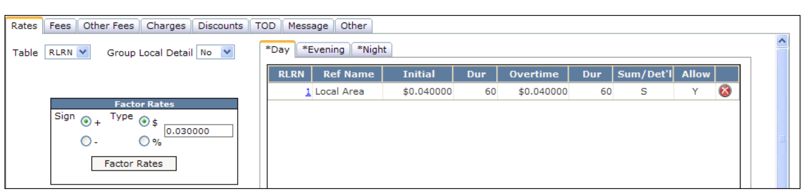
TYPE

The **TYPE** field is used to indicate which method should be used to increase or decrease the initial and overtime rates. There are two choices, **DOLLAR** ($) or **PERCENTAGE** (%).

Action	Description
1. Select the **SIGN** (+ or -) and the **TYPE** (**$** or %).	
2. In the space provided, enter the dollar amount or percentage you are factoring the existing rates by.	The selection made in the **TYPE** field determines if there is a percent sign or a dollar sign in this field.
3. Click the **FACTORS RATES** button.	The following message displays. 

4. Click the **GREEN CHECK MARK** to accept the changes overriding the existence of previous rates. Please refer to the **EFFECTIVE DATE** section of this document to use the Effective Date option and retain current rate history.

The factored rates appear in the grid.

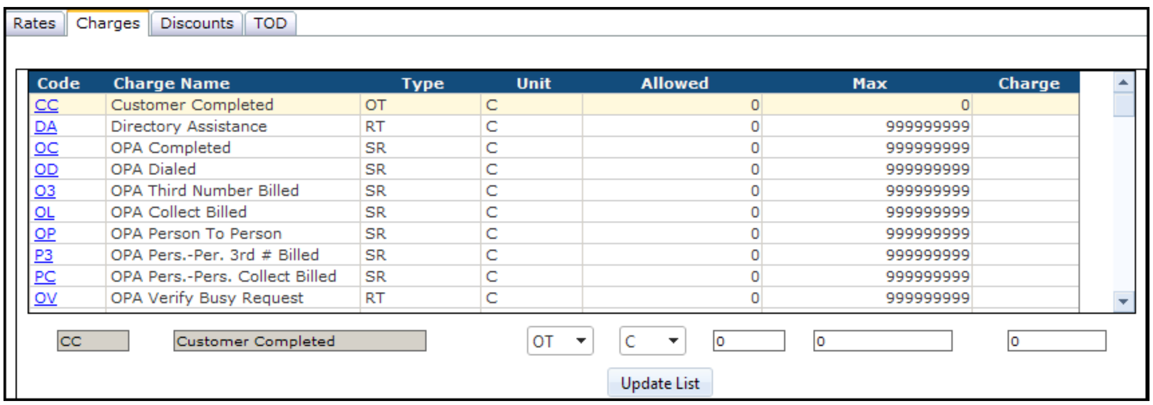


In the above example, the rates were increased by .03 cents across all rates.

Charges

The **CHARGES** tab is used to define per call surcharges or rates for usage sensitive items, such as collect call acceptance, directory assistance, and operator assisted calling. **NOTE: DIRECTORY ASSISTANCE SURCHARGES** are the **ONLY** surcharge amounts OmniBill can calculate commissions for. All other surcharge amounts **ARE NOT** commissioned.

Surcharges and rates entered in this **CHARGE** tab are specific to the rate plan being created. If the **CHARGE** column is left blank, the system defaults to the Master Rate Group assigned to the line for the charge amount. If there is a charge entered in the rate table and in the Master Rate Group, the bill production system uses the individual rate table for the charge first. The **CODE**, **CHARGE NAME** and **TYPE** column are hard coded and cannot be changed.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	
OV	OPA Verify Busy Request	RT	C	0	999999999	

TYPE

The following **TYPE** codes are used by the bill production system:

OT – These charge types are not used for rating, but are used for free call allowances and/or billing call caps. Only used for the CC – Charge Type code.

RT – These charge types can only be rated from the charges tab because there is no geographic table to handle their costing. These charge types are rated as a per record charge.

SR – These charge types are used to place a surcharge on top of the rate calculated from the appropriate geographic rate table.

SS - These charge types indicate that the opcodes will be rated from the amount found on the source carrier data (network cost field in the Call Records.

FR - Applies a factor Percent as a multiplier to associated tables.

FF - Applies a factor Percent as a multiplier to Source Rate tables.

Each charge has a default **TYPE** code. Additional codes may display in the **TYPE** drop down list. Prior to changing a default Type code, please contact your assigned Billing Analyst

UNIT

The **UNIT** code indicates if a charge should be calculated on a per **CALL** (**C**), per **MINUTE** (**M**), or per **TENTH** (**T**) basis. The column defaults with **CALL** (**C**) selected.

ALLOWED

The **ALLOWED** column indicates how many "free" calls, minutes, or tenths should be given during the bill production process. The column defaults to zero.

MAX

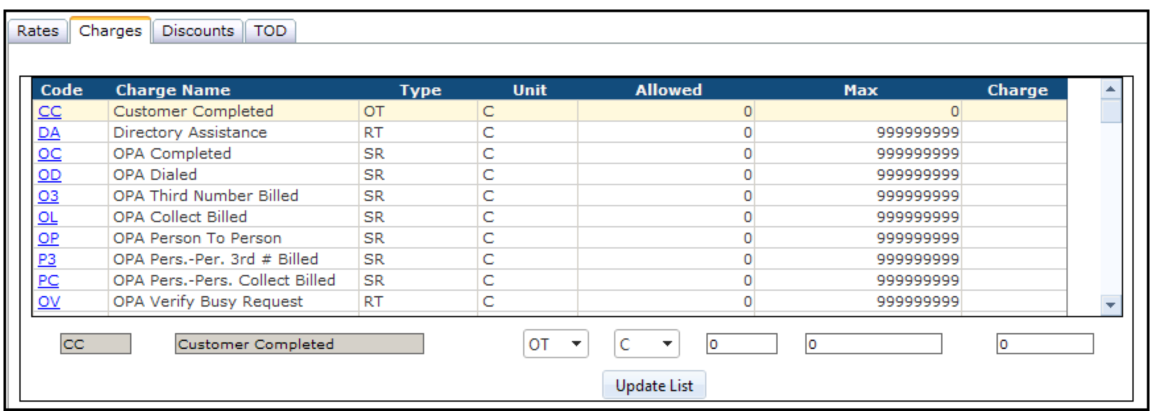
The **MAX** column is used to place a cap on the number of calls, minutes or tenths that should be charged. The column defaults with **999999999**, which indicates an unlimited amount.

CHARGE

The **CHARGE** column is used to define the cost for the selected charge type.

COMPLETING THE CHARGES TAB

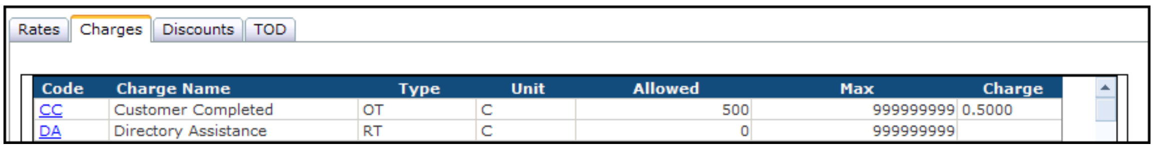
Action	Description
1. Click the desired **CHARGE CODE**.	The **CHARGE CODE** displays in the edit box below the grid. The **CODE**, **CHARGE NAME**, and **TYPE** fields are grayed out and cannot be changed.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	
OV	OPA Verify Busy Request	RT	C	0	999999999	

2. The **TYPE** of charge defaults to a value commonly used during production.	Each charge has a default **TYPE** code. Additional codes may display in the **TYPE** drop down list. Prior to changing a default Type code, please contact your assigned Billing Analyst
3. Select the **UNIT** from the drop down list. The choices are **CALLS**, **MINUTES** or **TENTHS**.	The default choice is **C – CALLS**.
4. If any free units are being given enter the number of free units in the **ALLOWED** column.	The column defaults with zero.

Action	Description
5. If there is a cap on the number of units that can be charged, enter the cap in the **MAX** column.	The column defaults to **999999999** (indicating an unlimited amount) except for the **CUSTOMER COMPLETED** charge.
6. Define the cost of the charge in the **CHARGE** column.	
7. Click **UPDATE LIST** to commit the changes to the grid.	Complete the same steps for each charge code you are invoicing.



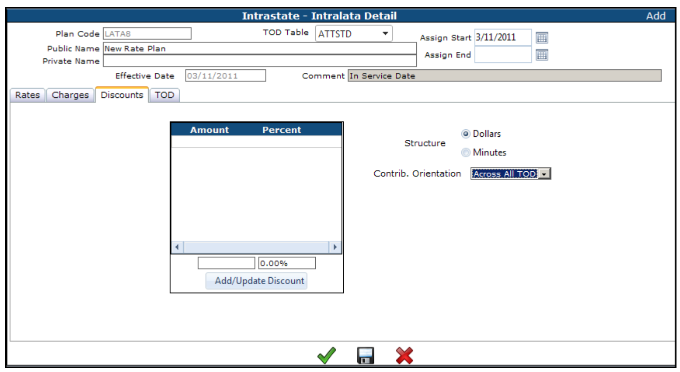
Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	500	999999999	0.5000
DA	Directory Assistance	RT	C	0	999999999	

Discounts

The **DISCOUNTS** tab is used to create a discount specifically for the rate table being created. Any lines assigned the rate table will be eligible for the discount.

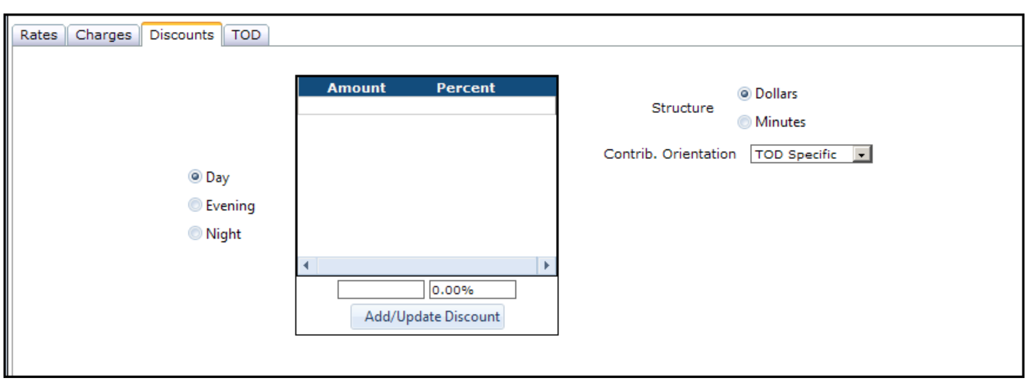
CREATING A DISCOUNT

Action	Description
1. Select the **STRUCTURE** the discount is based on: **DOLLARS** spent or **MINUTES** used.	**DOLLARS** is the default selection.
2. Select a **CONTRIB ORIENTATION**: **ACROSS ALL TOD** or **TOD SPECIFIC**.	**ACROSS ALL TOD** is the default selection, indicating all traffic will earn the same discount.



TOD SPECIFIC is used to define a unique discount for each time of day period in the rate table. If **TOD SPECIFIC** is selected,

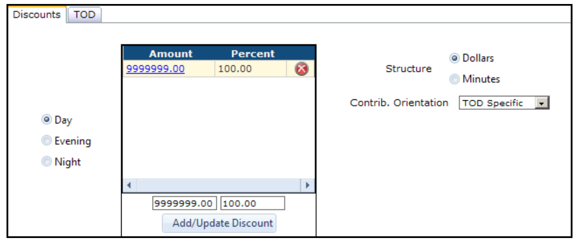
- The defined time of day periods from the rate table appear. **TOD SPECIFIC** is used to define a unique discount for each time of day period in the rate table.
- You should enter your Amount/Duration and Percentage for each selected Time of Day. The screen print below is focused on the **DAY** TOD period.



Action	Description

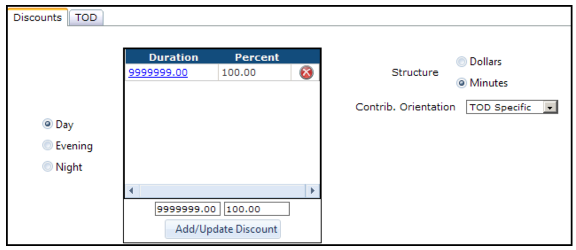
3. Complete the discount grid:

   - If **DOLLARS** is selected as the Structure, enter a **DOLLAR** amount, the discount **PERCENTAGE** and click **ADD/UPDATE DISCOUNT.**

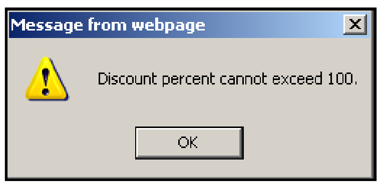


The grid description changes based on the Structure type selected.

   - If **MINUTES** is selected as the **STRUCTURE**, enter **DURATION** and a discount **PERCENTAGE**.

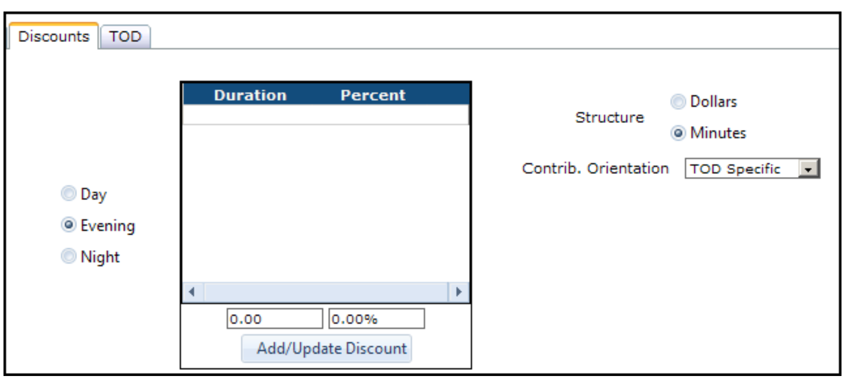


Note: The **PERCENTAGE** entered must be no larger than 100 or the following message displays.



4. Click **ADD/UPDATE DISCOUNT** to commit the discount to the grid.

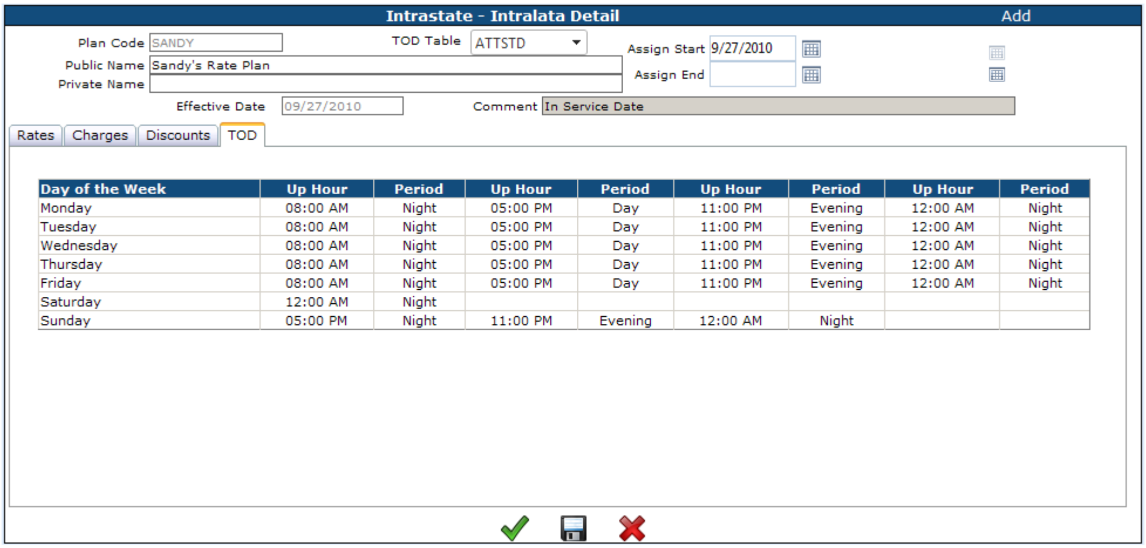
If you selected **TOD SPECIFIC** as your **CONTRIB ORIENTATION**, complete the Discount Grid for each TODs that display on your screen. Day, Evening and Night Time of Day orientations must be completed.



5. Click the **CHECKMARK** to save and close the screen or the **DISC** to save and remain on the screen.

TOD

The **TOD** (**<u>T</u>**ime **<u>O</u>**f **<u>D</u>**ay) tab is used to display the detail of the **TIME OF DAY** table selected in the **TOD TABLE** drop down list. No changes can be made to the Time of Day table in this tab. It is read only. In the below example, **ATTSTD**, was selected.



Intrastate - Intralata Detail
Add

Plan Code SANDY
TOD Table ATTSTD
Assign Start 9/27/2010
Public Name Sandy's Rate Plan
Private Name
Assign End
Effective Date 09/27/2010
Comment In Service Date

Rates | Charges | Discounts | TOD

Day of the Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Tuesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Wednesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Thursday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Friday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Saturday	12:00 AM	Night						
Sunday	05:00 PM	Night	11:00 PM	Evening	12:00 AM	Night		

FOUR ADDITIONAL TABLES

The above section describes how to create an IntraState – IntraLATA table. The four tables listed below are created in the same fashion.

- IntraState – InterLATA
- InterState
- Canada
- Puerto Rico/ US Virgin Islands

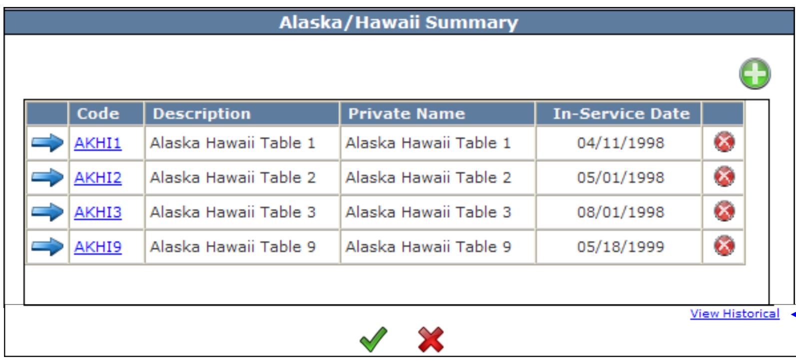
Both **ALASKA/HAWAII** and the **INTERNATIONAL TABLES** use a different format and are discussed in the upcoming sections of this document.

Alaska/Hawaii Rate Tables

Alaska/Hawaii rate table has a slightly different look that the other six rate tables.

CREATING AN ALASKA/HAWAII RATE TABLE

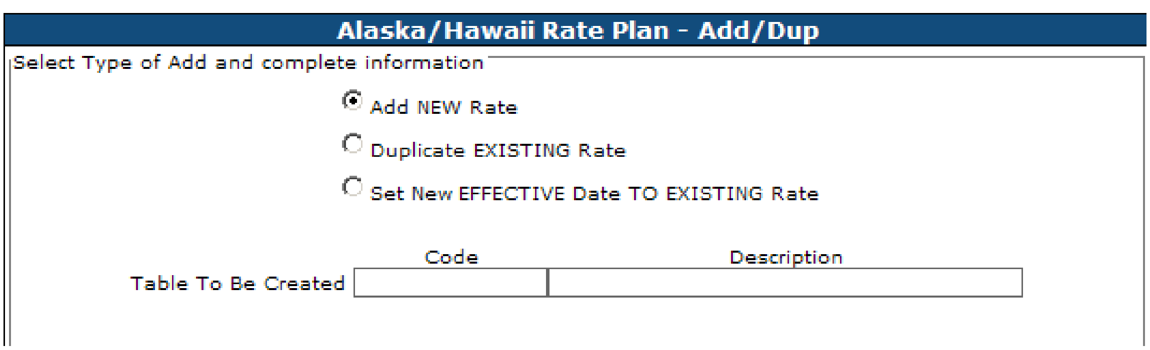
Action	Description
1. Select **ALASKA/HAWAII TABLES** from the Rates profile list.	The **ALASKA/HAWAII SUMMARY** screen displays.



The grid is blank if no tables have been created.

The **View Historical** link can be used to review rates associated with older Effective Dates. Refer to the section "Effective Dates" for additional information.

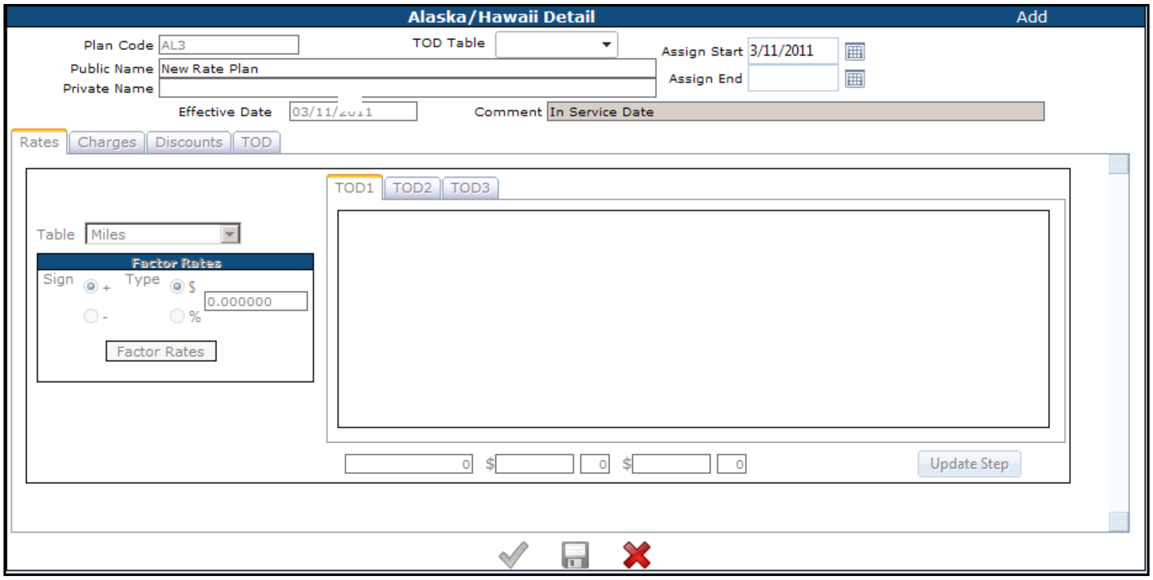
2. Click the **GREEN PLUS** button.	The **ALASKA/HAWAII RATE PLAN – ADD/DUP** screen displays.



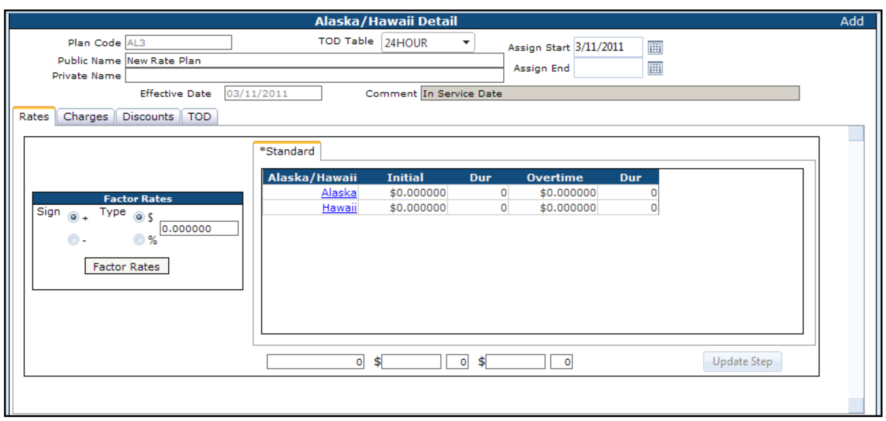
3. Enter a **CODE** and a **DESCRIPTION** in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.

4. Click the **GREEN CHECKMARK** to continue.

Action	Description



5. Select a **TOD TABLE.** | Alaska and Hawaii states appear in the grid.

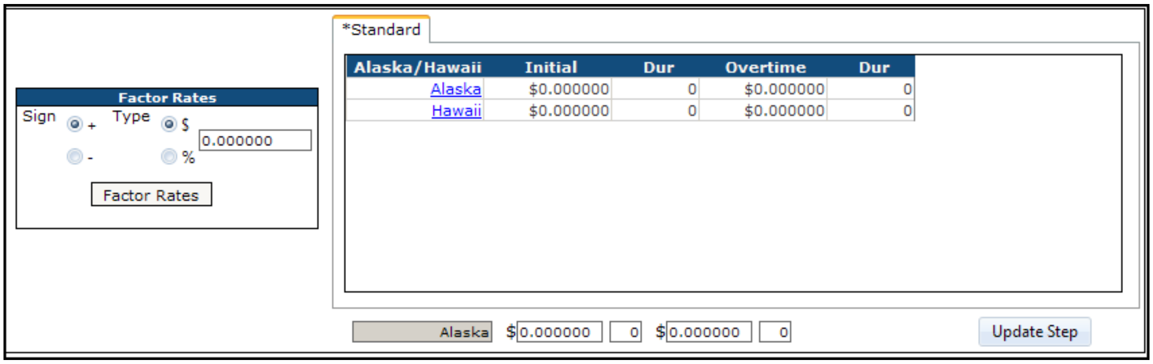


NOTE: There are no table tier selections available in the Alaska/Hawaii rate table.

The **ALASKA/HAWAII RATE TABLES** are a little different than other rate tables previously discussed because

- The rates and billing durations entered for the **DAY** (or first) Time of Day period *do not* default to the other Time of Day periods in the rate table automatically.
- The Alaska/Hawaii Rate Tables do not have the **CPM INIT** (Cost Per Minute Initial) and **CPM OVER** (Cost Per Minute Overtime) fields.

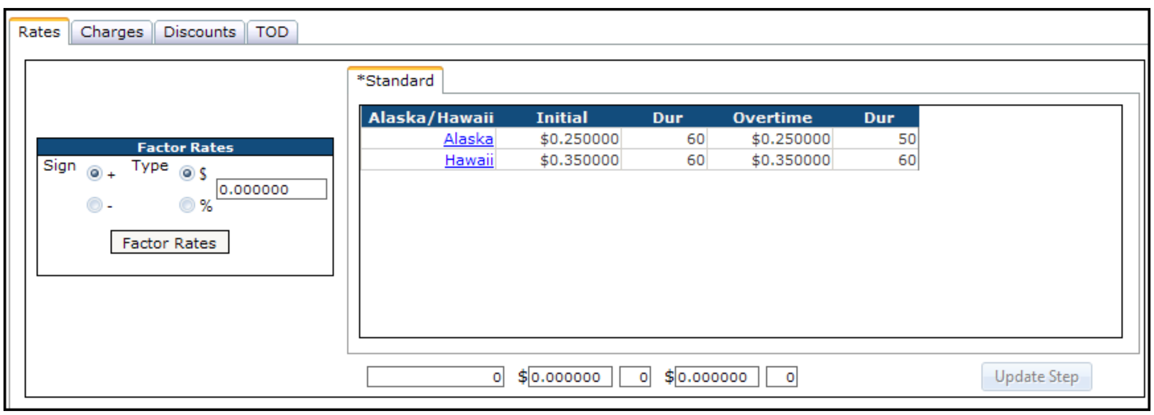
6. Click on **ALASKA** to enter rates for Alaska.



7. Enter the Initial cost, initial Duration, and the Overtime cost, overtime Duration in the spaces provided.

8. Click **UPDATE STEP**.

9. Click **HAWAII** to enter rates for Hawaii, enter the Initial cost, initial Duration, and the Overtime cost, overtime Duration in the spaces provided and click **UPDATE STEP**.



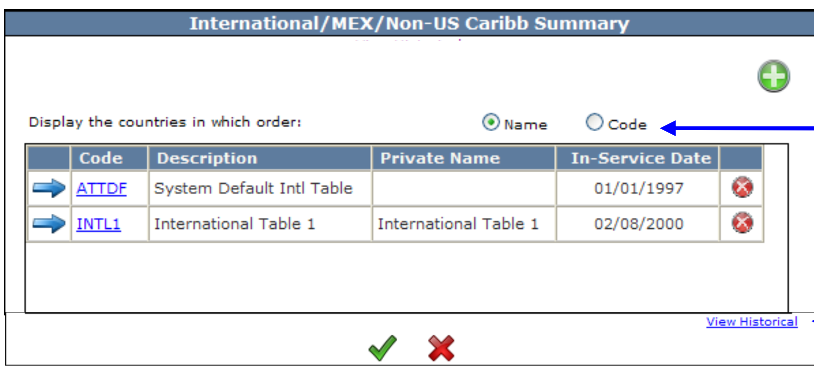
Charges, Discounts and TOD tabs function in the same manner as the IntraState - IntraLATA rate table described earlier in this document.

International Rates

INTERNATIONAL RATES are used to rate calls originating in the continental United States and terminating overseas, in Mexico or in a Caribbean country. Your first International Rate Tables can only be created by duplicating the default International Rate Table, **ATTDF** – System Default Intl Table, which is included as part of the OmniBill database shell. Once the default International table is duplicated, the default rates can be edited. The default rates are provided to ensure every country has a terminating rate.

DUPLICATING AN INTERNATIONAL RATE TABLE

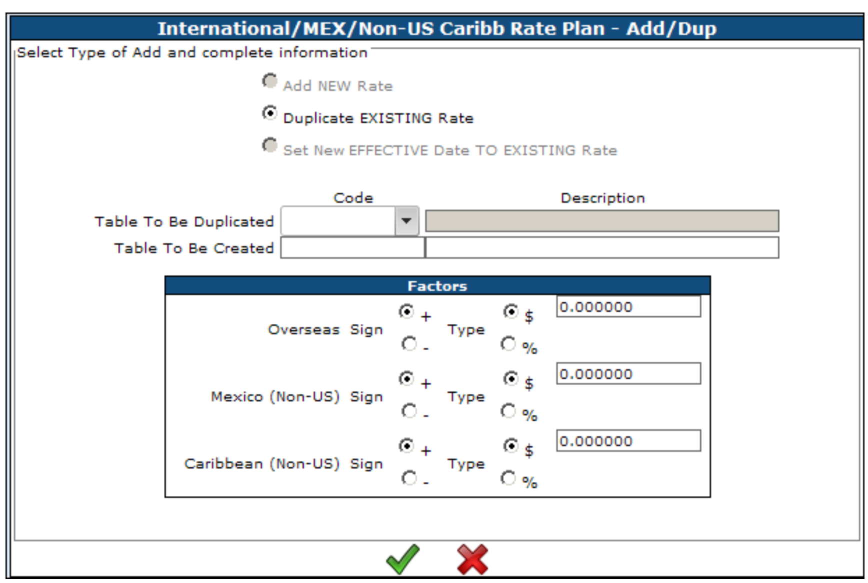
Action	Description
1. Select **INTERNATIONAL TABLES** from the Rate Profiles drop down list	The **INTERNATIONAL/MEX/NON-US CARIBB SUMMARY** screen displays with the default **ATTDF** International Rate table.



Select the Sort order for the Countries. Default is by Name.

The **View Historical** link can be used to review rates associated with older Effective Dates.
Refer to the section "Effective Dates" for additional information.

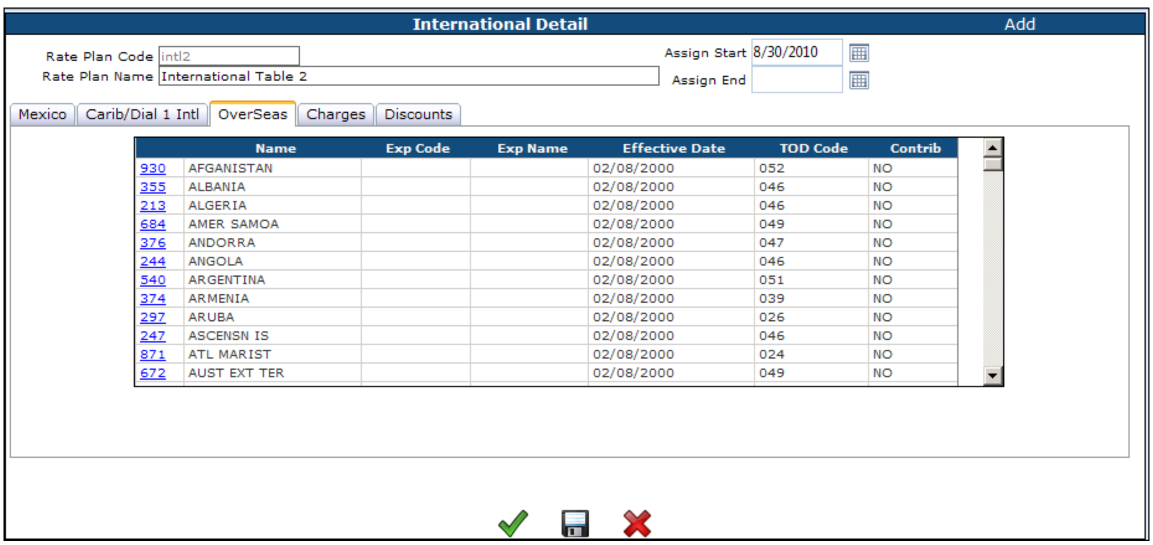
Action	Description
2. Click the **GREEN PLUS** button.	The **INTERNATIONAL/MEX/NON-US CARIBB RATE PLAN – ADD/DUP** screen displays.



Action	Description

NOTE: You should not use the **FACTORS** option using the ATTDF International Table because the default rates are sample rates provided by Profitec.

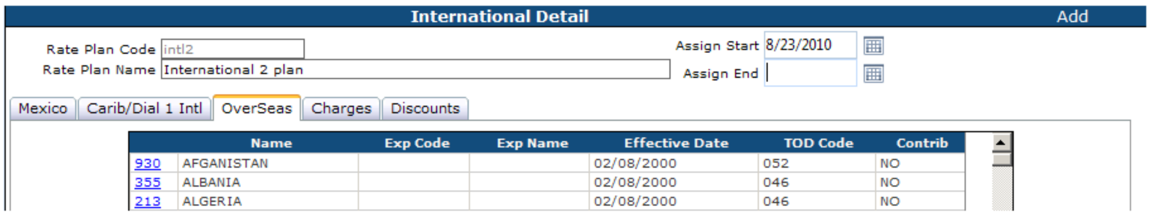
Action	Description
3. Enter a **CODE** and a **DESCRIPTION** in the **TABLE TO BE CREATED** field.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	Overseas is the default selection.



NOTE: As a system rule, Country Codes in the International Table must be **3 DIGITS** in length. If a country code is less than 3 digits, the system adds *trailing* zeros to make the country code 3 digits. Terminating city codes and terminating cellular exchanges can be added to an International table as **EXPANDED COUNTRY CODE(S)**. As a system rule, expanded country codes can be either **6 or 9** digits in length.

The **OVERSEAS**, **CARIB/DIAL 1 INT'L**, and **MEXICO** tabs contain seven columns: Country Code, Country Name, Exp Code, Expanded Name, Effective Date, TOD Code, and Allowed Contrib.

COLUMN DEFINITIONS.



COUNTRY CODE

The first column displays the default country codes assigned to the countries in the International Table. The **OVERSEAS** tab lists a 3-digit numeric country code. The country codes for Mexico and Caribbean countries are alpha and alphanumeric characters. No additional country codes can be added to this table.

NAME

The **NAME** column lists the default Country Name. This description cannot be changed.

EXP CODE

The **EXP** (Expanded) **CODE** column displays the expanded country codes entered for a country when an expanded code is added to the International Rate Table. These codes must be obtained from your carrier. Profitec does not provided Expanded Country Codes.

EXP NAME

The **EXP** (Expanded) **NAME** column displays the description entered when an expanded code is added to the International Rate table.

EFFECTIVE DATE

The **EFFECTIVE DATE** column displays the date rates associated with a country are in effect.

TOD CODE

The **TOD** (**T**ime **O**f **D**ay) **CODE** column displays the default time of day code associated with the country. This code can be changed when editing rates in the International Rate table.

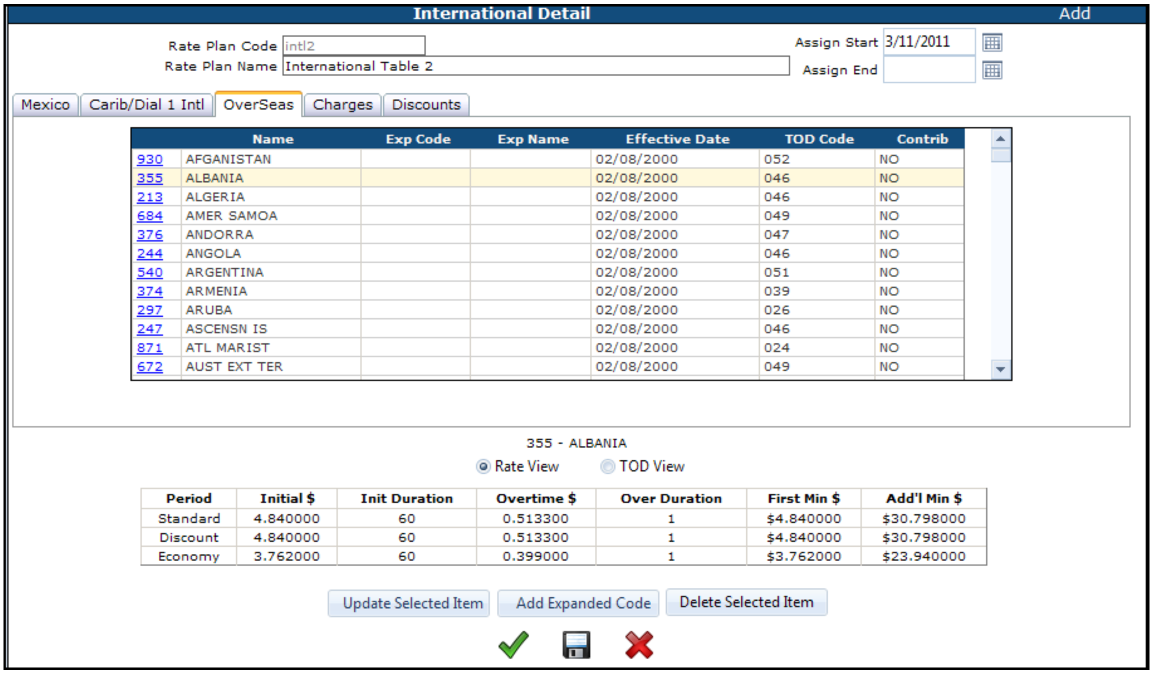
CONTRIB

The **CONTRIB** column is set to **NO** by default. This column is used to indicate if the selected country is eligible for any **CUSTOMER COMPLETED FREE** minutes. Free minutes are set in the **CHARGES** tab.

Editing International Rates

International Rates can be edited using either method described below:

1. Updating each country individually within the International Rates module.



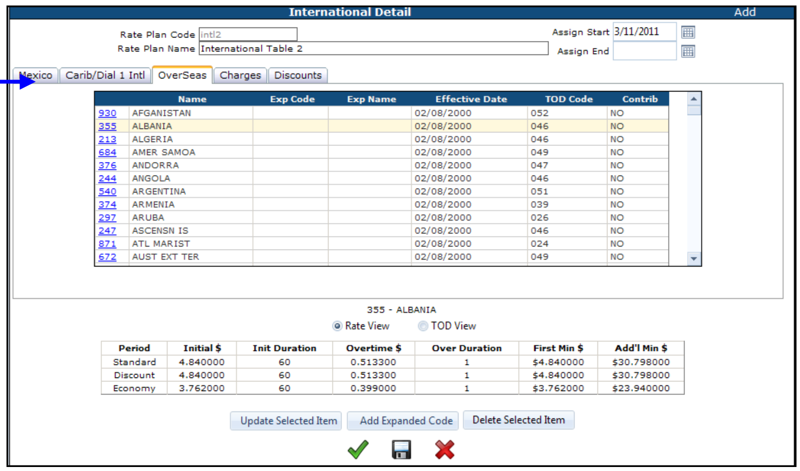
OR

2. Using the **OFFLOAD INTERNATIONAL RATES UTILITY**, found in System Utilities. Refer to the **EDITING INTERNATIONAL TABLES** documentation for information on how to use the Offload International Rates Utility.

NOTE: Additional country codes **CANNOT** be added and should not be deleted from the International table. The list of country codes is based on Telcordia's International Country Code list. The list is reviewed with every major OmniBill release. If you notice discrepancies please contact your assigned Billing Analyst.

EDITING INTERNATIONAL RATES USING THE UPDATE SELECTED ITEM BUTTON

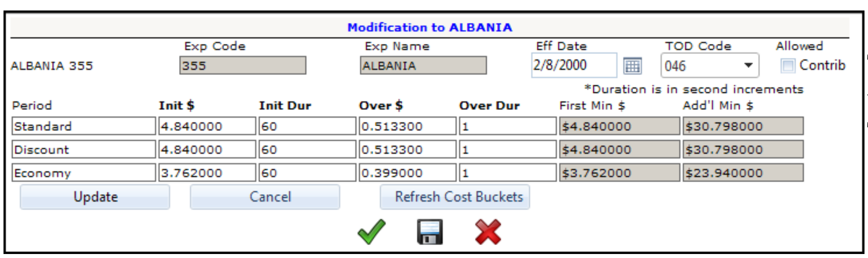
Action	Description
1. Click the **COUNTRY CODE** in the grid.	The bottom portion of the grid displays the rates and billing durations for the selected country.



RATE VIEW is selected as the default view in the International Display screen. Rate information for the selected country appears below the grid.

TOD VIEW, if selected displays the Time of Table increments used for the selected country.

2. Click **UPDATE SELECTED ITEM** to edit the default information for the selected country.	The **MODIFICATION** screen displays with the selected country. The **EXP** (expanded) **CODE** and **EXP** (expanded) **NAME** fields are grayed out.



The **EFFECTIVE DATE** fills in with the default date found in the table. The date can be changed.

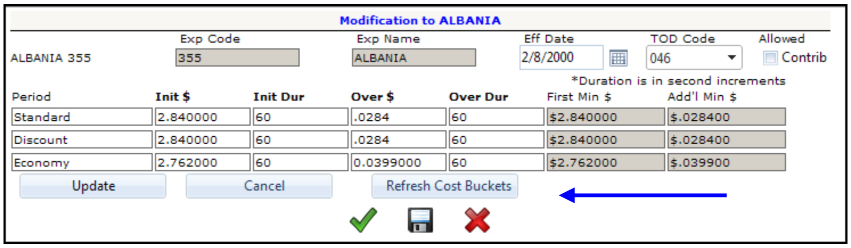
- The **TOD CODE** defaults, but can be changed if needed.

The **ALLOWED CONTRIB** checkbox is used to indicate if the selected country is eligible for free minutes defined in the **CUSTOMER COMPLETED ALLOWED** column found in the **CHARGES** tab. If the **ALLOWED CONTRIB** checkbox is selected, the **ALLOWED CONTRIB** column displays as **YES** when the information is updated.

3. Edit the rates and durations for the selected country.	The **FIRST MIN COST** and **ADD'L MIN COST** fields can be used to verify rates and billing durations are entered correctly. These rates will not calculate until you click the **REFRESH COST BUCKETS** button.

Action	Description

- Click **REFRESH COST BUCKETS** to have OmniBill calculate the Minute billing rates.



Effective date of the new record is based on how you insert the record, which is explained below:

1. Create a New Record
2. Replace Existing Record.

4. Click **UPDATE** to commit the edited rates to the table.

A message displays asking if a new record should be created or you want to replace the existing record.

CREATE NEW RECORD

- Click the **GREEN PLUS** sign to create a **NEW** record. If a **NEW RECORD** is created, **TWO** records appear in the International table. The original record and the new record with a **NEW EFFECTIVE DATE**.
  - ✓ If the record's date is unchanged, the new record includes the current date as the New Effective date for the record.

	Name	Exp Code	Exp Name	Effective Date	TOD Code	Contrib
930	AFGANISTAN			02/08/2000	052	NO
355	ALBANIA			03/11/2011	046	NO
355	ALBANIA			02/08/2000	046	NO

  - ✓ If you enter a new date for the Effective Date that date becomes the new effective date for that record.

Action	Description

REPLACE EXISTING RECORD

- Click the **NOTEPAD** to replace the existing record and destroy any reference to prior settings.

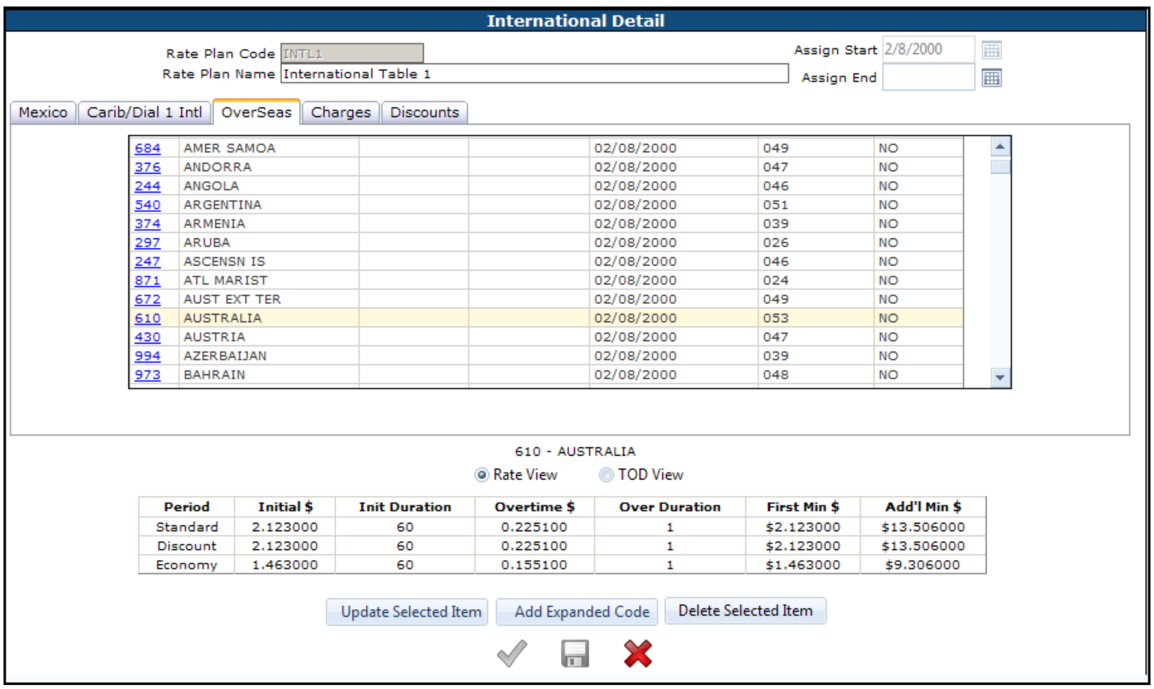
    - ✓ If the record's date is left as the **EFF DATE,** the original date remains as the effective date. Only the rates are updated.
    - ✓ If you enter a new date in the **EFF DATE** field that date becomes the new effective date for that record.

- Click the **RED X** to cancel the action.

Adding Expanded Codes to an Existing International Rate Table

The default International Rate Table does not include expanded city codes or cellular terminating exchange codes. These codes must be added to International Rate Tables in order to rate these types of terminating calls. This is only required if the rates for calls terminating to specific city codes or cellular terminating exchanges are different than the country rate.

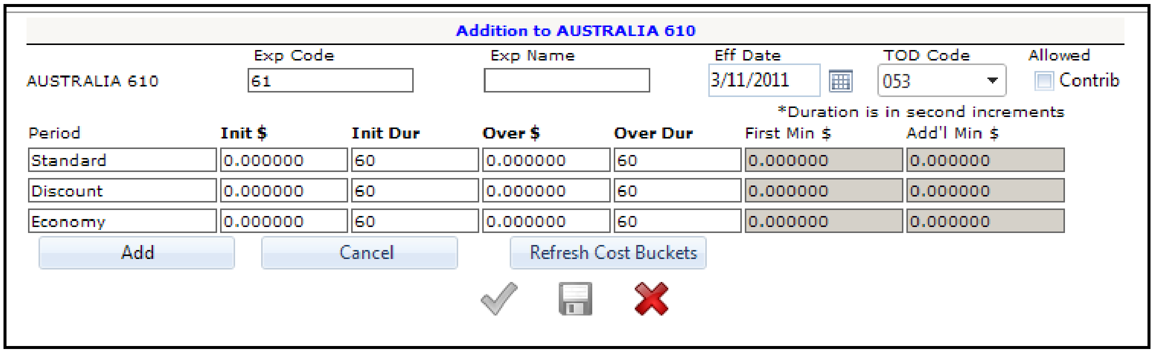
Action	Description
1. Click the Country Code you are adding an expanded code to.	Rates and billing durations for the selected country appear in the grid below.



2. Click **ADD EXPANDED CODE**.	The **ADDITION TO** screen displays for the selected country.

The **EFFECTIVE DATE** defaults with the current date. **RATES** default to $0.00 and the billing **DURATIONS** default to 60 **SECONDS**.

Action	Description



As a system rule, Country Codes must be **3 DIGITS** in length in the International table. If a country code is less than 3 digits in length, like the above example **Egypt** (20), when displaying the country code in the International Table the system adds *trailing* zeros to make it 3 digits. When the **ADD EXPANDED CODE** button is clicked, the trailing zero is dropped and the dial code for the selected country displays in the **EXP CODE** field.

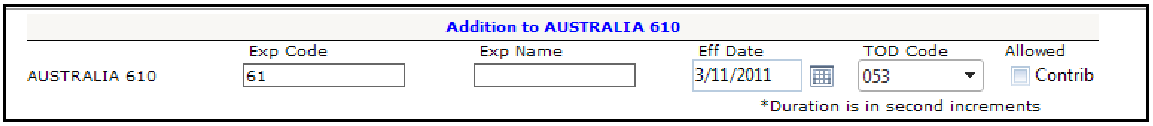
NOTE: As a system rule, when adding **EXPANDED** codes, the expanded code must be **6 OR 9 DIGITS** in length.

Using the following ***sample*** city codes for Australia, the next steps illustrate adding **EXPANDED CITY CODES** to an International Rate Table.

ADDING AN EXPANDED CODE

Action	Description

1. The **EXP CODE** defaults with the selected country's country code. Enter the city code or the cellular terminating code *following* the default country code.



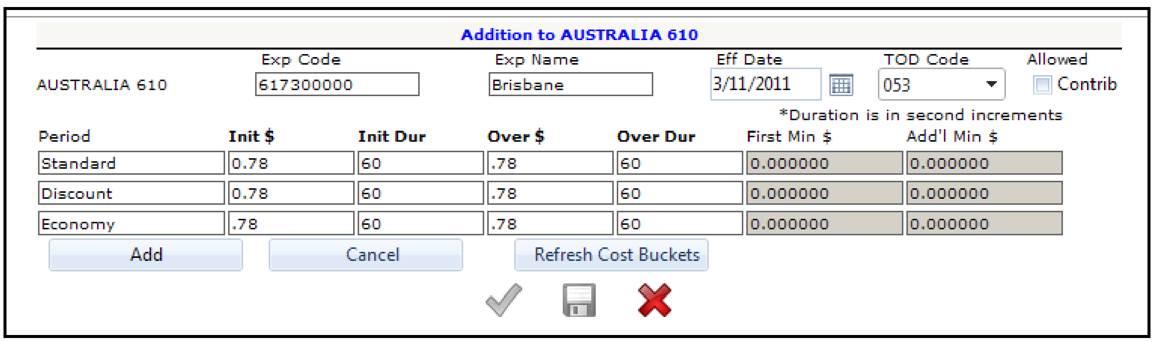
2. Trailing zeros must be added at the end of the code if the country code. The expanded country code **<u>can be either 6 or 9 digits</u>**.

For Example: Australia is country code – 61, Brisbane Australia is city code 73. The Expanded Code is entered as 6173 and to satisfy the system requirement of 9 digits, trailing zeros are added: 6173**00000**.

3. Enter a description in the **EXP NAME** field.

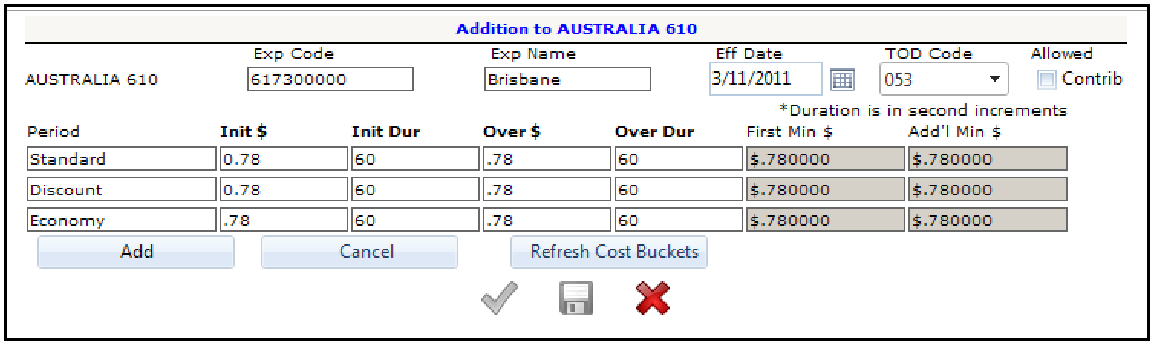
The **EXP NAME** field can be a maximum of thirty alpha characters. This is a required field.

4. Enter the **RATES** and billing **DURATIONS** for the expanded country code.



Click **REFRESH COST BUCKETS** to check the **FIRST MIN** and **ADD'L MIN COST** fields and verify the data entered is accurate.

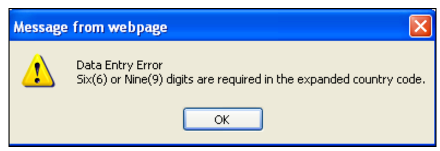
Action	Description



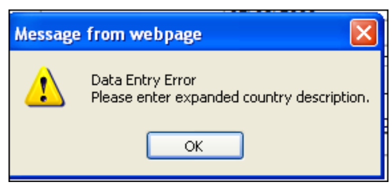
5. Click **ADD** to commit the Expanded Country Code to the International Table.

If any required fields are not correct, one of two possible **DATA ENTRY ERROR** messages can displays.

- If the **EXP CODE** not exactly 6 or 9 digits the following **ERROR** message displays.

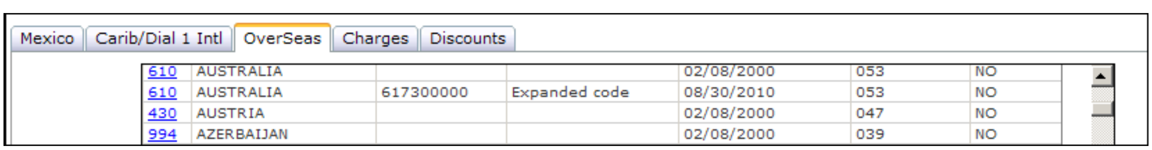


- If the **EXPANDED NAME** was not entered a Data Entry Error displays.



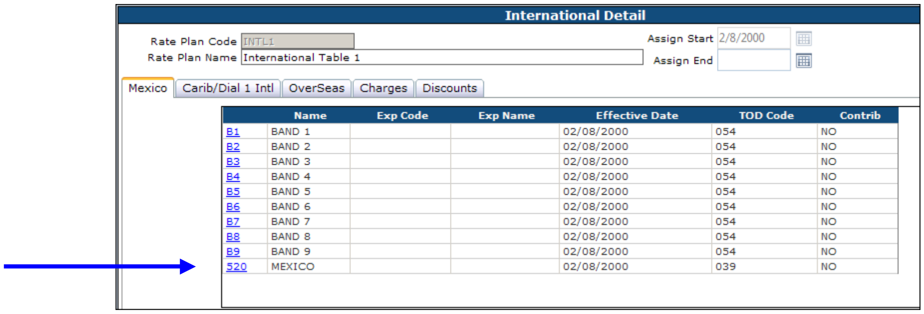
- Click **OK** to enter the required information.

Once the required fields are completed, the **EXPANDED COUNTRY CODE** is added to the International Table as a **NEW RECORD**.

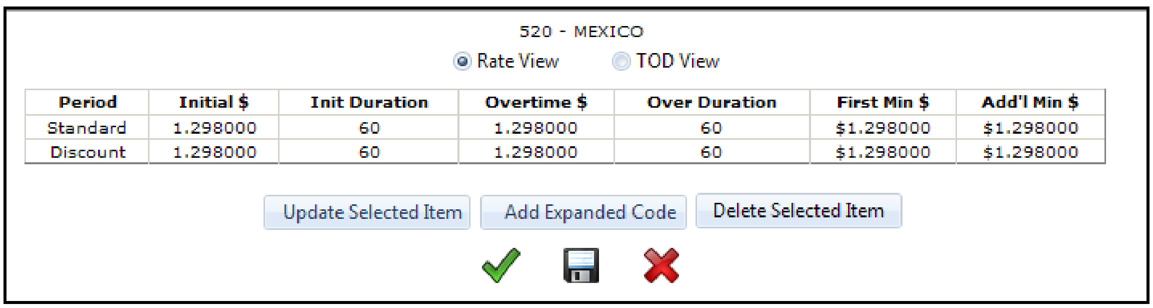


6. Continue adding additional expanded codes as needed or Click the **GREEN CHECKMARK** or the **DISC** to save the rate table.

Adding Expanded Codes in the Mexico Tab



The **ADD EXPANDED CODE** button is only available when the row labeled **520-MEXICO** is selected. Expanded Country Codes cannot be entered for Bands 1-9.



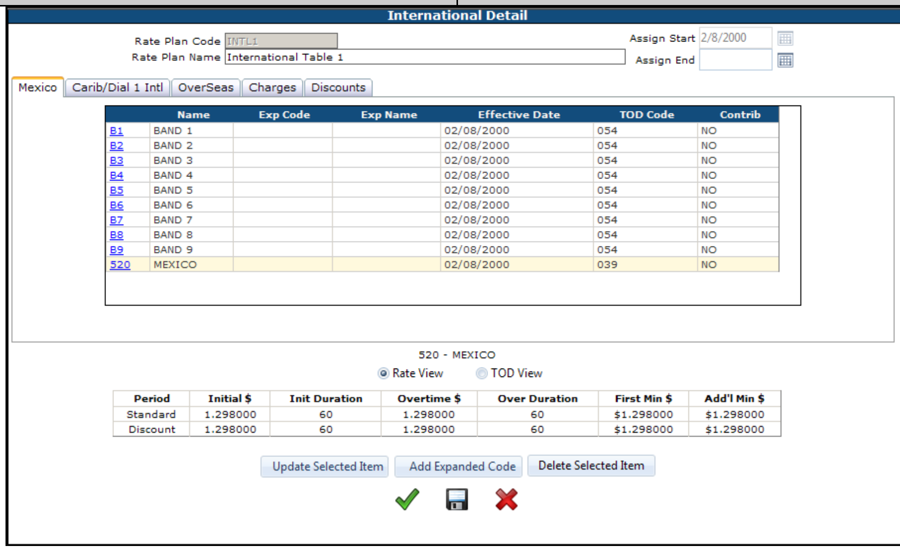
In order to rate by expanded country codes or city code you need to select the 520 Mexico code in the grid.

ADDING EXPANDED CODES TO MEXICO COUNTRY CODE - 52

Action	Description

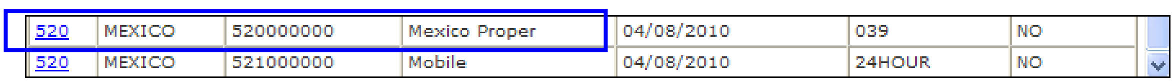
1. Click **520-MEXICO**.

Action	Description



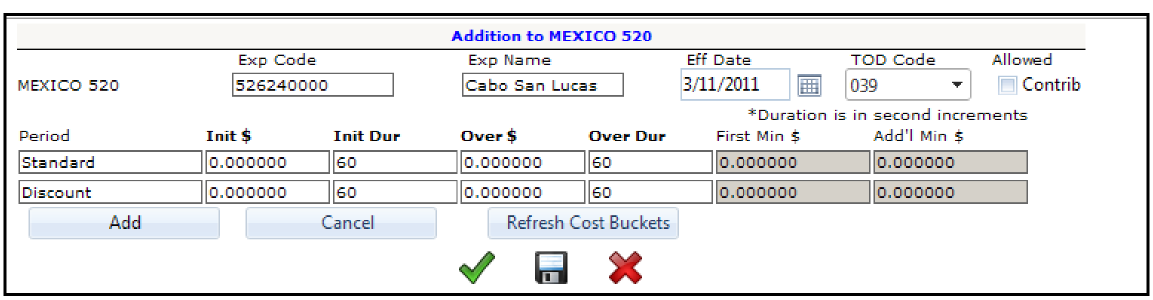
2. Click the **ADD EXPANDED CODE** button. — The **ADDITION TO MEXICO 520** screen displays.

NOTE: If you are using expanded codes for Mexico, please edit the 520 Mexico country code record to include the required six or nine digits to obtain proper rating.



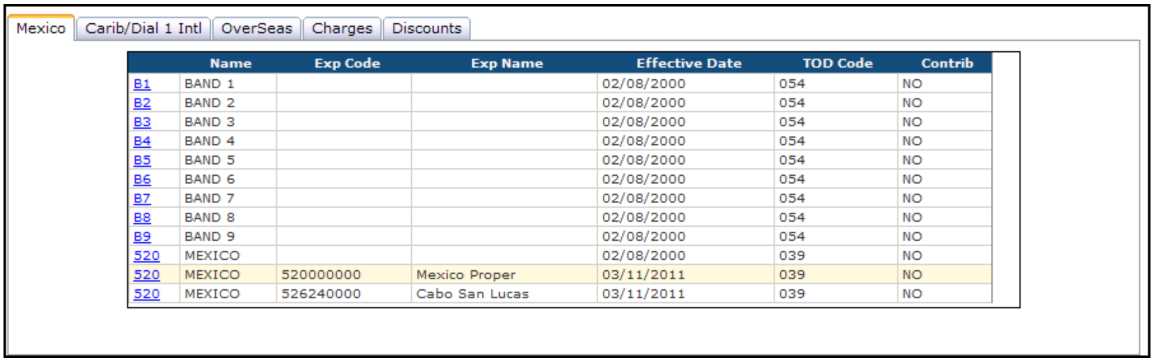
In order to bypass rating calls to Mexico using Bands, add an expanded code of 520000000. Using this method will rate calls not matching to Mexico at the default of 520000000.

3. Enter the long distance code for the city you are rating. — For example, the long distance dialing code for Cabo San Lucas is 624. This code would be entered as 526240000. Trailing zeros are required in order to satisfy the system requirement of 9 digits for Expanded Codes.



4. Click **ADD**. — The rates are added to the grid.

Action	Description



	Name	Exp Code	Exp Name	Effective Date	TOD Code	Contrib
B1	BAND 1			02/08/2000	054	NO
B2	BAND 2			02/08/2000	054	NO
B3	BAND 3			02/08/2000	054	NO
B4	BAND 4			02/08/2000	054	NO
B5	BAND 5			02/08/2000	054	NO
B6	BAND 6			02/08/2000	054	NO
B7	BAND 7			02/08/2000	054	NO
B8	BAND 8			02/08/2000	054	NO
B9	BAND 9			02/08/2000	054	NO
520	MEXICO			02/08/2000	039	NO
520	MEXICO	520000000	Mexico Proper	03/11/2011	039	NO
520	MEXICO	526240000	Cabo San Lucas	03/11/2011	039	NO

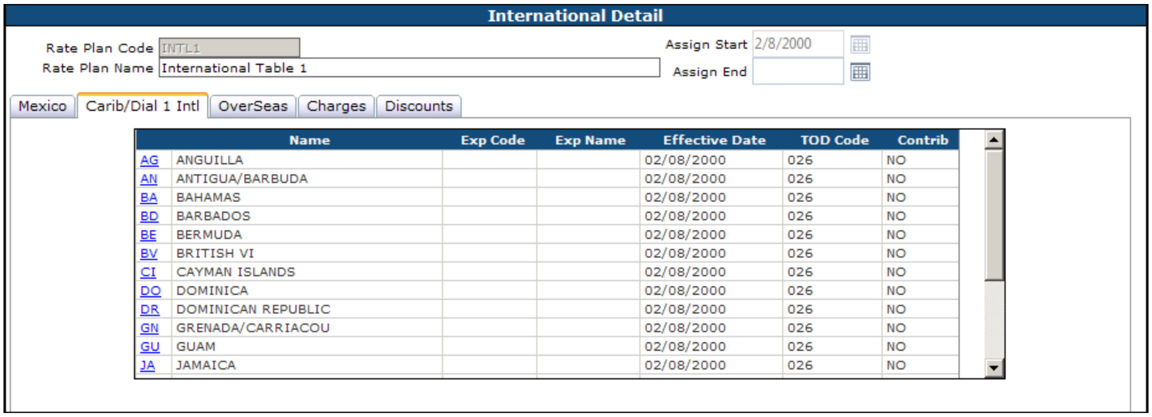
Rating for Mexican Wireless Rates

Mexico - Wireless rates - all begin with 521 - If its wireless the call record begins with 521. No land lines. The next number after the 1 technically represents a Mexican band. The are nine Mexican bands (1-9)

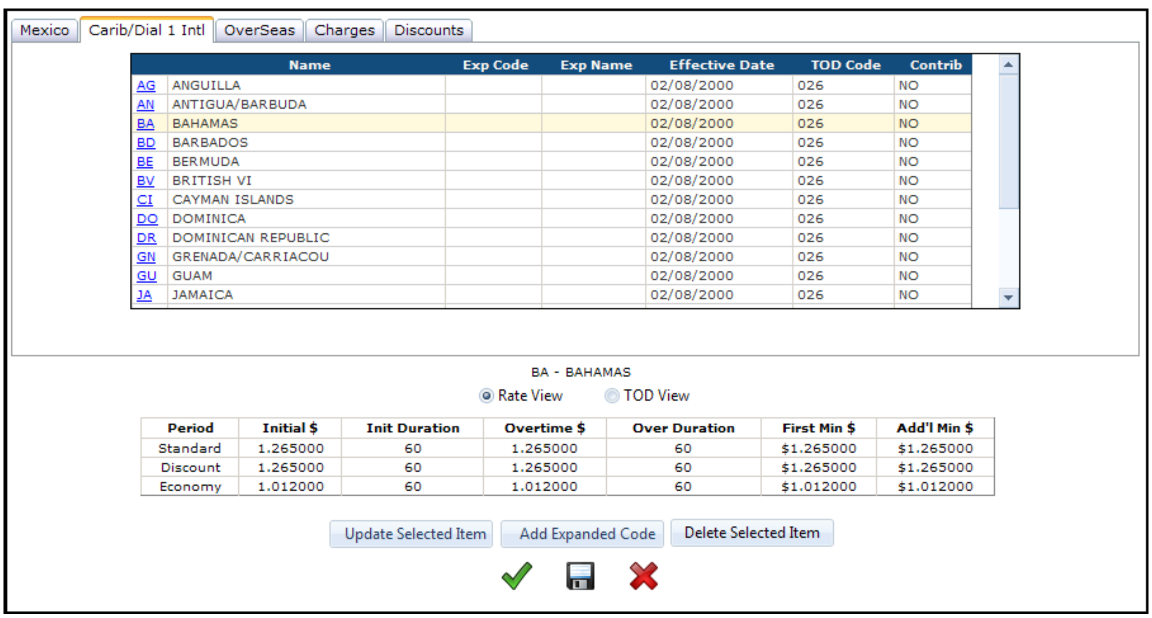
In order to rate each Wireless Mexican band at a different rate, you need to enter rates for each of the following codes:

521100, 521200, 521300, 521400, 521500, 521600, 521700, 621800, 521900

Carib/Dial 1 International Rates



Expanded country codes can be added to the Carib/Dial 1 International Rates. You will need to enter the three Digit Area Code and exchange in the Exp Code field. The area code is not automatically populated.



DISTINGUISHING A COUNTRY CODE FROM AN EXPANDED CODE

During production a nine digit-matching pattern is used to determine which rates should be used when rating an International call. This process is used because multiple rates can be entered for a single country and cities within a country.

The production process uses the closest match to **ALL 6 OR 9 DIGITS** to distinguish between the *country code* and any *expanded codes* that have been added to the International Table. In the below example there are 3 rates entered for **FRANCE**:

330	FRANCE			02/08/2000	047	NO
330	FRANCE	331000000	Expanded city	04/12/2010	047	NO
330	FRANCE	334940000	Expanded City	04/12/2010	047	NO

This example shows a call originating from Wallingford, Connecticut and terminating to a number in Paris, France. The expanded country code dialed was **331**, plus the remaining phone number. During production the closest match to the dialed digits and the country codes in the International table are used to rate the call.

2032698242	3314326274801	20030501	162400	FRANCE		2	CC

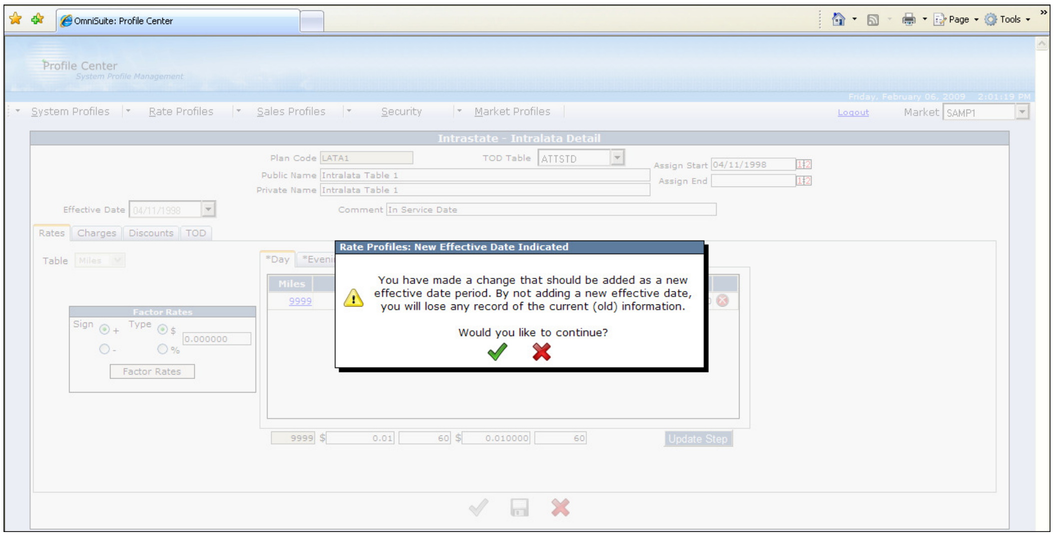
Expanded Country code 331 is the closest match to the number dialed, therefore the Paris France rate is used to rate the call.

Up to 9 levels will be used to determine rates. This example demonstrates 4 levels beginning with the complete 9 character dial pattern.

33143264801	No match found.
331432*	No match found.
3314**	No match found.
331***	Match to 331 found – The rate associated with this code is the rate used to rate the call.

Effective Dates

Making a change to an existing rate table causes a **NEW EFFECTIVE DATE INDICATED** message to appear on the screen. This message warns the user of the consequences of making a change to the rate table without setting a new effective date. You must answer the question: "Would you like to Continue?"



1. Clicking the **GREEN CHECKMARK** changes the rates set in the rate table and there is *no* record of the previous rate saved.

2. Clicking the **RED X** does not change the rates set in the rate table. The user remains on the rate detail screen. This gives the user the chance to exit the screen and set a **NEW EFFECTIVE DATE** for the table before making a change.

The next section ***"Setting a New Effective Date"*** describes how to create new effective date for an existing rate table.

Setting a New Effective Date for an Existing Rate Plan

EFFECTIVE DATES are used to update existing rate tables without loosing the history of past **RATES**, **CHARGES**, and/or **DISCOUNTS**. Using Effective Dates eliminates the need for multiple rate tables to be created in your database each time there is a change to an existing table. When a rate table has more than one Effective Date for rates, the date a call was made determines which Effective Date is used.

In the below example, there are two Effective Dates in the rate table: **8/19/1999** and **07/26/2005**.

- Calls made prior to **07/26/2005** will be rated with rates entered **8/19/1999**.
- Calls made on or after **07/26/2005** will be rated using rates entered **07/26/2005**.

NOTE: When setting an Effective Date in an International Rate Table the Effective Date only applies to **RATES**, not charges or discounts. This rule is unique to the international rate table.

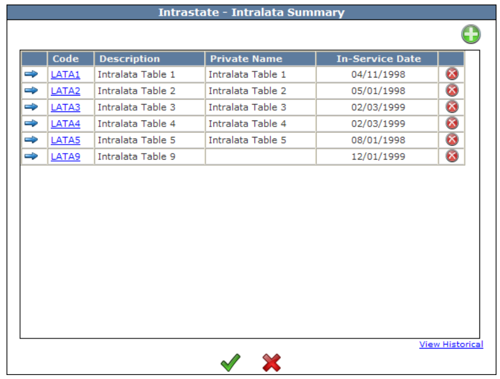
SETTING A NEW EFFECTIVE DATE

EFFECTIVE DATES can only be set for existing Rate Plans. When creating *new* rate plans, the current date automatically defaults in the **NEW EFFECTIVE DATE** field. The date is grayed out and cannot be changed. In order to maintain a history of the rate plan the **SET EFFECTIVE DATE** option must be used before any changes are made. If you simply edit the rates *without* setting a new effective date, the original rates are lost.

Setting an **EFFECTIVE DATE** in an Intrastate-Intralata rate plan:

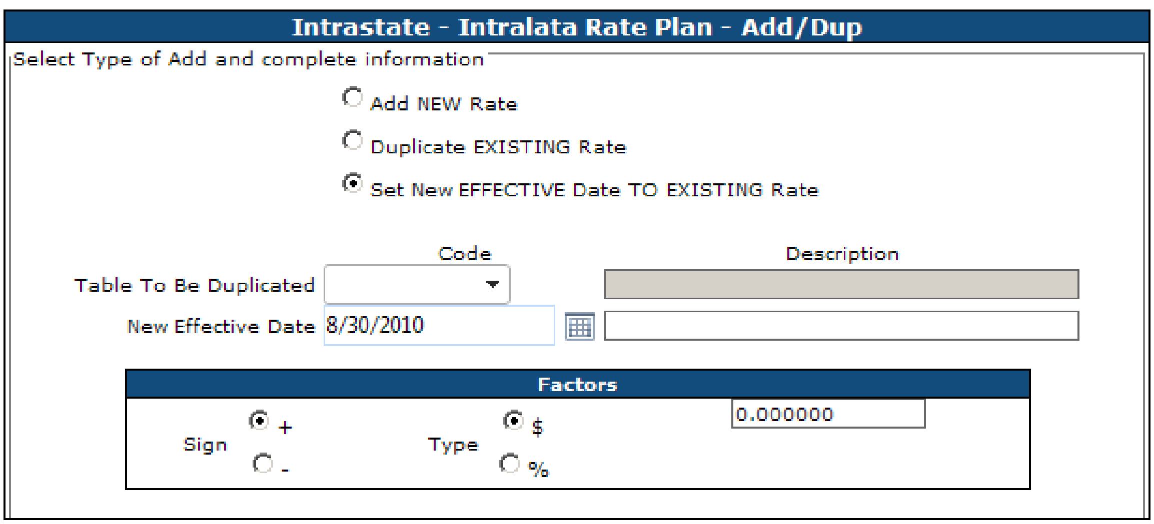
Action	Description

1. Select Intrastate – Intralata Rate plan from the Rate Profile list.



2. Click the **GREEN PLUS** button.

The **ADD/DUP** screen displays with the current date in the **NEW EFFECTIVE DATE** field by default



Select the **RATE TABLE** you are ***setting*** a ***new effective date*** for from the **TABLE TO BE DUPLICATED** drop down list. `

3. Select **SET EFFECTIVE DATE TO EXISTING RATE**.

The **NEW EFFECTIVE DATE** can be changed or remain the default date.

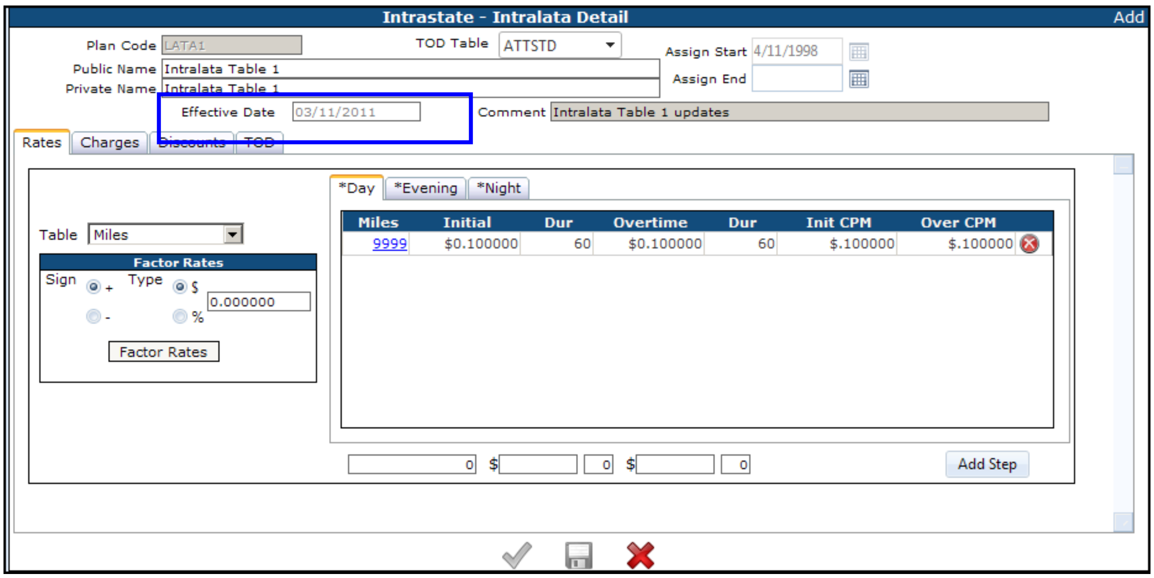
An **EFFECTIVE DATE** can be set 45 days in the past from the current date and any date in the future. Selecting the Calendar icon, allows you to set the Effective date 45 days into the past.

If you wish to change the Effective date, click the **CALENDAR** Icon and select the desired date. Notice that the calendar automatically displays back to the earliest selectable day (45 days from the current date). Highlighted dates are selectable. Select your desired date.

Action	Description
5. Enter a **DESCRIPTION** for the rate plan.	The Description is a required field.

You can use the **FACTOR** options if you wish to factor the existing rates by a **DOLLAR** amount or a **PERCENTAGE** or you can edit each rate as needed. Enter the desired amounts if you wish to factor.

6. Click the **GREEN CHECK** mark to continue.



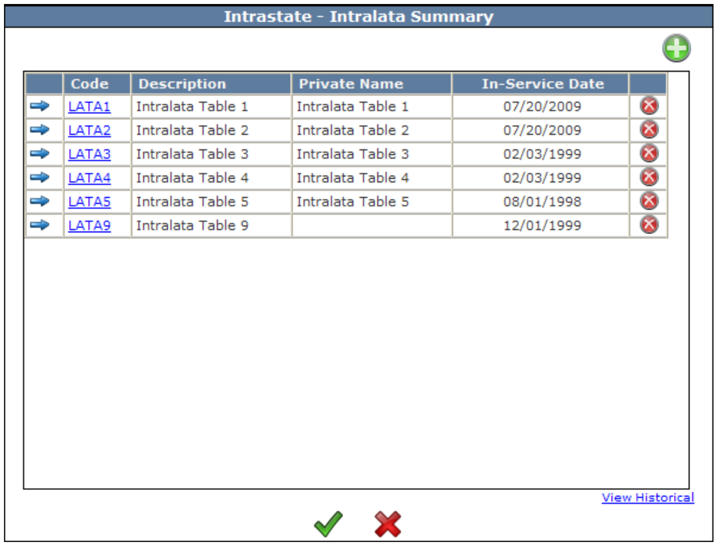
The **INTRASTATE – INTRALATA DISPLAY** screen appears in **ADD** mode.

The **EFFECTIVE DATE** is disabled. The Rate Plan cannot be saved until an edit or a change is made.

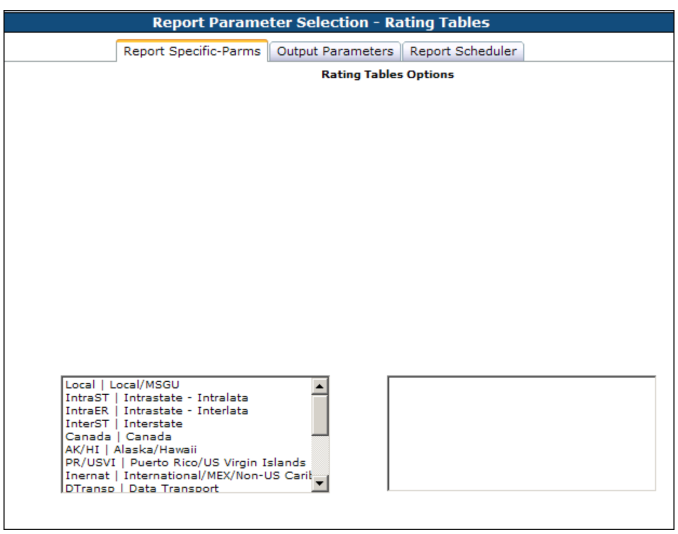
Edits can be made to the Rates, Charges, and Discounts tabs.

Viewing Historical Rates

1. Select the rate type from the **RATE PROFILES** list. The Rate Summary list displays.



2. Click **VIEW HISTORICAL**. The Report Parameter Selection – Rating Tables displays.



NOTE:
Using the **VIEW HISTORICAL** option opens up the Data Intelligence Center, where the report is created.

If you are not currently logged into the Data Intelligence Center, you are presented with a Login Screen for this module.

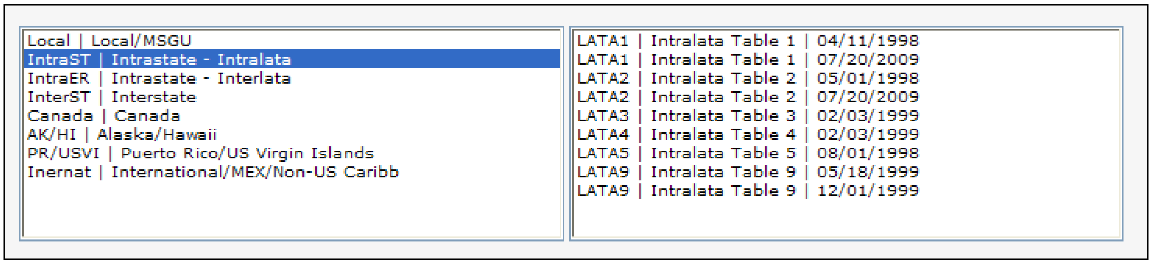
- Log into the **DATA INTELLIGENCE CENTER**.
- Re-access the Profile Center.
- Click **VIEW HISTORICAL**.

NOTE: In step 1 above, **VIEW HISTORICAL** from the **INTERSTATE SUMMARY** screen was selected. However, you must select the Jurisdiction again from the Rating Tables Options page that displays. ***You can view any Jurisdiction | Table when you click*** **VIEW HISTORICAL**.

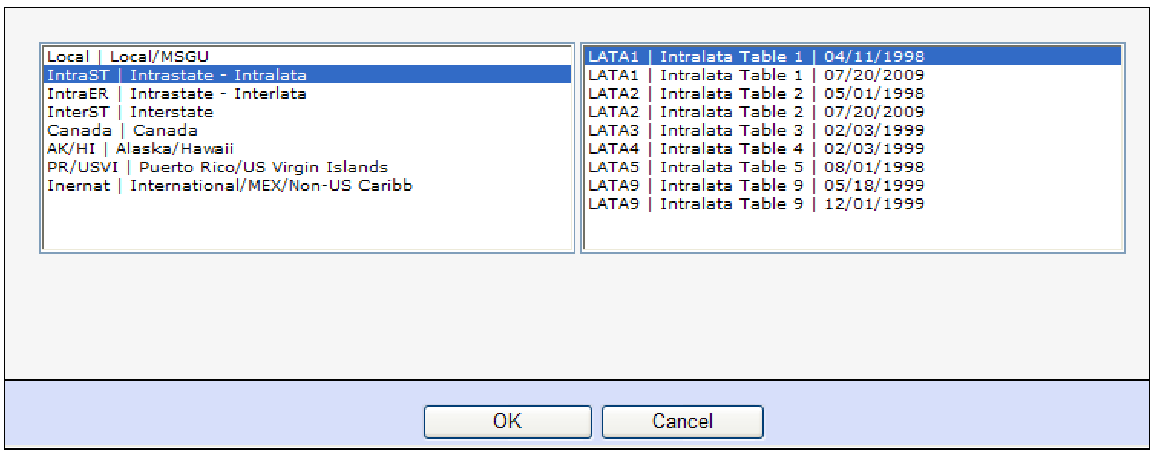
The only exception to the above statement is for viewing Master Rate Group historical information. To view Master Rate Group historical rates, select **MASTER RATE GROUPS** from the **RATE PROFILE** list and click **VIEW HISTORICAL** from the **MASTER RATE CODE SUMMARY** page.

3. Select the Jurisdiction you wish to view historical rates for.

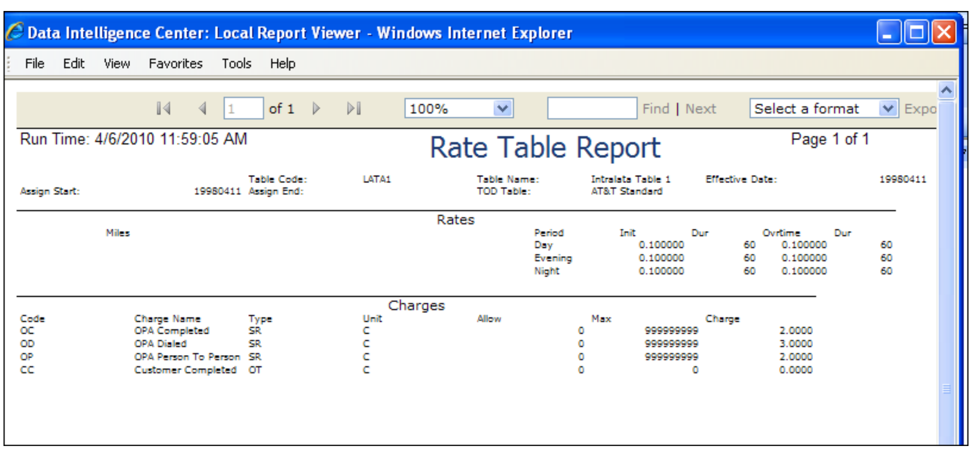
In this example below, IntraSt was selected. All IntraST | Intrastate – Intralata plans display along with their respective Effective Dates. For example the rate table LATA1 includes rates with effective dates as of 7/20/2009 and as of4/11/1999.



4. Highlight the plan you wish to view. The rates for the specific plan displays as seen below:



5. Click **OK** and the report displays.



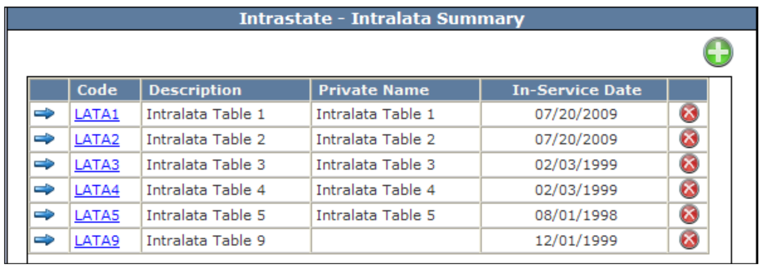
NOTE: The report displays in a new window.

6. Click the **RED X** to close the report and return to the Report Parameter Selection Screen.

Duplicating a Rate Table

The following steps apply to all rate tables and Master Groups when duplicating a rate table. The below example illustrates duplicating an Intrastate-Intralata rate table.

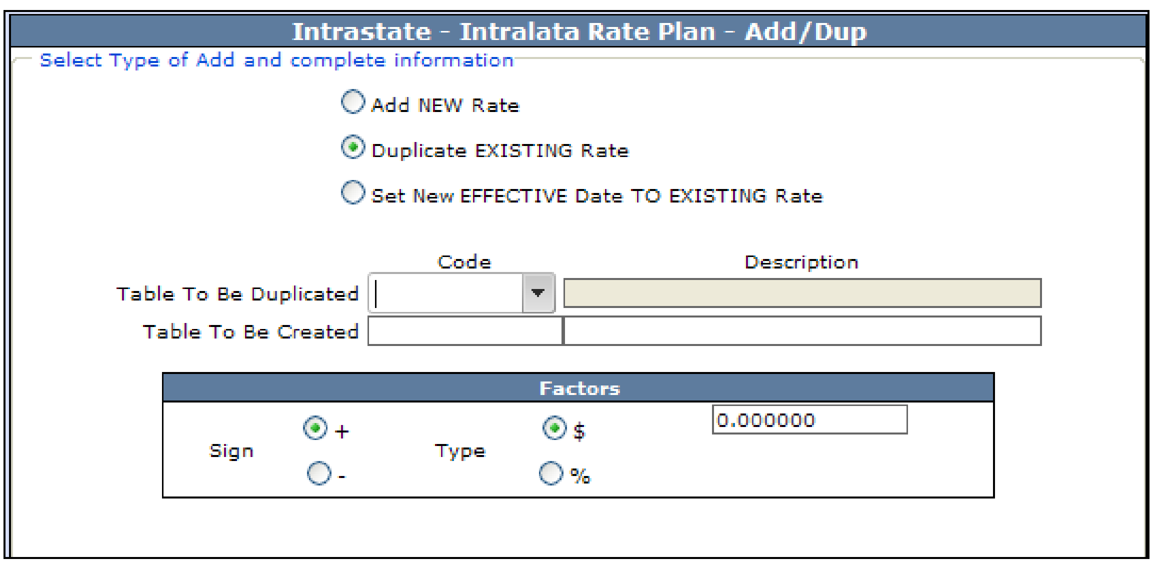
Action	Description
1. Click the **INTRASTATE-INTRALATA TABLES** button in the Rate Profiles toolbar.	The **INTRASTATE-INTRALATA SUMMARY** screen displays.


Intrastate - Intralata Summary

	Code	Description	Private Name	In-Service Date	
	LATA1	Intralata Table 1	Intralata Table 1	07/20/2009	
	LATA2	Intralata Table 2	Intralata Table 2	07/20/2009	
	LATA3	Intralata Table 3	Intralata Table 3	02/03/1999	
	LATA4	Intralata Table 4	Intralata Table 4	02/03/1999	
	LATA5	Intralata Table 5	Intralata Table 5	08/01/1998	
	LATA9	Intralata Table 9		12/01/1999	

2. Click the **GREEN PLUS** button. — The **INTRASTATE-INTRALATA RATE PLAN – ADD/DUP** screen displays.

3. Select **DUPLICATE EXISTING RATE.**



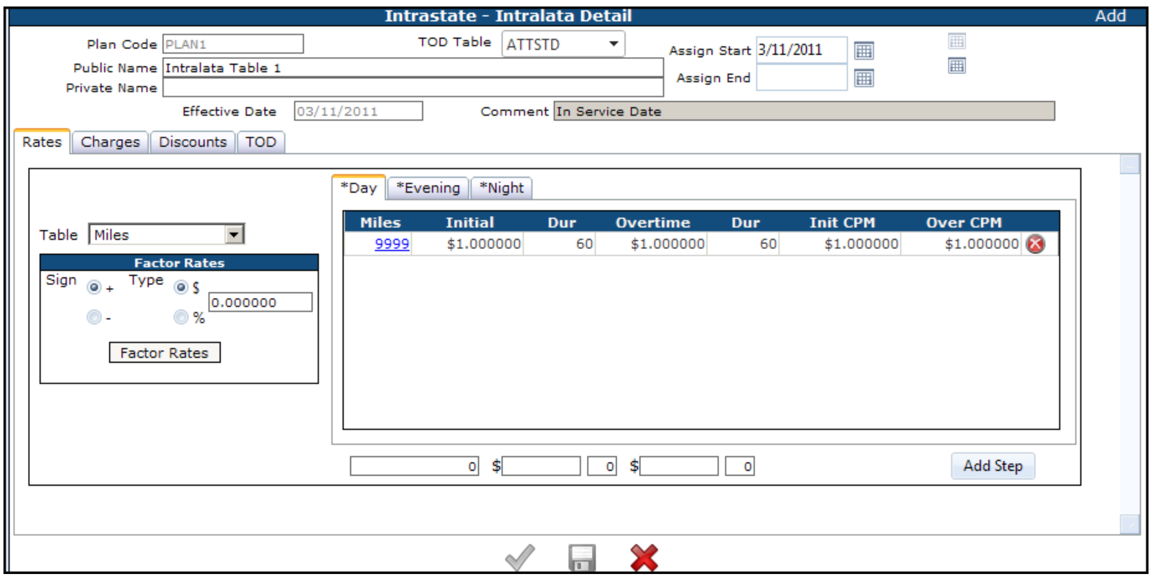
4. Select the **RATE TABLE** you want to duplicate from the **TABLE TO BE DUPLICATED** drop down list.

When duplicating a rate plan, existing rates can be edited manually or edited using the **FACTORS** option. Refer to the section "***Factors Rates***" for information on the **FACTORS** option.

Action	Description
4. In the **TABLE TO BE CREATED** field, enter a **CODE** and a **DESCRIPTION** for the new rate table.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.

5. Click the **GREEN CHECK** mark to continue.

The **INTRASTATE – INTRALATA DISPLAY** screen appears with the new **RATE TABLE** code and **TABLE NAME**. The duplicated rates appear in the grid.



The **EFFECTIVE DATE** is disabled. The Rate Plan cannot be saved until an edit or change is made.

Edits can be made to the original TOD Table, Rates, Charges, and Discounts tabs.

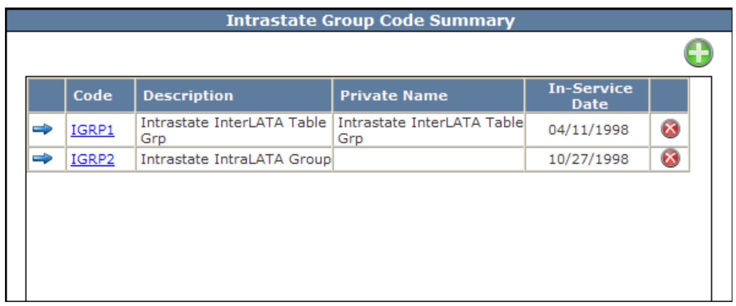
Intrastate Groups

INTRASTATE GROUPS are used to link selected **STATES** to specific Intralata and Interlata rate(s). Using **INTRASTATE GROUPS** is one way to minimize the number of Intrastate-Intralata and Intrastate-Interlata rate tables that need to be created in your database.

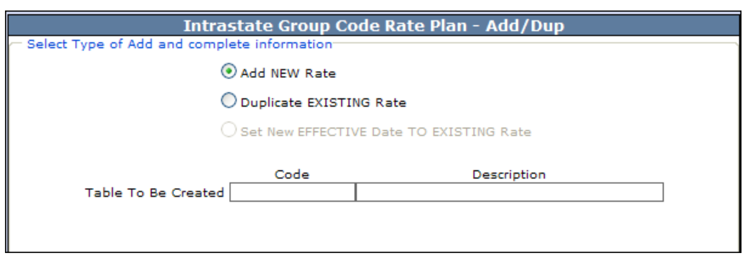
For example, your company may provide Intralata and Interlata service in 50 states, but only offer ten possible rates. Twenty states may share the same rate. The rate tables can be built in the database and then using Intrastate Groups, each state can be associated to a specific rate.

CREATING AN INTRASTATE GROUP

Action	Description
1. Select **INTRASTATE GROUP** from the Rate Profiles drop down list.	The **INTRASTATE GROUP CODE SUMMARY** screen displays.

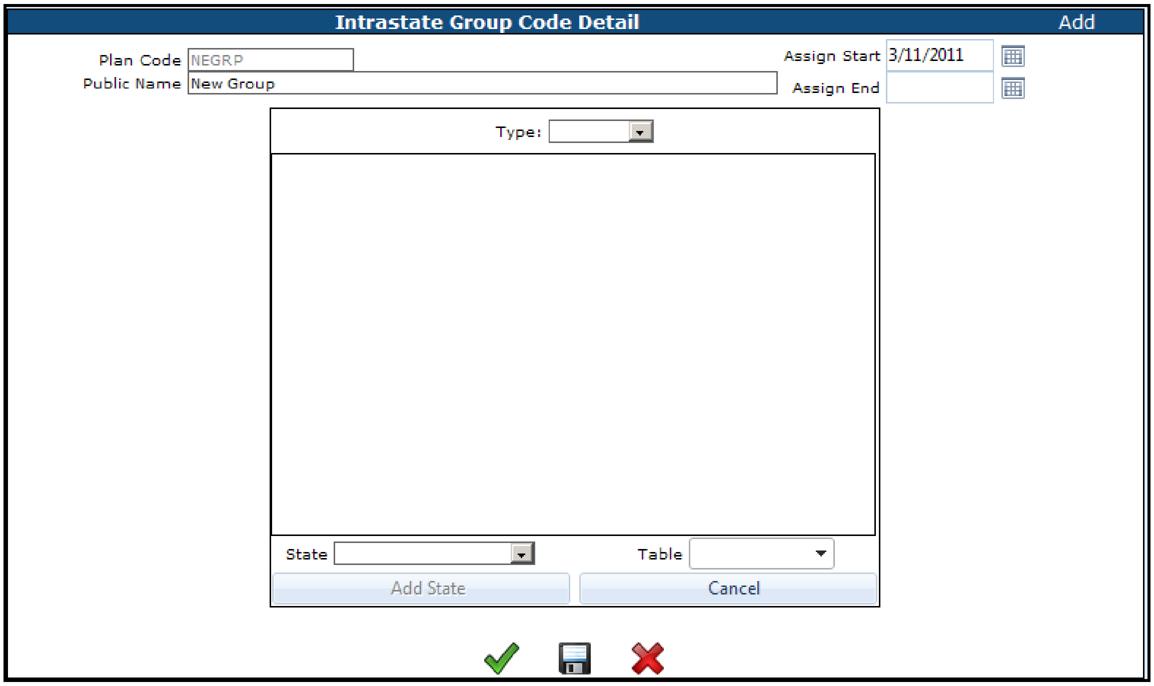


Action	Description
2. Click the **GREEN PLUS** button.	The **INTRASTATE GROUP CODE RATE PLAN – ADD/DUP** screen displays.



Action	Description
3. Enter a **CODE** and **DESCRIPTION** identifying the Intrastate Group.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **INTRASTATE GROUP CODE DETAIL DISPLAY** screen appears. .

Action	Description

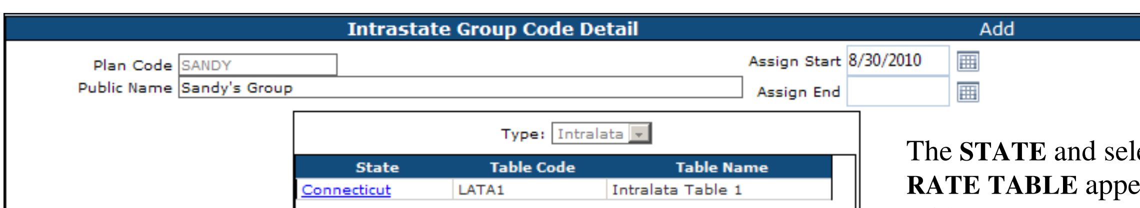


Action	Description
5. From the rate **TYPE** drop down list select **INTRALATA** or **INTERLATA**.	This choice determines the rate tables that appear in the table drop down list.

6. Select a **STATE** from the **STATE** drop down list.

7. Select the **RATE TABLE** to associate the selected state with.

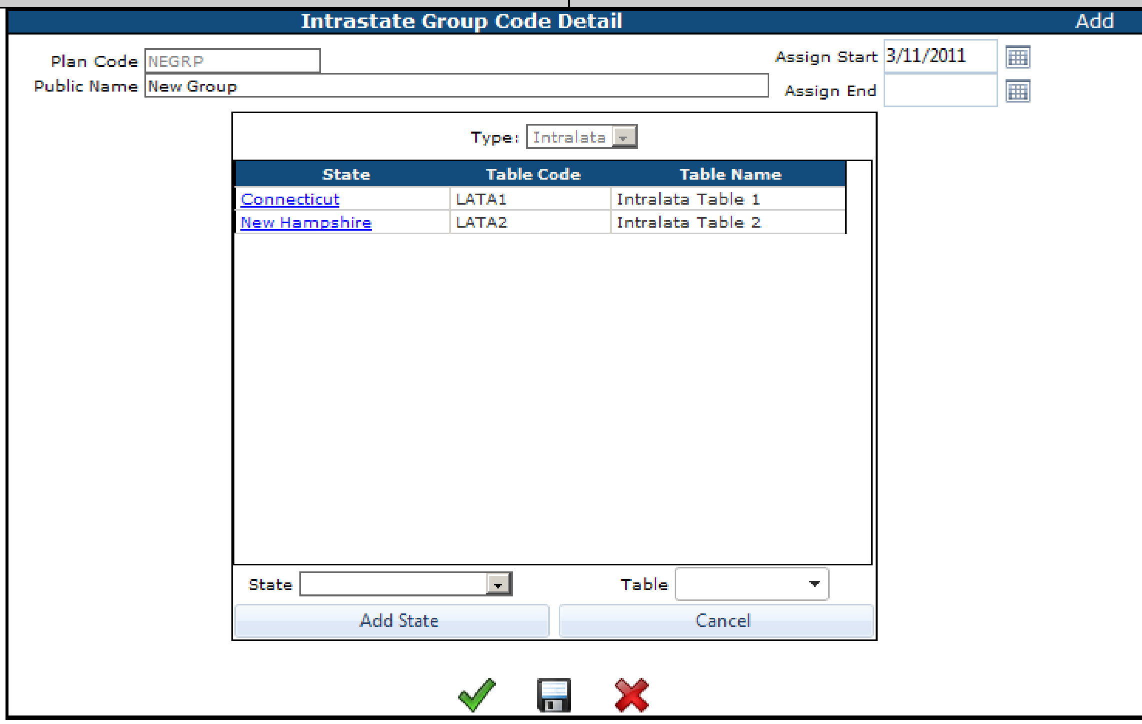
8. Click **ADD STATE** to commit the **STATE** and selected rate table to the grid.



The **STATE** and selected **RATE TABLE** appear in the grid.

9. Continue adding states and rate tables as needed.

Action	Description



Action	Description
10. Click **CHECKMARK** or **DISC** to save the Intrastate group.	**NOTE**: The same steps are followed to create an Intrastate - **INTERLATA** Group.

Once Intrastate Groups have been created, you assigned the group to a Master Rate Group.

When the Master Rate Group is applied to a line, the system performs a LERG lookup on the area code/exchange to verify the state the line originates in. Once verified the system extracts the correct rate table at the line level, based on the rate table the state is associated with in the **INTRASTATE** group.

Master Groups

MASTER GROUPS are used to group and manage rate plans, enter line fees, regulatory PICC fees, create long distance discounts across multiple traffic types, and control where the Master Group can be assigned in the database.

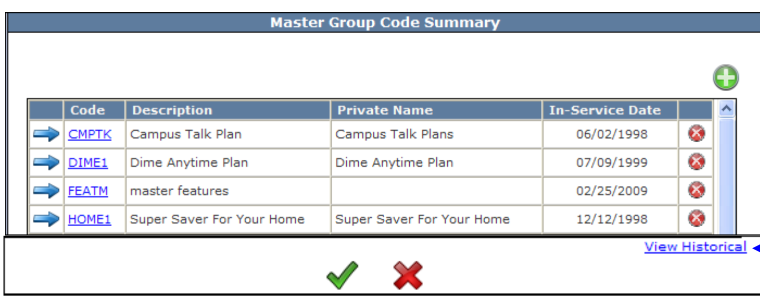
In order to add a **MASTER GROUP** to a line, at least one rate table from each of the seven individual long distance rate categories must be created.

A **MASTER GROUP** is required when adding long distance service to a line in the following Service Categories (**SCATS**):

- Outbound Equal Access
- Outbound Dedicated Access
- Inbound Equal Access
- VOIP
- Inbound Dedicated Access
- Personal Assistant Service
- Teleconferencing
- Fax Broadcast
- IP Telephony
- Travel Card

CREATING A MASTER GROUP

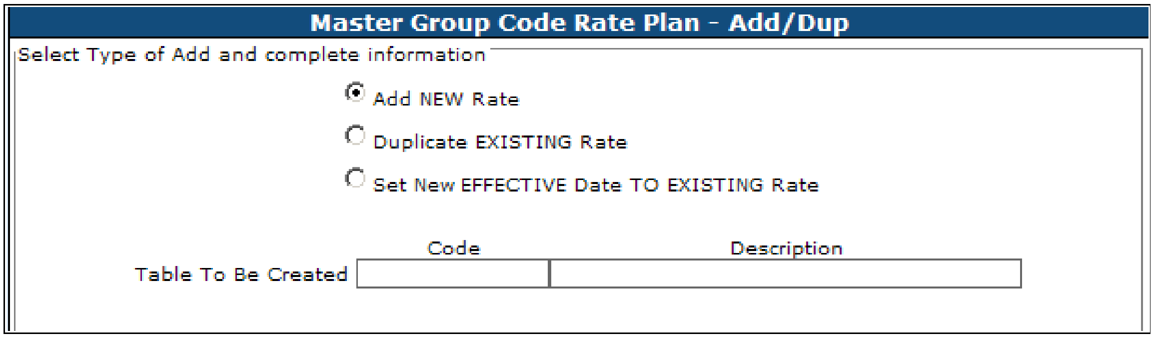
Action	Description
1. Select **MASTER GROUPS** from the **RATE** Profile list.	The **MASTER GROUP CODE SUMMARY** screen appears. If there are no Master Groups created in the database, this screen is blank.



The **View Historical** link can be used to review rates associated with older Effective Dates. Refer to the section "Effective Dates" for additional information.

Action	Description
2. Click the **GREEN PLUS** button.	The **MASTER GROUP CODE RATE PLAN – ADD/DUP** screen displays.

Action	Description



NOTE: Refer to the section ***"Duplicating a Rate Table"*** for information on duplicating a Master Group.

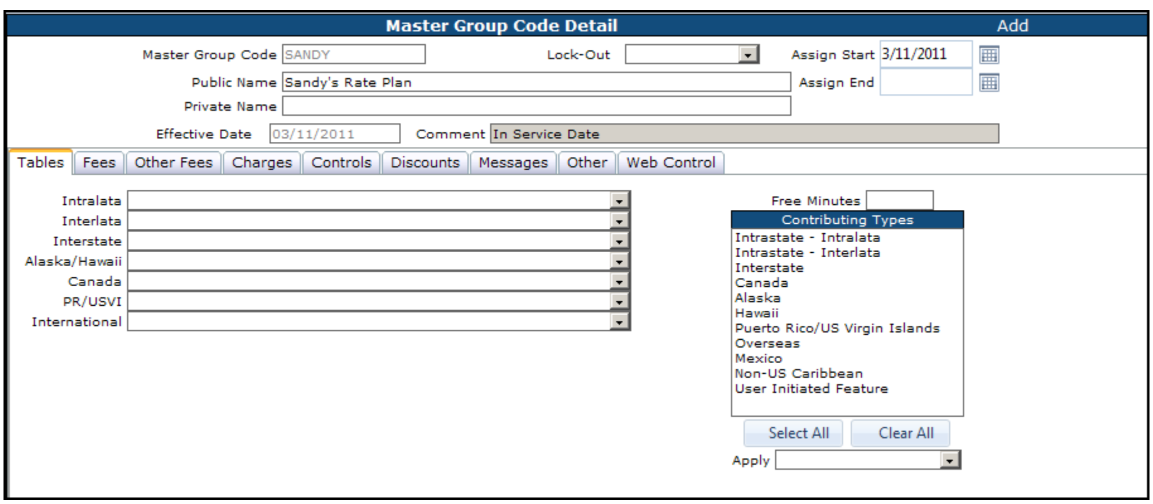
3. Enter a **MASTER GROUP** code and description in the **TABLE TO BE CREATED** fields.

The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed.

The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.

4. Click the **CHECKMARK** to continue.

The **MASTER GROUP CODE DETAIL** screen displays in "**ADD**" mode.



- The **PUBLIC NAME** can be edited at anytime and prints on the customer invoice.
- The **PRIVATE NAME** can also be edited and is used to further describe the plan but does not print on the customer's invoice

Action	Description

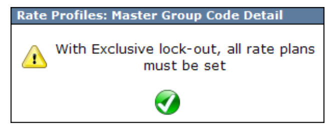
LOCK-OUT

The cursor defaults in the **LOCK-OUT** choice drop down list. The **LOCK-OUT** choice determines the level of control users have to change rate table selections at the line level, once the Master Group has been assigned to a line.

Three **LOCK-OUT** choices are available: **EXCLUSIVE**, **NON-EXCLUSIVE**, and **NONE**.

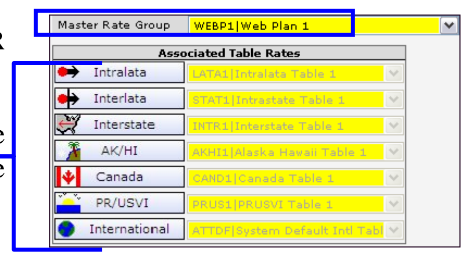
- **EXCLUSIVE** – A Lock-Out choice of **EXCLUSIVE** indicates the rate tables are locked when the master group is saved. When the Master Group is assigned to a line, the rate tables associated with the Master Rate Group are locked cannot be changed.

If **EXCLUSIVE** is selected as the Lock-Out choice, a message displays saying all rate plans must be set in the Master Group.



EXAMPLE of a **LINE** with an **EXCLUSIVE MASTER RATE GROUP SELECTED** (Customer Care module):

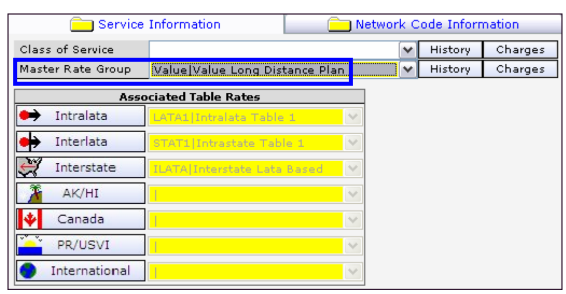
The associated rate tables are grayed out when an exclusive master rate group is selected. The rate tables cannot be changed.



- **NON-EXCLUSIVE** – A Lock-Out choice of **NON-EXCLUSIVE** is used when you want to leave rate tables blank when creating the Master Group, allowing the blank rate table entries to be selected when a line is added. Once the Master Group is assigned to a line, a user must select the rate table(s) left blank in the Master Rate Group. If any rate tables default from the Master Rate Group, they are locked and cannot be changed. The user must select any blank rate tables before the line can be saved. Once the rate tables are selected and the line is saved, the rate tables are locked and cannot be changed.

EXAMPLE of a **LINE** with a **NON-EXCLUSIVE MASTER RATE GROUP** selected (Customer Care module):

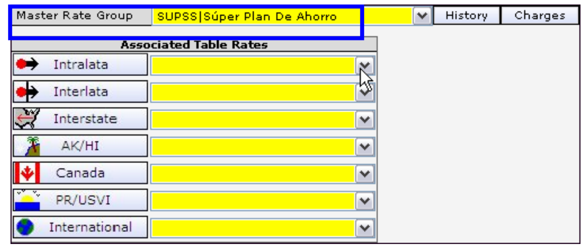
The blank rate tables must be filled in before the line can be saved. Once the line is saved, the rate tables are grayed out and cannot be changed.



- **NONE** – A Lock-Out choice of **NONE** is used to leave rate tables in the Master Group blank or used to fill-in default rate tables that are not locked when the master group is created.

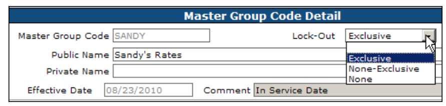
Action	Description

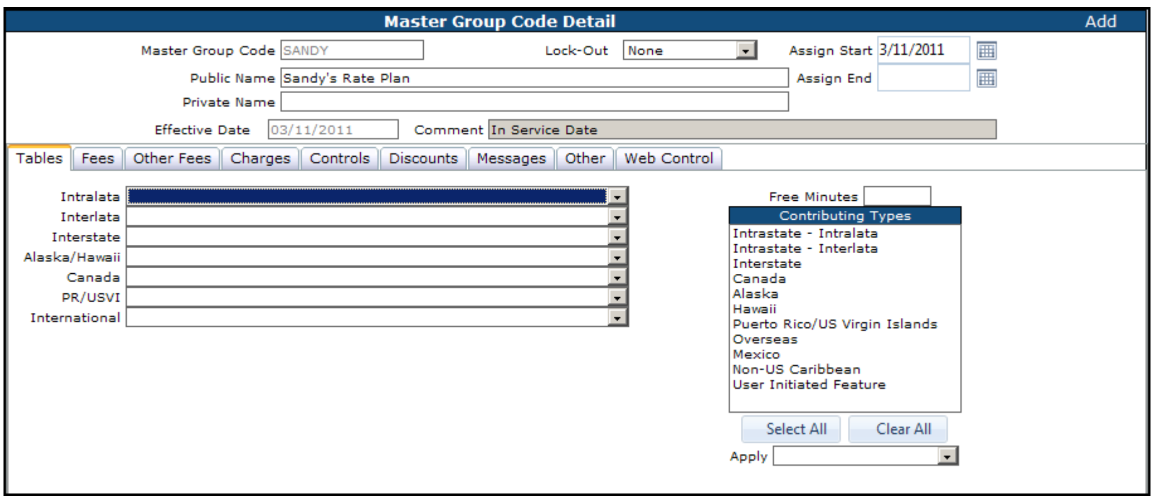
EXAMPLE of a **LINE** with a **MASTER RATE GROUP** with None selected as the Lock-Out choice (Customer Care module):



The blank rate tables must be filled in before the line can be saved. Once the line is saved, the rate tables can be changed.

5. Select a **LOCK-OUT** choice from the drop down list.





ASSIGN DATES

The **ASSIGN START** date is the first date the Master Group is available for assignment. It defaults with the current date and cannot be changed.

The **ASSIGN END** date is the date the Master Group is no longer available for assignment. The **ASSIGN END** date does not affect any line currently assigned the Master Group.

EFFECTIVE DATE

The **EFFECTIVE DATE** field defaults with the current date and cannot be changed. Refer to the section ***"Effective Dates in Master Rate Groups"*** for rules surrounding effective dates in Master Rate Groups.

COMMENTS

The **COMMENTS** field defaults with **IN-SERVICE DATE**. The comments field is an explanation of the effective date. It can be a maximum of 30 characters and can be changed.

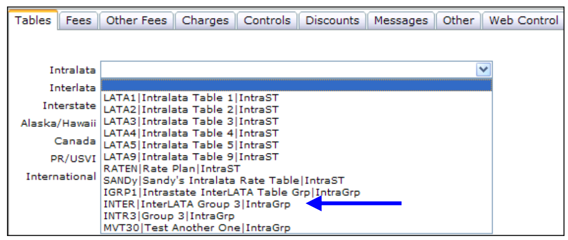
Nine tabs make up the **MASTER GROUP CODE DETAIL** screen: Tables, Fees, Other Fees, Charges, Controls, Discounts, Message, Other, and Web Control.

Tables

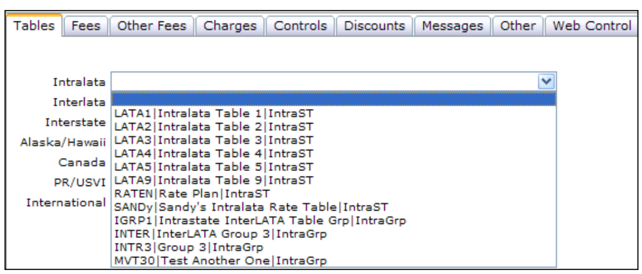
The **TABLES** tab is used to select seven long distance rate tables and if applicable set-up free long distance minutes.

NOTE: If the **LOCK-OUT** choice is **EXCLUSIVE**, all seven rate tables must be selected before the Master Group can be saved. If the **LOCK-OUT** choice is **NON-EXCLUSIVE** or **NONE**, selecting the seven rate tables is not a required step. Users selecting the Master Group on a line will be forced to fill in any blank rate tables before the line can be saved.

SELECTING RATE TABLES

Action	Description
1. Select a **RATE TABLE** for each of the seven long distance rates by clicking on the drop down list for each traffic type.	

NOTE: **INTRASTATE GROUPS** are used to link selected **STATES** to specific Intralata and Interlata rate table(s). **INTRASTATE GROUPS** appear in the Intralata and Interlata rate tables list as IntraGrp.



When a Master Group that includes Intrastate Groups is assigned to a line, the system verifies the area code and exchange against the **LERG** (Location Exchange Routing Guide) database to know which **STATE** the area code and exchange originates in. Based on the LERG lookup, the system extracts the appropriate rate for the **STATE** from the **INTRASTATE GROUP**.

Refer to the "***IntraState Group***" section explained earlier in this document for more information on IntraState groups.

Action	Description

FREE MINUTES

FREE MINUTES can be included in a Master Group by entering a value other than zero in the Free Minutes field. Zero is the default value. There are two options available to decide how free minutes can be calculated, **AS ZERO-RATED MINUTES** or **AS A DISCOUNT**.

- **ZERO-RATED MINUTES** indicate the actual call will be costed as free. The user will see $0.00 in the call cost column in the call usage detail section of the invoice.

- **AS A DISCOUNT** calculates free minutes as a discount and the free calls appear as a discount on the customer invoice after the original cost of the call was calculated.

2. If **FREE MINUTES** are part of the Master Group, insert the number of free minutes in the **FREE MINUTES** input box. This is not a required field.

3. Highlight the traffic areas in the **CONTRIBUTING TYPES** grid where the Free Minutes will be applied.

NOTES:

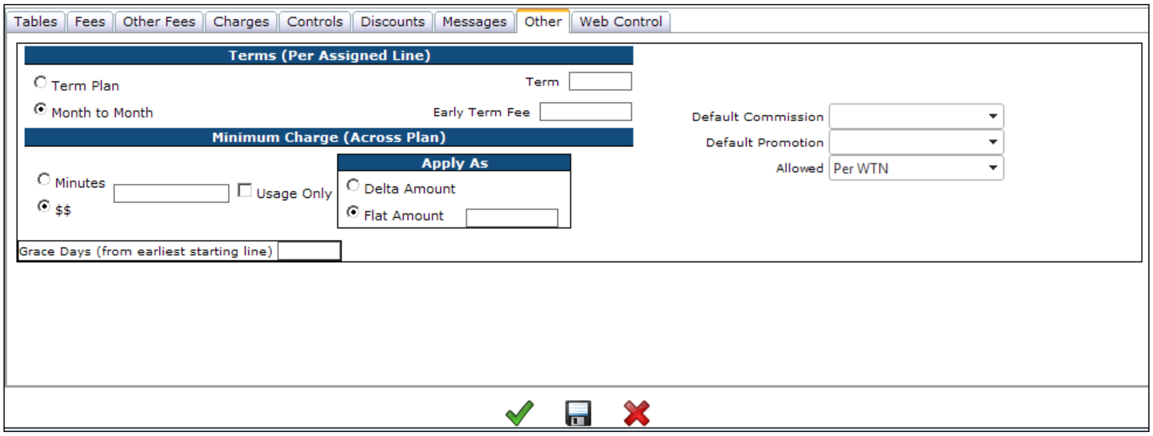
- Hold down the CTRL key on your keyboard to highlight more than one traffic type.
- Click **SELECT ALL** to select all traffic types.
- Click **CLEAR ALL** to clear selections.

4. Select an **APPLY** option from the **APPLY** drop down list. There are two options available:
   - As zero-rated minutes
   - As a discount

NOTE: If the **APPLY** drop down field is left blank and free minutes are entered, the system will calculate the free minutes as a **DISCOUNT** by default. **ZERO** is the default value for **FREE MINUTES** in the Master Rate Group

Action	Description

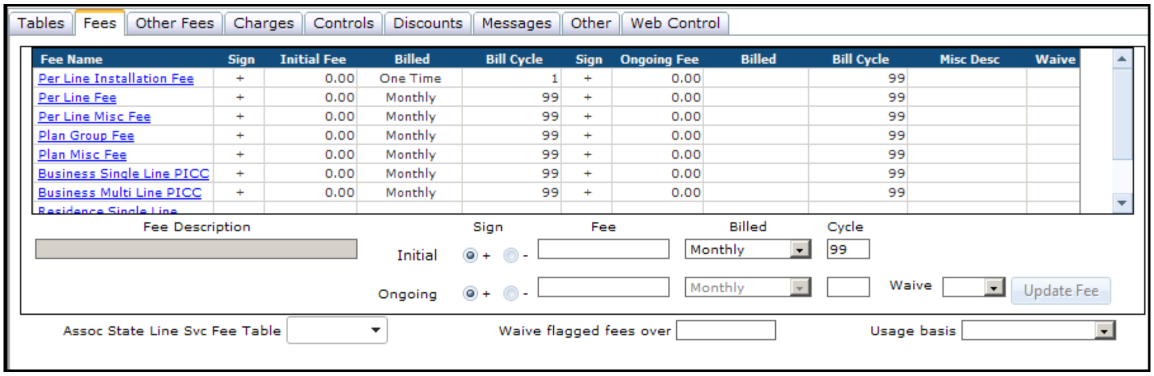
- **FREE MINUTES** entered in the Master Group are applied based on the selection in the Allowed Units field on the **OTHER** tab. The Free Minutes are calculated per billing cycle and there is no roll over of unused minutes from cycle to cycle.



- If the Free Minutes are calculated as a discount, the sum of all usage by Service Category and by Contributing Traffic Type selected is used to calculate an **A**verage **C**ost **P**er **M**inute. The Average Cost Per Minute is multiplied by the number of free minutes entered in the Master Group to derive a **DISCOUNT** amount earned for that cycle. The **FREE MINUTES** discount appears on the invoice on the Service Charge Detail page for each applicable service category.

Fees

The **FEES TAB** is used to enter all applicable long distance line fees and **PICC** (**P**rimary **I**nterexchange **C**arrier **C**harge) fees. There are no required fields in the **FEES** tab. The system allows the Master Group to be saved without entering any fees.



FEE NAME

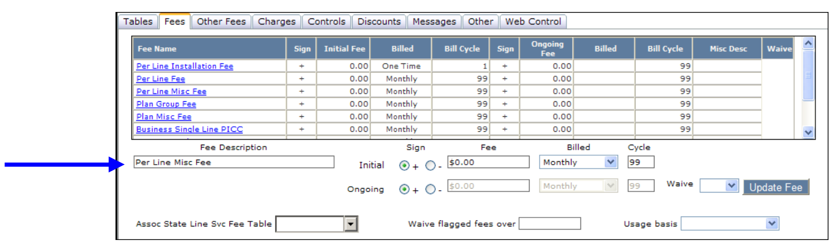
The **FEE NAME DESCRIPTIONS** are system generated. Ten **FEES NAME DESCRIPTIONS** are available. Two of the Fee Name Descriptions can be changed:

1. **PER LINE MISC FEE**
2. **PLAN MISC FEE**

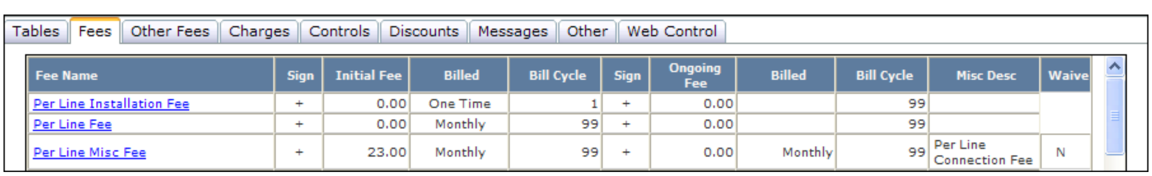
If changes are made to the description of these fees, the new description prints on the customer's invoice and displays in grid in the **MISC DESC** column. You cannot change the description for the other types of fees.

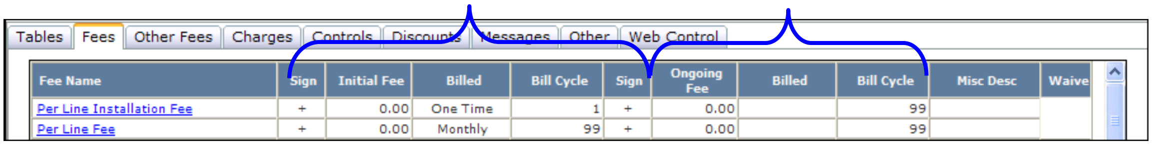
Changing Fee Names

Action	Description
1. Click on the Fee Name description to change.	The Fee name displays beneath the grid.



Action	Description
2. Enter the desired Fee Description and click **UPDATE FEE**.	The new description displays in the **MISC DESC** column.





SIGN, INITIAL FEE, BILLED and **BILL CYCLE**

These four fields work together. The sign is used to indicate if the Initial Fee charge is a **POSITIVE (+)** or **NEGATIVE (-)** amount. The default is positive (+).

The Initial Fee is the dollar amount charged for the fee. The **BILLED** section determines when the Initial Fee will bill. The **BILLED CYCLE** entry determines the number of bill cycles the Initial Fee is invoiced for. The **INITIAL FEE** defaults with a **BILL CYCLE** value of **99**, indicating the Fee will bill for unlimited cycles. The **BILL CYCLE** value can be changed.

The one exception to this is the **PER LINE INSTALLATION FEE**, which is set to bill for only **ONE** cycle.

SIGN, ONGOING FEE, BILLED and **BILL CYCLE**

These four fields work together in the same manner as the Initial Fees. **ONGOING** Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL FEE BILL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

Fees Types Included

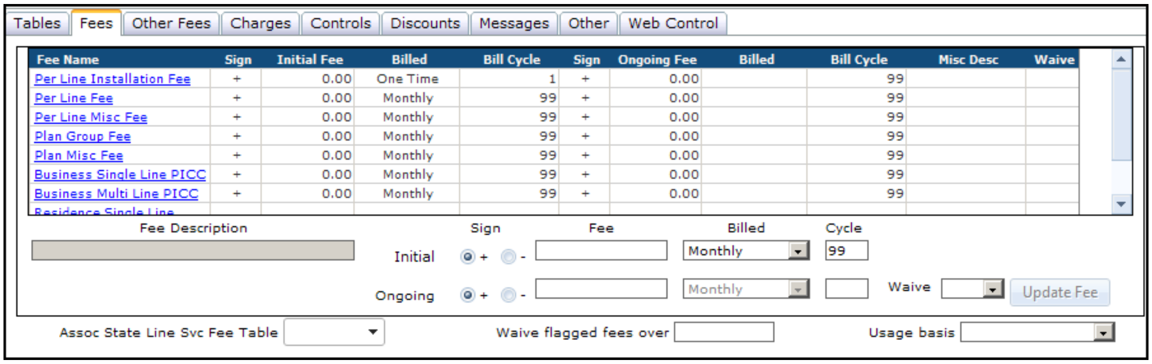
The Master Rate Group includes 10 **FEE TYPES,** which are explained below.

The **PER LINE FEE** and the **PER LINE MISC FEE** are subject to system rules for prorating. These rules only apply to actions taken within a current billing cycle. Line fees with a deactivation date in the past are not prorated. A manual credit has to be issued for the account.

	Proration Rules		
Billed Interval	Line Activation	Line Suspend/Reinstate	Line Deactivation
One Time	NA	NA	NA
Monthly	Yes - System Rule	Yes - System Rule	Yes - System Rule
Quarterly	No	No	No
Semi-Annual	No	No	No
Annual	No	No	No

PER LINE INSTALLATION FEE

The **PER LINE INSTALLATION FEE** is used to bill a one-time fee for each line the Master Group is assigned to. The Per Line Installation Fee bills once in the first cycle the line is activated and always bills in arrears. The Per Line Installation Fee is not prorated. The **BILLED** interval is locked on **ONE TIME** and the **BILL CYCLE** field is locked on **ONE**. These fields cannot be changed.



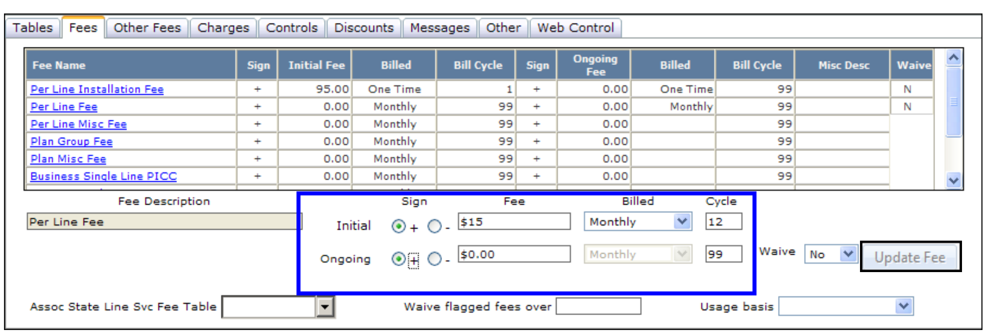
PER LINE FEE

The **PER LINE FEE** is used to bill a recurring charge for each line the Master Group is assigned to. The Per Line Fee bills in advance or in arrears based on a system setting selected by your company. Your company makes the decision to bill in advance or arrears during database construction. If you have any questions please consult your Billing Analyst. The Per Line Fee is prorated as a system rule.

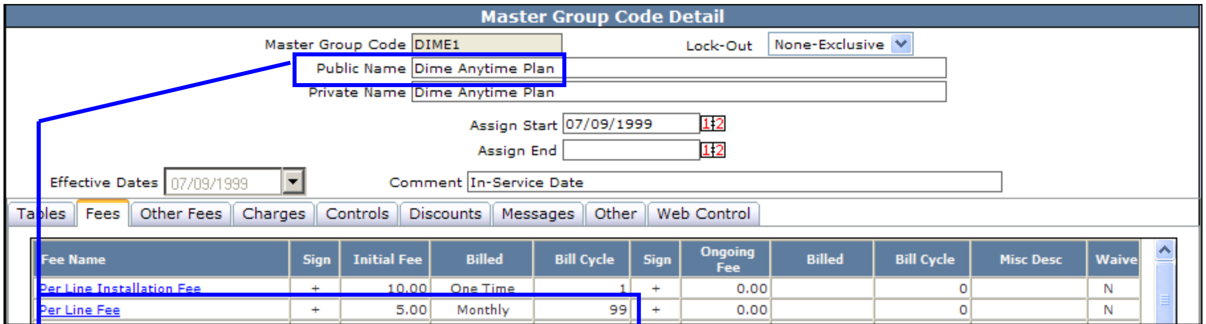
The default-**BILLED** interval is **MONTHLY;** however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, and One-Time. The **BILL CYCLE** value defaults to **99**, but can be changed.

NOTE: If Quarterly, Simi-Annual or Annual is selected, no prorating of fees is calculated, and the activation date is the anchor for continuing calculations.

When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled. The **BILLED** field defaults to the **INITIAL BILLED** selection and cannot be changed.



The **PER LINE FEE** charge appears on the customer invoice in the Service Detail section as the name of the Master Group and the description Service Charge.



In this example, the **PER LINE FEE** from the Dime Anytime Plan Master Group appears on the customer invoice with the Master Group name, Dime Anytime Plan and the description Service Charge.

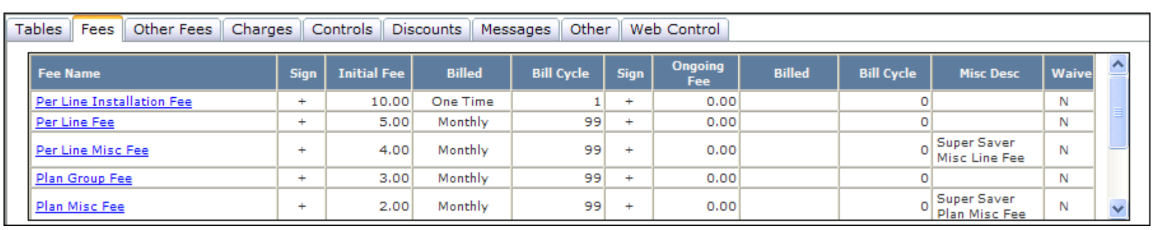
Dime Anytime Plan	- Service Charge	05/01/03-05/31/03	$5.00

PER LINE MISC FEE

The **PER LINE MISC FEE** is used to bill an additional recurring fee for each line the Master Group is assigned to. The Per Line Fee bills in advance or in arrears based on a system setting selected by your company. Your company makes the decision to bill in advance or arrears during database construction. If you have any questions please consult your Billing Analyst. The Per Line Fee is always prorated as a system rule.

The default **BILLED** interval is **MONTHLY;** however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, and One-Time. The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **FEE NAME** for the **PER LINE MISC FEE** can be changed in the Master Group. It appears on the customer invoice with the information typed in the Master Group and the description **SERVICE CHARGE**. If the Fee Name is *not* changed, it appears on the customer invoice as Per Line Misc Fee.



In this example, the **PER LINE MISC FEE** appears on the customer invoice in the Service Detail report with the edited **FEE NAME** and the description Service Charge.

Super Saver Misc Line Fee	- Service Charge	05/01/03-05/31/03	$4.00

PLAN GROUP FEE

The **PLAN GROUP FEE** is used to bill a charge for *all* lines using the Master Group. This fee is *not* applied per line. The default **BILLED** interval is **MONTHLY**. The Plan Group Fee always bills in arrears based on a system rule. The Plan Group Fee is not prorated.

The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **PLAN GROUP FEE** appears on the customer invoice under the **PLAN CHARGES** section. The Plan Group Fee appears as the Master Group Name with the associated fee.

```
Super Saver Plan                                04/01/03-04/30/03        $3.00
```

PLAN MISC FEE

The **PLAN MISC FEE** is used to bill a charge for *all* lines using the Master Group. This fee is *not* applied per line. The default **BILLED** interval is **MONTHLY**. The Plan Misc Fee always bills in arrears based on a system rule. The Plan Group Fee is not prorated.

The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **FEE NAME** for the **PLAN MISC FEE** can be changed in the Master Group. It appears on the customer invoice with the information typed in the Master Group. If the **FEE NAME** is not changed, it appears on the customer invoice as Plan Misc Fee.

Tables | Fees | Other Fees | Charges | Controls | Discounts | Messages | Other | Web Control

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc	Waive
Per Line Installation Fee	+	10.00	One Time	1	+	0.00		0		N
Per Line Fee	+	5.00	Monthly	99	+	0.00		0		N
Per Line Misc Fee	+	4.00	Monthly	99	+	0.00		0	Super Saver Misc Line Fee	N
Plan Group Fee	+	3.00	Monthly	99	+	0.00		0		N
Plan Misc Fee	+	2.00	Monthly	99	+	0.00		0	Super Saver Plan Misc Fee	N

In this example, the **PLAN MISC FEE** appears on the customer invoice with the edited **FEE NAME**.

```
Super Saver Plan Misc Fee                       04/01/03-04/30/03        $2.00
```

PICC FEES

PICC (**P**rimary **I**nterexchange **C**arrier **C**harge) Fees are broken into four categories in the Master Group Fees grid: **B**usiness **SINGLE** Line, **B**usiness **MULTI** Line, **R**esidence **SINGLE** Line, and **R**esidence **MULTI** Line.

During the production process, **PICC** fees are charged based on the line orientation (business or residence) and the number of **W**orking **T**elephone **N**umbers (**WTN**'s) associated with a **B**illing **T**elephone **N**umber (**BTN**'s). The Line Orientation defaults from the Account Orientation field on the Account Information tab.

NOTE: When determining PICC fees for a Corporate Account, OmniBill does not count the number of Working Telephone Numbers across all IPLs to determine if Multi Line fees are applicable.

The following table is used to determine which **PICC** fees get applied during the production process:

A **BUSINESS ACCOUNT** with one **BTN** and one **WTN**

Single **BTN**	One WTN	Business **SINGLE** Line PICC Fee

A **BUSINESS ACCOUNT** with one **BTN** and three **WTN**'s

Single **BTN**	First WTN	Business **MULTI** Line PICC Fee
	Second WTN	Business **MULTI** Line PICC Fee
	Third WTN	Business **MULTI** Line PICC Fee

A **BUSINESS ACCOUNT** with two **BTN**'s and two **WTN**'s

Single **BTN**	One WTN	Business **SINGLE** Line PICC Fee
Single **BTN**	One WTN	Business **SINGLE** Line PICC Fee

A **RESIDENCE ACCOUNT** with one **BTN** and one **WTN**

Single **BTN**	One WTN	Residence **SINGLE** Line PICC Fee

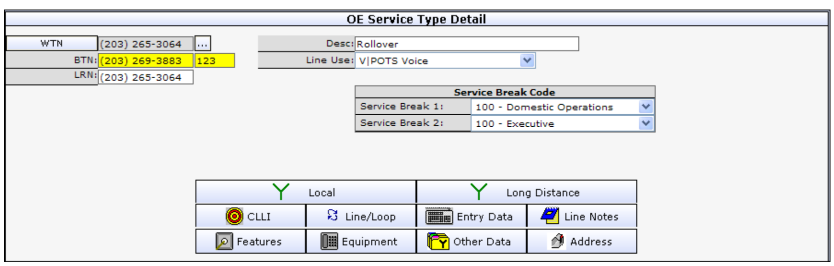
A **RESIDENCE ACCOUNT** with one **BTN** and three **WTN**'s

Single **BTN**	First WTN	Residence **SINGLE** Line PICC Fee
	Second WTN	Residence **MULTI** Line PICC Fee
	Third WTN	Residence **MULTI** Line PICC Fee

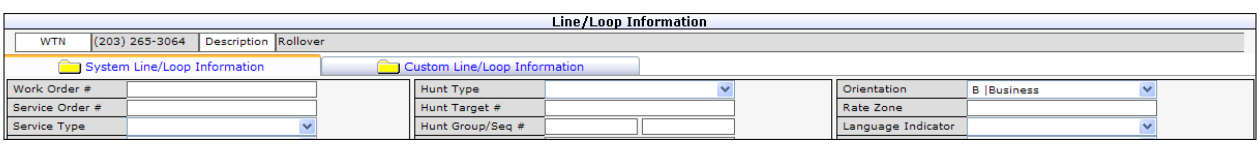
A **RESIDENCE ACCOUNT** with two **BTN**'s and two **WTN**'s

Single **BTN**	One WTN	Residence **SINGLE** Line PICC Fee
Single **BTN**	One WTN	Residence **SINGLE** Line PICC Fee

NOTE: The line orientation for an Outbound Equal Access (OE) line can be changed in the **OE SERVICE TYPE DETAIL SCREEN** in the **LOOP INFORMATION** screen. Making a change to the Line Orientation in the Loop Information screen overrides the account orientation default. All other Service Categories inherit the account orientation and the line orientation cannot be changed.



In the below example the default line orientation is B – Business. If the orientation of a Business line was changed to **R – RESIDENCE**, the system uses the orientation of the line, not the account, to determine which PICC fee is applied.



For example a Business account with two business WTN's and one residence WTN (where the orientation of the line was changed in the Line Loop Information screen) would calculate the **PICC** Fee for the changed line based on the Line Orientation and not the default Account Orientation.

Single Business **BTN**	Business WTN	Business **MULTI** Line PICC Fee
	Residence WTN	**<u>RESIDENCE</u> MULTI** Line PICC Fee
	Business WTN	Business **MULTI** Line PICC Fee

NOTE: The default database setting does not pro-rate PICC Fees, however the system can pro-rate PICC fees if the default setting is changed. If you are prorating PICC fees, the database setting needs to be set prior to performing your first bill run. Please contact your Billing Analyst for information regarding your database default settings.

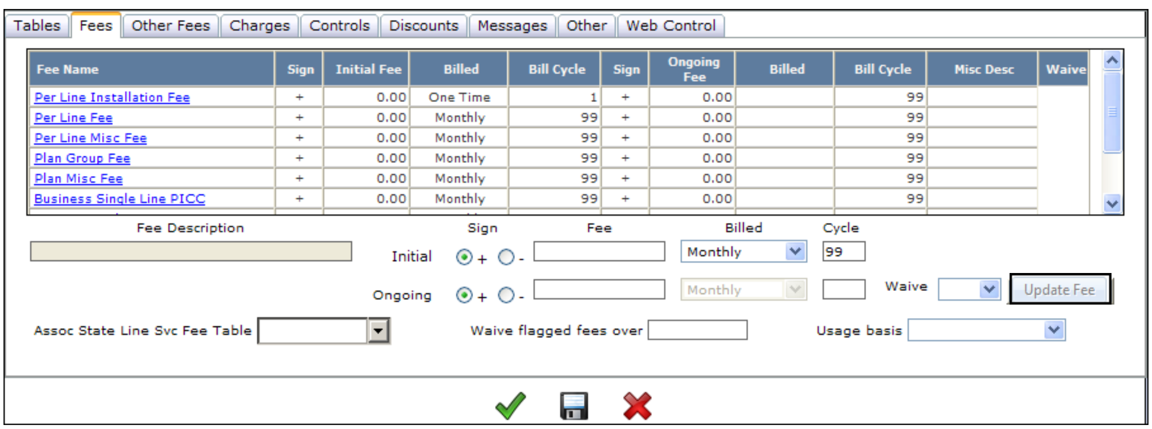
LINE RESERVATION FEE

The **LINE RESERVATION FEE** can be used to charge customers for lines that are not currently active.

ENTERING FEES

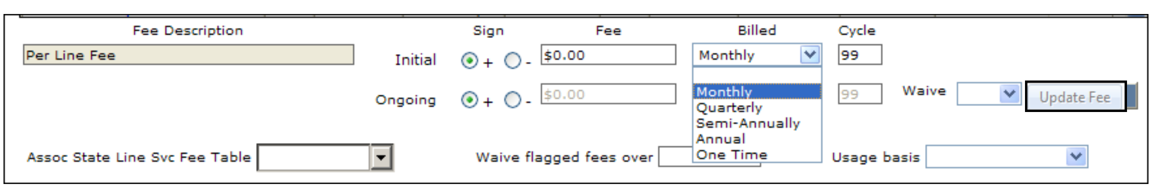
Action	Description
1. Click the **FEE NAME** in the grid.	The **FEE NAME** appears in the edit box below the grid.

NOTE: If a **PER LINE MISC FEE** or a **PLAN MISC FEE** is selected from the grid, the **FEE NAME** can be changed.



The **SIGN** (+/-), **BILLED** interval (**MONTHLY**) and **BILL CYCLE** (**99** - unlimited cycles) default with a value. For some of the fees these values can be changed. The **ONGOING** Fee grid is locked until the **INITIAL BILL CYCLE** value is changed to a value less than **99**.

2. Enter a **FEE** amounts and if applicable, change the **BILLED** interval.



3. Click **UPDATE FEE**.	The fee appears in the grid.

Action	Description

- In the following example, the Per Line Fee is $5.00 per month for the first 12 billing cycles. After the 12th billing cycle the Per Line Fee will be $2.50 per month for unlimited billing cycles.

Tables | Fees | Other Fees | Charges | Controls | Discounts | Messages | Other | Web Control

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc	Waive
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99		
Per Line Fee	+	5.00	Monthly	12	+	2.50	Monthly	99		N

- The **BILL CYCLE** column for **ONGOING** fees can also be used to stop billing a fee after a defined number of cycles. In the below example, the Per Line Fee is $5.00 per month for 6 billing cycles and then $2.50 per month for 12 billing cycles. After the 12th cycle, the fee no longer bills.

Tables | Fees | Other Fees | Charges | Controls | Discounts | Messages | Other | Web Control

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc	Waive
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99		
Per Line Fee	+	5.00	Monthly	6	+	2.50	Monthly	12		N

WAIVING SELECTED FEES

The **WAIVE** column is used to waive selected fees on lines where the Master Group is applied. The line(s) must exceed a set threshold in **USAGE** before a fee is waived during the production process.

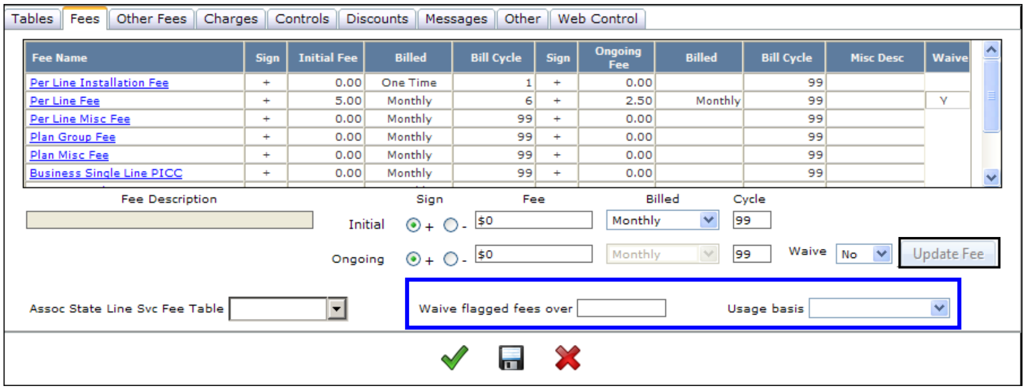
WAIVING A FEE

Action	Description
1. Click the **FEE** you are waiving.	The **FEE NAME** appears in the edit box below the fee grid.
2. Change the **WAIVE** setting from **NO** to **YES**.	**NOTE**: These steps can be done while entering fees.

Fee Description		Sign	Fee	Billed	Cycle		
Per Line Fee	Initial	+ -	$5.00	Monthly	6		
	Ongoing	+ -	$10.00	Monthly	12	Waive Yes	Update Fee

3. Click **UPDATE FEE** to commit the **WAIVE** value to the grid.

Action	Description



4. Enter the dollar amount the line(s) must exceed in **WAIVE FLAGGED FEES OVER** field. The line(s) must exceed this amount in order to have the fee waived.

5. Select the **USAGE BASIS** from the drop down list.

The **USAGE BASIS** is used during production to determine which lines contribute toward the amount in the **WAIVE FLAGGED FEES OVER** field. The system considers any traditional geographic termination area as contributing toward the usage basis on any given account. There are four options in the **USAGE BASIS** drop down list:

- **BLANK** – If **BLANK** is selected as the **USAGE BASIS FEES ARE NOT WAIVED** during production. This field should be used to stop fees from being **WAIVED** if the waive option was being used and is no longer in use.

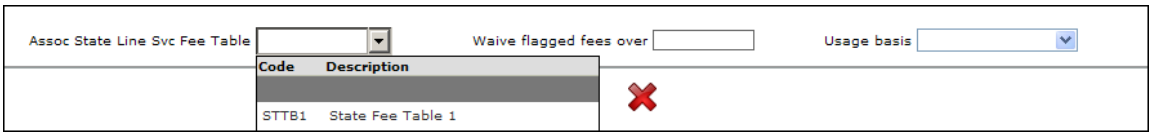
- **ACROSS ENTIRE PLAN** – If **ACROSS ENTIRE PLAN** is selected as the **USAGE BASIS**, usage from ***all*** lines where the Master Group is assigned contribute toward waiving the fee.

- **ACROSS PLAN/SCAT** – If **ACROSS PLAN/SCAT** is selected as the **USAGE BASIS**, usage from ***all*** lines in *each* service category where the Master Group is assigned contribute toward waiving the fee.

- **PER LINE** – If **PER LINE** is selected as the **USAGE BASIS**, fees are not waived unless ***each*** line assigned the Master Group exceeds the amount entered in the **WAIVE FLAGGED FEES OVER** field.

ASSOCIATED STATE LINE SERVICE FEES

The **STATE LINE SERVICE FEES TABLE** is used to create **PICC** fees and **LINE** fees that are specific for selected States, Service Categories, Account Orientation, and Line Type(s). Once a State Line Service Fee table is created, it is attached to a Master Group by selecting the appropriate code from the **ASSOCIATED STATE LINE SERVICE FEES** drop down list. The fees are charged in *addition* to the single and multi line **PICC** in the Master Group Code Detail screen. Each Master Group created can have only one State Line Service Fees table code assigned.

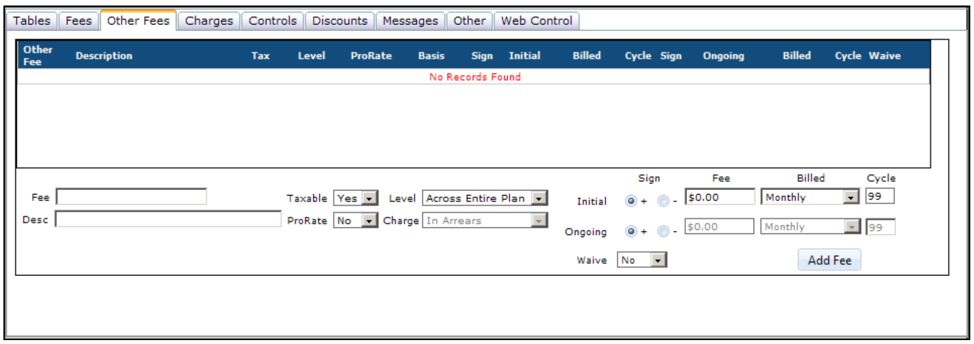


Attaching the State Line Service Fees table to the Master Group allows additional line fees, if applicable, to be charged on lines where the Master Group is assigned. The **MANAGE STATE LINE SERVICE FEES** utility, found in System Utilities on the Special tab, is used to create the State Line Service Fees tables. Refer to "***Creating a State Line Service Fee Table***" in System Utilities.

Other Fees

The **FEES TAB** is used to enter applicable line fees to your rate plan. However, you may find that you are looking to add additional fees, fees not defined on the Fees Tab to your Rate Plan. The **OTHER FEES TAB** is used to assign additional fees to the Rate Plan you are creating.

Other Fee Fields



- The **FEE CODE** can be a maximum of 10 characters.
- The **FEE DESCRIPTION** is alphanumeric and a maximum of 30 characters. The description prints on the customer invoice.
- The **TAXABLE FIELD** is used to indicate if the **OTHER FEE** should be taxed. The default selection is **YES** (**TAXABLE**), but can be changed to **NO**. Selecting **NO** indicates the fee is not taxable.
- The **LEVEL** field is used to indicate the *charge* level for the Other Fee. There are three choices: **ACROSS ENTIRE PLAN, ACROSS PLAN/SCAT** or **PER LINE**.
  - ✓ **ACROSS ENTIRE PLAN** is the default choice. Across Plan indicates the Other Fee is charged only once when the Rate Plan is assigned to any line. The Billed cycle will default to Monthly and cannot be changed.
  - ✓ **ACROSS PLAN/SCAT** (**APPLIES TO MASTER GROUPS ONLY**) indicates the Other Fee is charged once for *each* service category using the Master Group.
  - ✓ **PER LINE** indicates the Other Fee is charged once for *each line* the Rate Plan is assigned to, regardless of service category.
- The **PRORATE** drop down list defaults to **NO**. Selecting **NO** indicates the Other Fee should not be prorated and will be charged in full regardless of when the customer signs up for service. The **PRORATE** setting can only be changed when the **LEVEL** selected is **PER LINE**. Selecting **YES** indicates the Other Fee should be prorated and the customer is charged only for the portion of service they used.
- The **CHARGE** drop down list defaults to **IN ARREARS**, meaning the Other Fee is billed for the current billing cycle only.

  The **CHARGE BASIS** can be changed to **IN ADVANCE** only when the **LEVEL IS PER LINE**. When the **CHARGE BASIS** is **IN ADVANCE**, the Other Fee is billed a month in advance.

SIGN, INITIAL FEE, BILLED and **CYCLE**

These four fields work together. The sign is used to indicate if the **INITIAL F**ee charge is a **POSITIVE (+)** or **NEGATIVE (-)** amount. The default is positive (+).

The Initial Fee is a dollar amount charged for the fee. The **BILLED** selection determines when the Initial Fee will bill. The **CYCLE** entry determines the number of bill cycles the Initial Fee is invoiced for.

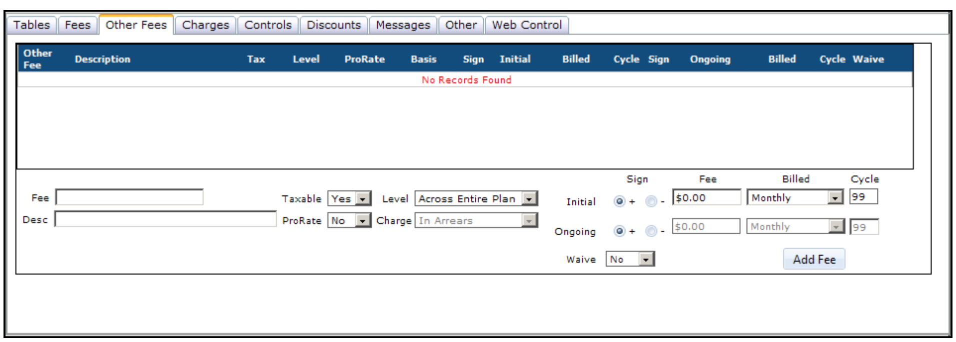
The **INITIAL FEE** defaults with a **CYCLE** value of **99**, indicating the Fee will bill for unlimited cycles. The **CYCLE** value can be changed. Changing the Initial billed interval changes the Ongoing Billed interval to match. The Ongoing billed interval is grayed out and cannot be changed. The default-**BILLED** interval is **MONTHLY** but can be changed to Quarterly, Semi-Annually, Annual, and One-Time.

SIGN, ONGOING FEE, BILLED and **CYCLE**

These four fields work together in the same manner as the Initial Fees. **ONGOING** Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

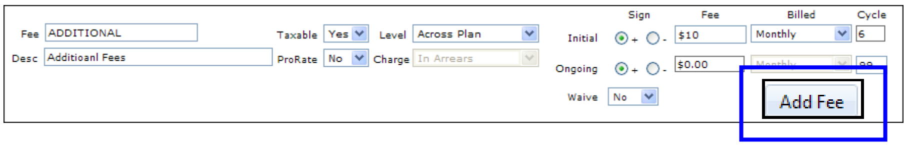
CREATING AN OTHER FEE

Action	Description
1. Click the **OTHER FEES** tab.	The following screen displays.



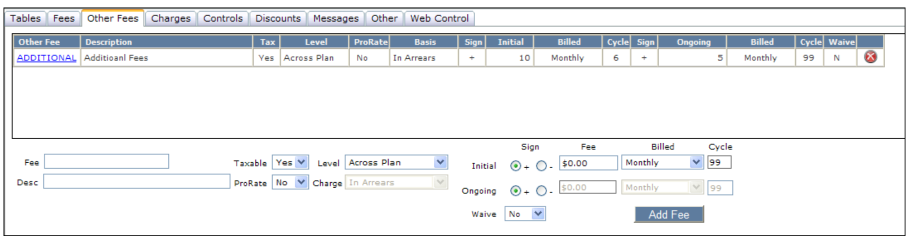
Action	Description
2. Enter the **FEE CODE** and **FEE DESCRIPTION.**	The **FEE CODE** can be a maximum of 10 characters. The **FEE DESCRIPTION** is alphanumeric and a maximum of 30 characters. The description prints on the customer invoice.
3. Review the Taxable, Level, Prorate and Charge default selections. Make changes as needed.	
4. Enter your Initial Fees as needed.	Once the Initial Billed interval is selected, the Ongoing interval defaults to the same selection and cannot be changed.

Action	Description
	The Ongoing Fee fields become available only if you change the Bill value to a number less than 99.



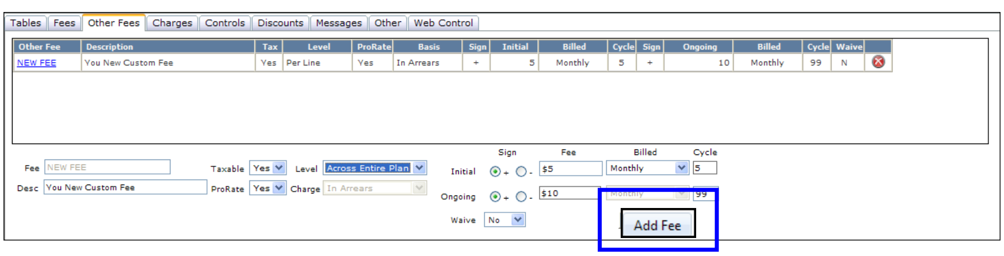
5. Enter Ongoing Fee information as needed.

6. Click **ADD FEE** to add the fee to your grid.



EDITING OTHER FEES

Action	Description
1. Click on the **OTHER FEE** you wish to change.	The Fee displays below the grid and can be changed.



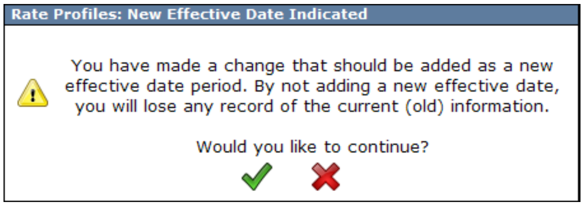
2. Make the desired changes.

3. Click **UPDATE FEE.**

NOTE: If the table has been saved, the following message displays indicating that you will lose any current rate history by manually change rates in this manner:

If you are not concerned about saving rate history, click the **GREEN CHECKMARK** and your new rates are applied to the grid.

Clicking the **RED X** and your new rates are not applied to the grid.



Refer to the section "***Making a Change to an Exiting Rate Table***" for additional information on changing rates.

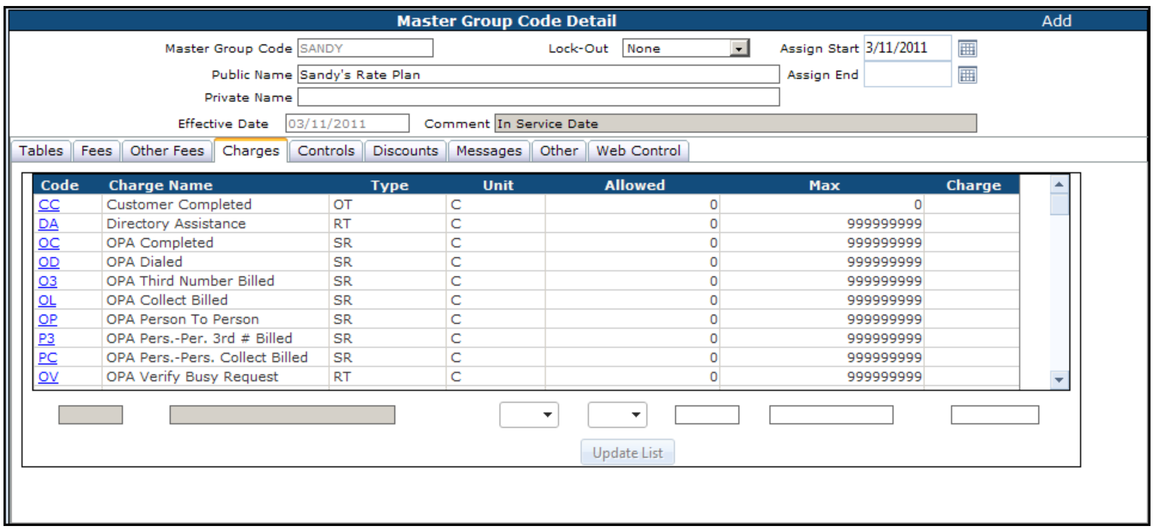
Charges

The **CHARGES** tab is made up of codes referred to as '**OPCODES**'. These codes are used to define per call surcharges or rates for **USAGE** sensitive features, such as collect call acceptance, payphone originated completion, directory assistance, and operator assisted calling.

NOTE: DIRECTORY ASSISTANCE SURCHARGES is the **ONLY SURCHARGE AMOUNTS** OmniBill can calculate commissions for. All other surcharges **CAN NOT BE** commissioned.

Carrier call records must contain a value for these charges in order for them to bill properly during the production process. If your carrier does not provide this data, charges entered in this grid will not bill. Special coding may be required in some instances. Your assigned Billing Analyst can assist you in determining if special programming will be necessary.

The following columns in the grid are hard coded and cannot be changed, added to, or deleted: **CODE**, **CHARGE NAME**, and **TYPE**.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	
OV	OPA Verify Busy Request	RT	C	0	999999999	

TYPE codes are used during production to indicate how the **OPCODE** should be handled during production.

OT	Indicates an opcode is flagged for **ALLOWED** and **MAXIMUM** rules only. Can be used only for the **CC – Customer Completed** and **DA – Directory** Assistance opcode. These charge types are not used for rating, but are used for free call allowances and/or billing call caps.
RT	Indicates the opcode will be rated straight from the charges table as a per record charge.
SR	Indicates the opcode will be rated from associated geographic table, plus the surcharge rate indicated in the charges tab.
SS	Indicates the opcode will be rated from the amount found on the source carrier data plus the surcharge indicated in the charges tab. Applies to Local Rates only.
FR	Applies a factor % as a multiplier to associated tables. See Note below.
FF	Applies a factor % as a multiplier to Source Rates tables. See Note below.

NOTE: For Wireless Charges – If a dollar amount is added in the Air Network Cost field in Call Records received, the dollar amount will be included in the charge as well. Before using the FR or FF type charges, please contact your assigned Billing Analysts.

UNIT

The **UNIT** column is used to identify how records should be rated, **C** for Call, **M** for Minutes, or **T** for Tenths. The default value is C – Call, but can be changed.

ALLOWED

The **ALLOWED** column is used to designate the number of free units that will be given per billing cycle. Free units do not roll over to the next cycle if they are not used.

MAX

The **MAX** column is used to set a limit on how many units can be billed during a cycle. The default value is **999999999**, indicating an unlimited amount.

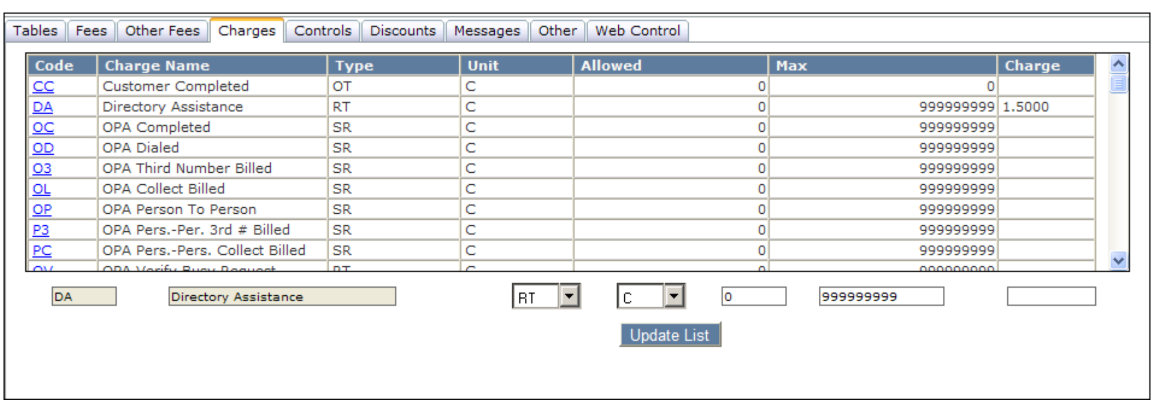
CHARGE

The **CHARGE** column is used to define the cost associated with the opcode.

NOTE: If the **CHARGE** tab is left blank on any of the seven Long Distance rate plans, the system defaults to the Master Group Charges tab for the charge amount. If there is a charge entered in the individual rate plan and in the Master Group Charges tab, the bill production system uses the individual rate plan charge first.

ENTERING OPCODE CHARGES

Action	Description
1. Click the **OPCODE** you are defining a charge for.	The **OPCODE** appears in the edit box below the grid. The **CODE**, **CHARGE NAME**, and **TYPE** are grayed out. The **UNIT** value defaults as **C- CALL.**



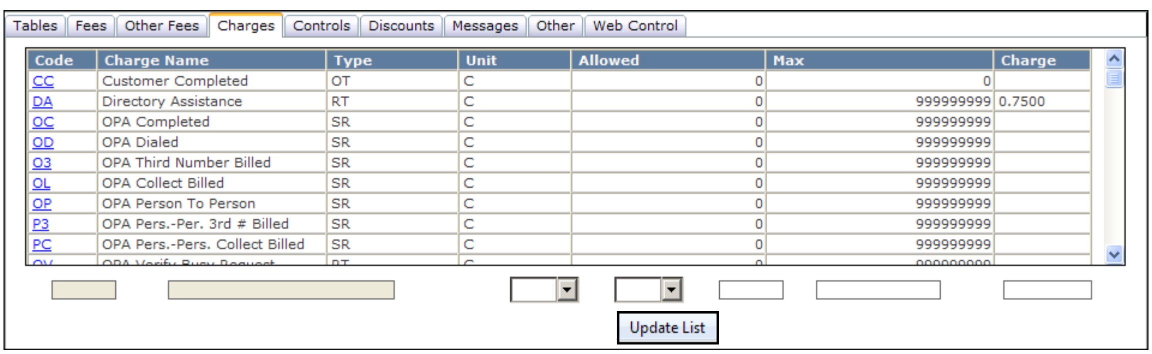
Action	Description

The DA – **DIRECTORY ASSISTANCE OPCODE** defaults with **C – CALLS** selected as the unit, zero defaults in the allowed, max and charge fields. All values can be changed.

2. Select the **UNIT** in the drop down list.	The **UNIT** value can be **C** for Calls, **M** for Minutes, or **T** for Tenths.
3. Enter the **ALLOWED** Units, if applicable. 4. Enter the **MAX** value.	Only calls terminating in the following geographic areas are eligible for **ALLOWED** units: Intralata, Intrastate, Alaska/Hawaii, Puerto Rico/US Virgin Islands, and Interstate. These are not required steps.
5. Enter the **CHARGE** amount for the opcode.	

6. Click **UPDATE LIST** to commit the charge to the grid.	The charge appears in the grid.

In the below example, the **DA** – Directory Assistance will be rated $1.50 per call. There will be 0 free directory assistance calls per billing cycle and no limit on the number of calls that will be charged.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	0.7500
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	

Repeat the above steps to define a charge for other Opcodes in the grid.

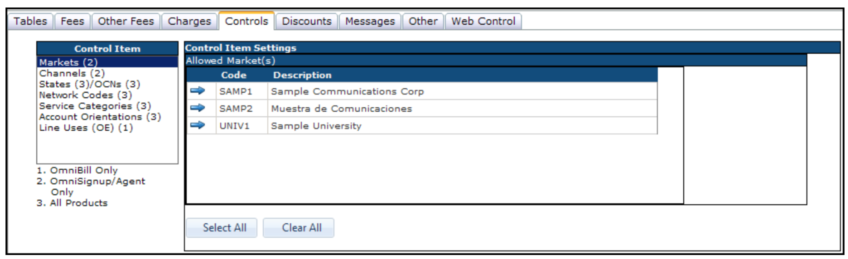
Controls

The **CONTROLS** tab is used to manage when the Master Group is available for assignment and for which applications the Master Rate Group can be used in. Three OmniSuite applications are affected by the settings in the Master Group **CONTROLS** tab, **OMNIBILL**, **OMNISIGNUP**, and **OMNIAGENT**.

The **CONTROL ITEM COLUMN** lists seven categories. Highlighting a **CONTROL ITEM** displays the corresponding work area in the **CONTROL ITEM SETTINGS** grid. It is recommended to check the settings in the Controls tab when trouble shooting why Master Groups are not appearing as a selection for a line. Refer to the OmniSignup and OmniAgent Administrators Guides for more information regarding web products.

Each category has a corresponding number used to identify which applications the control item is used in:

1. **OMNIBILL ONLY**
2. **OMNISIGNUP/AGENT ONLY**
3. **ALL PRODUCTS**



MARKETS (2)

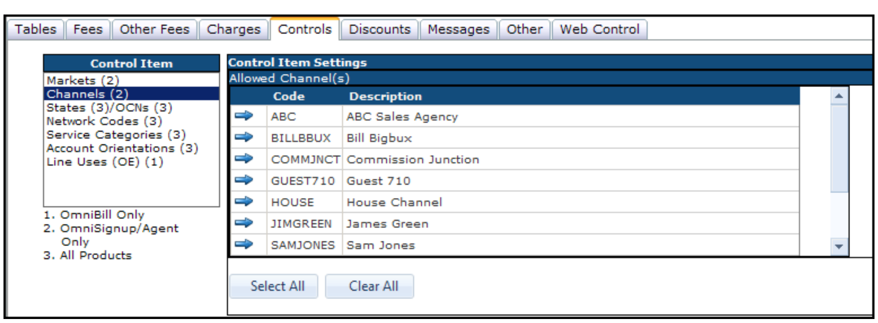
The **CONTROL ITEM** list displays the **ALLOWED MARKET(S)** by default. Only Market(s) created in the database display.

Highlighting a Market(s) in the **ALLOWED MARKETS** grid indicates the Master Group is available for selection in that Market on the OmniSignup and/or OmniAgent web sites. OmniBill does not use the Market Control Item.

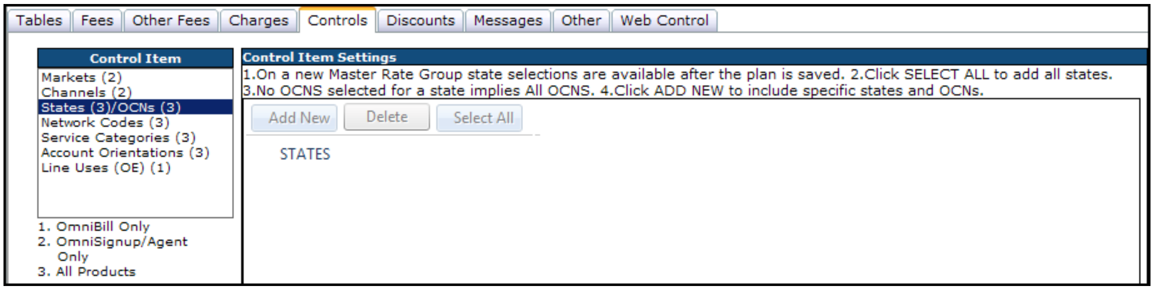
CHANNELS (2)

Selecting **CHANNELS (2)** in the Control Item list displays the **ALLOWED CHANNEL(S)** grid. The grid displays Sales Channel(s) created in your database, including the default choice **HOUSE CHANNEL**.

Highlighting a Channel(s) in the **ALLOWED CHANNEL(S)** grid indicates the Master Group is available for selection on the OmniSignup and OmniAgent web sites. OmniBill does not use the Channels Control Item.



STATES (3)/OCNS (3)



Selecting **STATES (3)/OCNS (3)** in the **CONTROL ITEM** list displays a blank **CONTROL ITEM SETTINGS** screen. **STATES** must be selected in the grid in order for the Master Group to be available for selection in all products. Only lines originating in the selected State(s) see the Master Group as an available choice.

Selecting **OCN**s within a state *further* limits the availability of the Master Group. If **OCN**s are selected, the Master Group can only be assigned to lines in the selected **OCN**s.

There are two available options when selecting States in the Master Rate Group:

- Click **ADD NEW** to add individual states one at a time

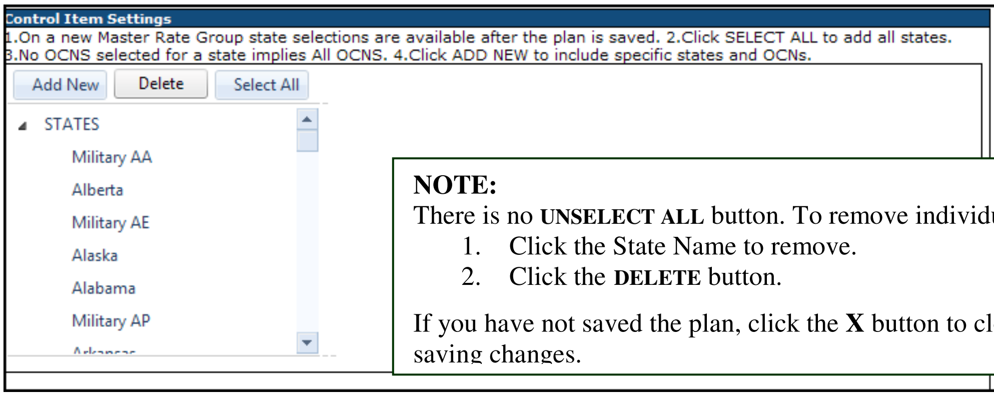
or

- Click **SELECT ALL** to select all states.

On a new Master Rate Group state selections are available after the plan is saved.

SELECTING ALL STATES

Action	Description
1. Click the **SELECT ALL** button.	All States and Canadian provinces populate the States Grid.

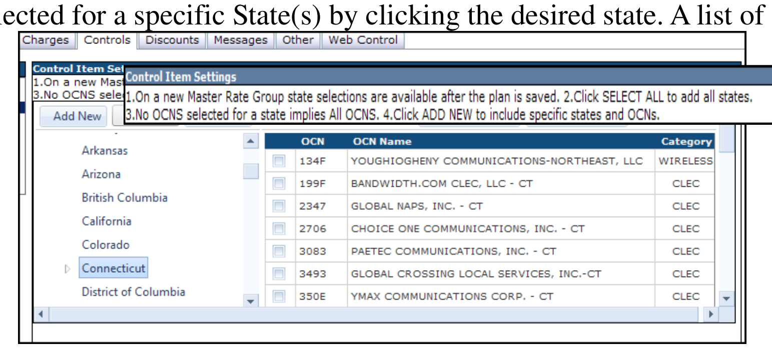


NOTE:
There is no **UNSELECT ALL** button. To remove individual states:

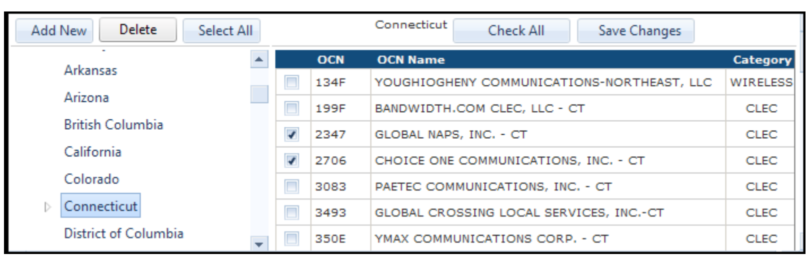
1. Click the State Name to remove.
2. Click the **DELETE** button.

If you have not saved the plan, click the **X** button to close the plan without saving changes.

OCNs can be selected for a specific State(s) by clicking the desired state. A list of OCNs display.

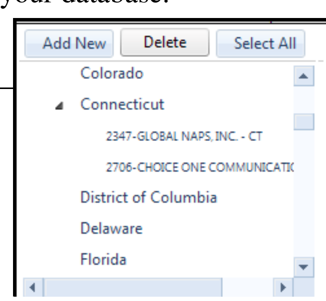


2. By default, all unchecked OCNs imply all OCNs selected. You need to do nothing more if all OCNs are desired. To include selective OCNs, click the ones desired.

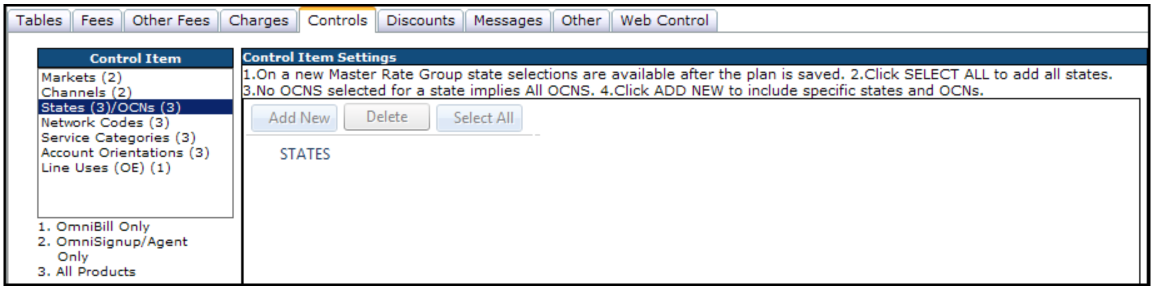


3. Click **SAVE CHANGES** to commit the specific OCNs to your database.

4. Select the arrow to see individual OCN's selected.



SELECTING INDIVIDUAL STATES

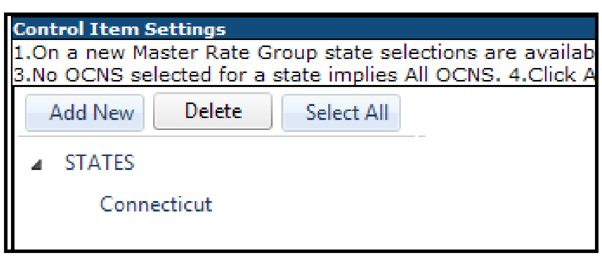


On a new Master Rate Group state selections are available after the plan is saved. Save the plan if the **ADD NEW** and **SELECT ALL** buttons are unavailable.

Action	Description
1. Click the **ADD NEW** button.	The **STATE** selection drop down box displays.

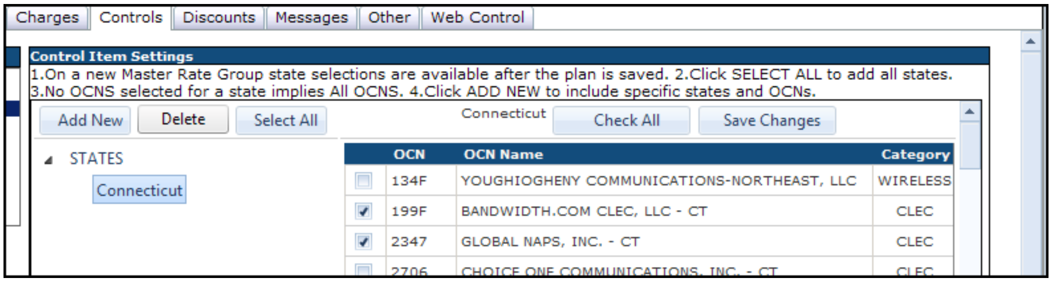
2. Select a **STATE** from the drop down list and click **ADD SELECTED STATE**.	The selected State displays.

OCN's only need to be selected if you want to limit the availability of the Master Rate Group to lines in selected **OCN's**.



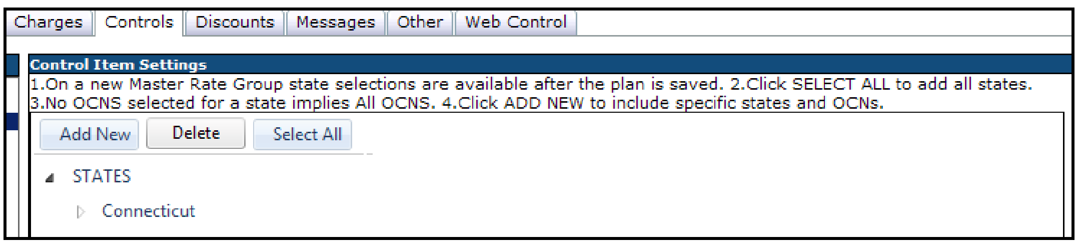
Action	Description

3. Click the desired state to display state specific OCNs.

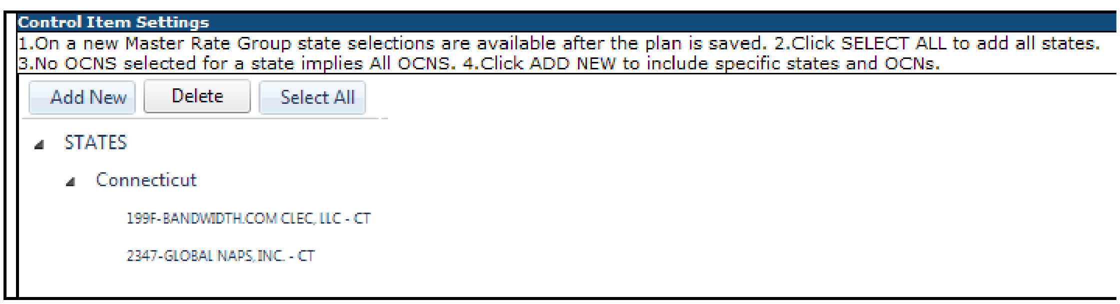


4. Select the OCNs needed and

5. Click **SAVE CHANGES**.



- Click the arrow next to the state to display your selection.

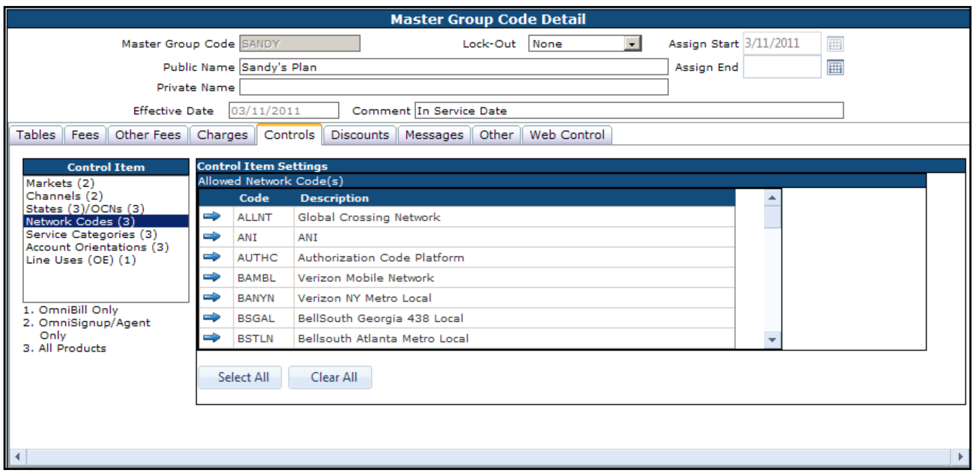


NETWORK CODES (3)

NETWORK CODES are created in System Profiles and are used to identify the services you are reselling, where the services are available, and if applicable, determine the format used to send service orders to the long distance carrier.

Network Codes are a required field when assigning a Master Group to a line. If network codes are not selected in the Allowed Network Code(s) grid, the network codes do not appear at the line level, and a line cannot be saved without a Network Code being assigned.

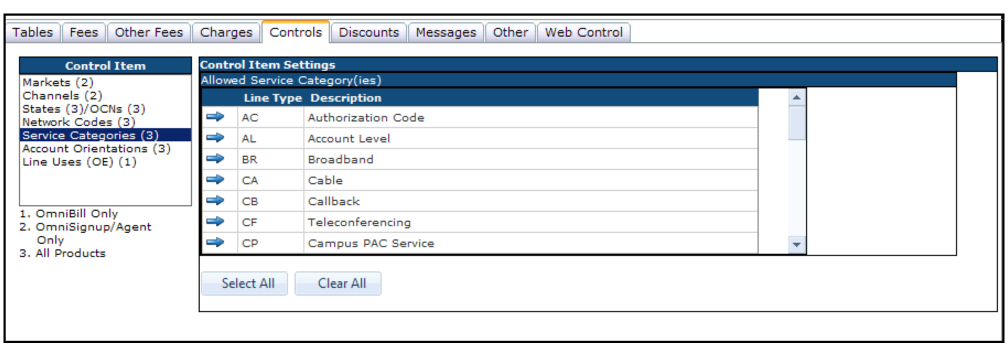
Selecting **NETWORK CODES (3)** in the Control Item list displays the **ALLOWED NETWORK CODE(S)** grid. The grid displays Network Code(s) created in the OmniBill database.



SERVICE CATEGORIES (3)

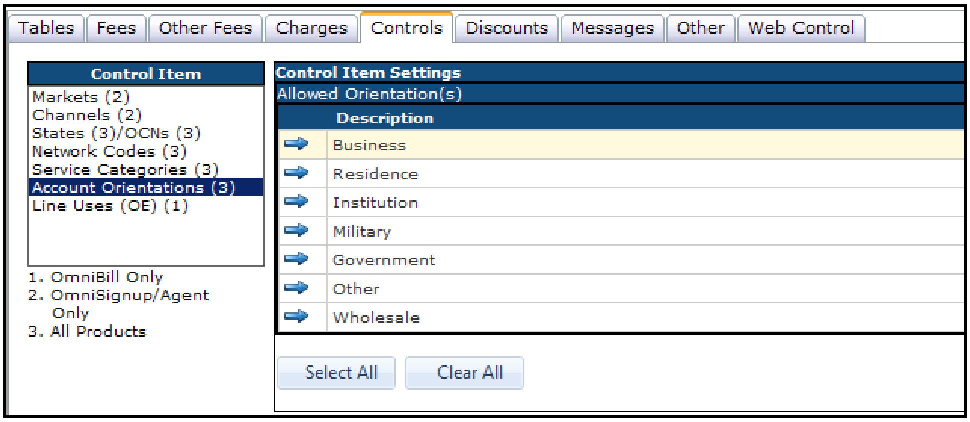
Selecting **SERVICE CATEGORIES (3)** in the Control Item list displays the **ALLOWED SERVICE CATEGORIES** grid. The grid displays the available Service Categories in the OmniBill database.

Highlighting Service Categories in the **ALLOWED SERVICE CATEGORIES** grid makes the Master Group available for assignment for lines in the selected service categories. In the below example, this Master Rate Group would only be available for OE, OD, and IE Service Categories.



ACCOUNT ORIENTATIONS (3)

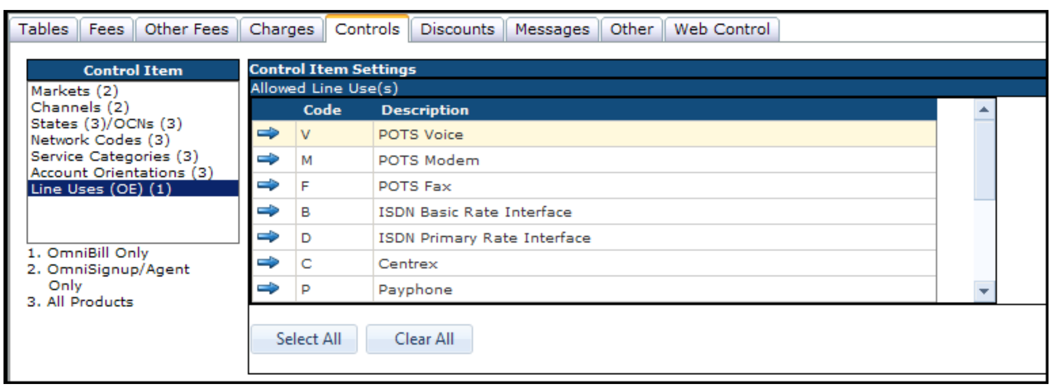
Selecting **ACCOUNT ORIENTATIONS (3)** in the **CONTROL ITEM** list displays the **ALLOWED ORIENTATION(S)** grid. The grid displays the default Account Orientation(s) available in OmniBill. **BUSINESS** and/or **RESIDENCE** are the only valid choices.



Highlighting Business and/or Residence in the Account Orientation(s) grid makes the Master Group available for selection on lines with the selected orientation.

LINE USES (OE) (1)

Selecting **LINE USES (OE) (1)** in the Control Item list displays the **ALLOWED LINE USE(S)** grid. The grid displays the line use descriptions in OmniBill. The Allowed Line Use(s) grid only affects **OE** – Outbound Equal Access lines in OmniBill.

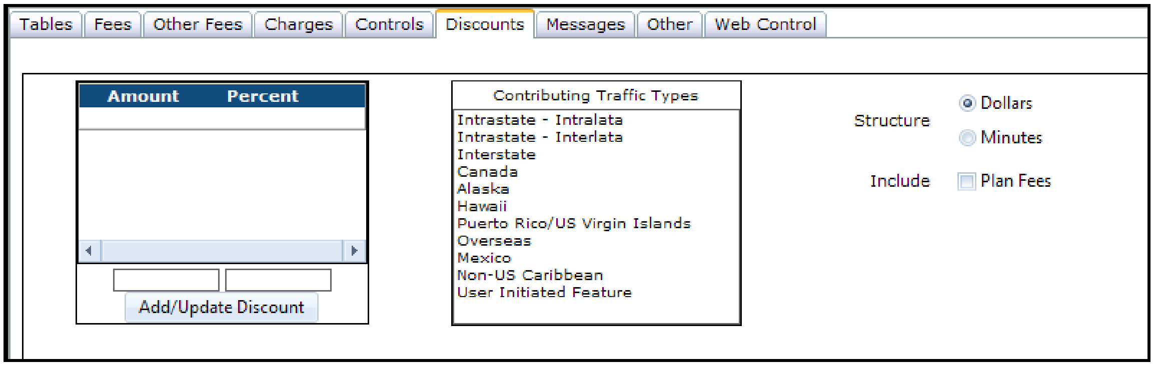


Highlighting a **LINE USE CODE** in the **ALLOWED LINE USE(S)** grid makes the Master Group available to OE lines assigned the selected **LINE USE** code. When adding an OE line to an account, the Line Use Code defaults to **V – POTS VOICE**. If a Line Use Code is not selected in the Controls tab, the Master Group does not appear as a choice for **OE** lines.

NOTE: Setting up the **CONTROLS** tab properly is very important. When trouble shooting why Master Groups are not appearing as a choice at the line level, check the selections made in the States, Network Codes, Service Categories, Account Orientations, and the Line Uses (OE lines only) grids. If the proper selections were not made, the Master Group will not display at the line level.

Discounts

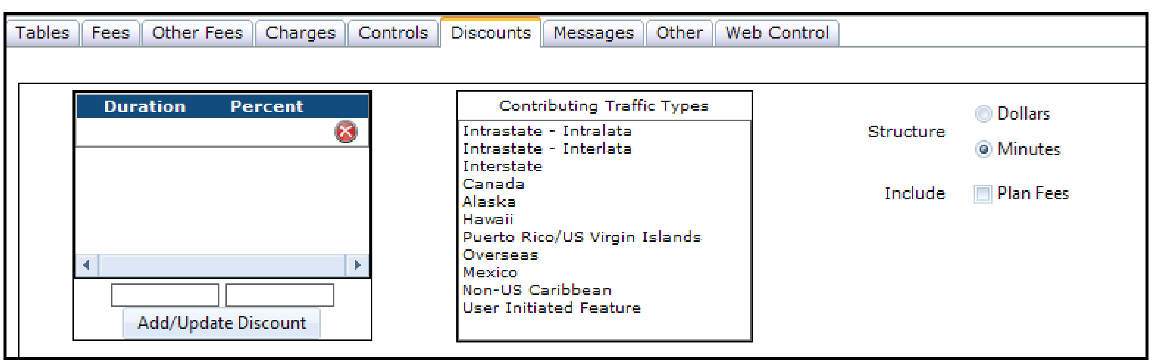
The **DISCOUNTS** tab is used to create a discount in the Master Group. The discount created in the Master Group is applied to lines in addition to any other discounts created in the seven long distance rate tables.



STRUCTURE

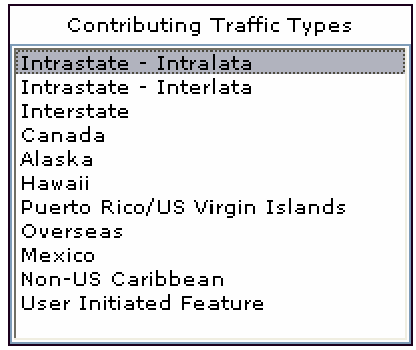
The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **MINUTES**. Dollars is selected as the default.

- If **DOLLARS** is selected as the **STRUCTURE**, the discount is calculated based on the dollar amount generated in usage for selected traffic types. The usage from all lines, by Service Category, is used during production to decide the eligible discount. The grid is used to determine the threshold the lines must reach in order to earn a defined discount percentage(s). When **DOLLARS** is selected as the **STRUCTURE**, the discount grid displays as **AMOUNT** and **PERCENTAGE**. This is shown in the above screen print.
- If **MINUTES** is selected as the **STRUCTURE**, the discount is calculated based on the minutes generated by selected traffic types. The usage from all lines, by Service Category, is used to decide the eligible discount. The **GRID** is used to determine the threshold lines must reach in order to earn a defined discount percentage(s). When **MINUTES** is selected as the structure, the grid displays as **DURATION** and **PERCENTAGE**.



CONTRIBUTING TRAFFIC TYPES

The **CONTRIBUTING TRAFFIC TYPES** grid is used to select traffic types that will be used in determining an eligible discount.



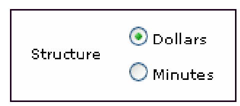
The usage or minutes generated by the selected traffic types is used to determine what discount percentage(s) the lines are eligible for.

The earned discount percentage is applied to the selected traffic types only.

Note: The **CTRL** key on your keyboard is used to select additional Traffic Types as well as unselect Traffic Types.

CREATING A MASTER GROUP DISCOUNT

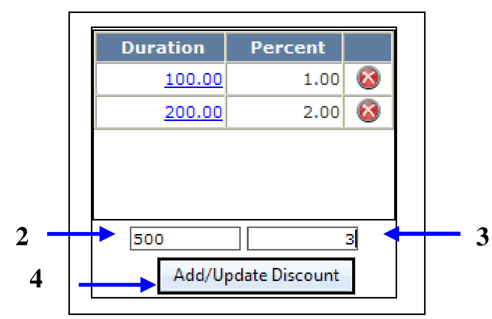
Action	Description
1. Determine the discount **STRUCTURE**.	The default selection is **DOLLARS**.

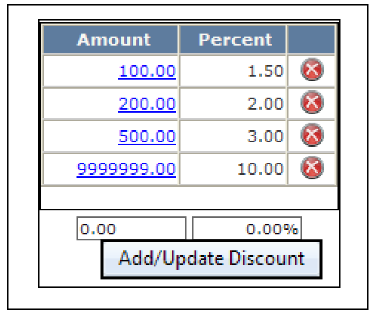


2. If Dollars is selected as the **STRUCTURE**, enter the **AMOUNT** lines must generate in order to be eligible for a discount. If Minutes is selected as the **STRUCTURE**, enter the **DURATION** lines must use in order to be eligible for a discount.

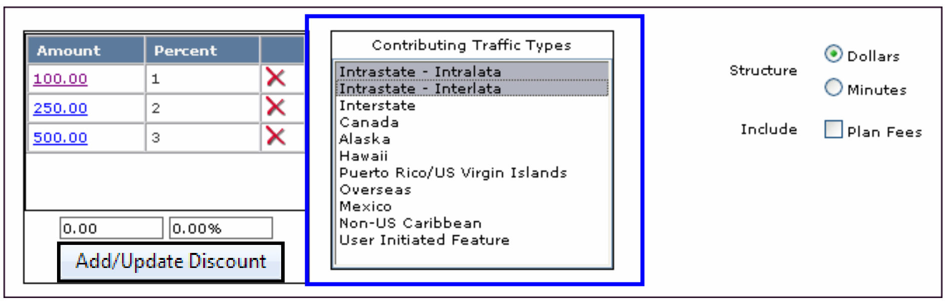
3. Enter the corresponding discount **PERCENTAGE(S)** for the amounts entered.

4. Click **ADD/UPDATE DISCOUNT** to commit the values to the grid. Repeat steps **2** and **3** to add additional values to the grid.



Action	Description
NOTE: if there is no limit on the amount lines must generate, enter **99999999** to represent an unlimited value.	

5. Highlight **CONTRIBUTING TRAFFIC TYPES** in the grid. To add additional Traffic Types, Press the Control (CTRL) key and click the Traffic Type.



6. The **INCLUDE PLAN FEES** check box is used to include the Master Group fees as part of the amount contributing toward the earned discount.

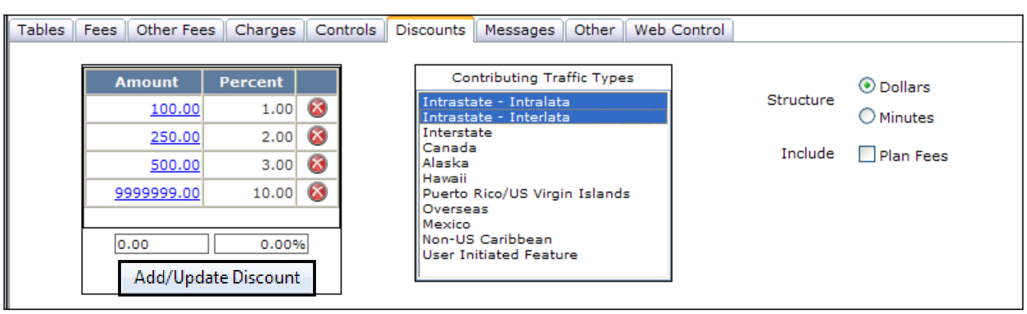
Master Group **DISCOUNTS** are calculated using an *incremental* method, meaning the discount is spread out over the total amount eligible.

For example: If the Master Group is assigned to five OE – Outbound Equal Access lines that generated $300 in Intrastate usage in one cycle, based on the below grid the discount would be calculated as follows:

The first $100 of the $300 eligible is discounted at 1%= $1.00

The remaining $200 is discounted at 2% = $4.00

Total discount earned = $5.00



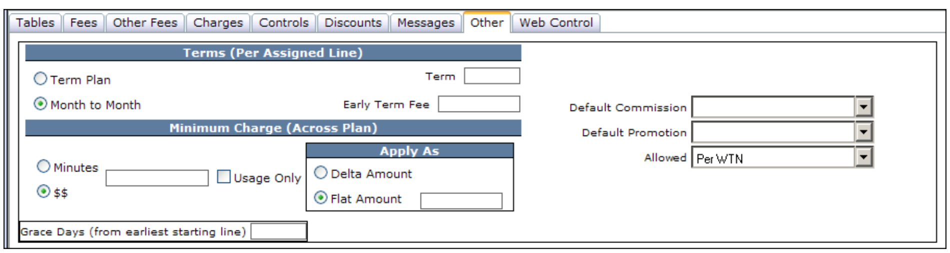
Message

The **MESSAGE** tab is used to create a message, which prints on the invoice of any account with a line(s) assigned the Master Group. The message prints once on the invoice, even when multiple lines are assigned the Master Group.

The **MESSAGE** is limited to four lines. Each line can have a maximum of 70 alphanumeric characters, including spaces. There is no word wrap capability or spell check in the **MESSAGE** tab.

Other

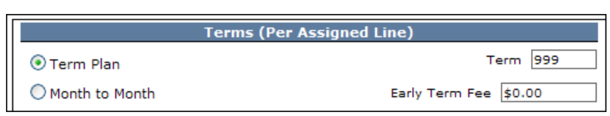
The **OTHER** tab contains three areas, **TERMS** (Per Assigned Line), **DEFAULTS**, and **MINIMUM CHARGE** (Across Plan).



TERMS (PER ASSIGNED LINE)

The **TERMS (PER ASSIGNED LINE)** area is used to define the number of billing cycles a line assigned the Master Group must bill for. There are two term choices, **MONTH TO MONTH** (which is the default choice) or **TERM PLAN**.

TERM and **EARLY TERM FEE** is unavailable when Month to Month is selected. Selecting **TERM PLAN** enables these two fields.



The **TERM** field is used to define the number of billing cycles a line must bill. It defaults with **999**, indicating an unlimited value.

The **EARLY FEE** is used to penalize each line that deactivates before the defined number of term cycles have billed. The **EARLY FEE** field defaults with $0.00.

During production a check is done to determine if a deactivated line should be billed an Early Term Fee. If the defined number of term bill cycles have not billed, then the **TRMPL TRANSACTION CODE** is used to apply the Early Term fee. The fee is applied for each line terminating before the defined number of term billing cycles.

A control table in OmniBill called **TERM_EVERGREEN** is used to decide if the **TERM PLAN** set in any rate plan should automatically renew or expire after the defined number of terms. The allowed values in this table are (**Y**)es or (**N**)o.

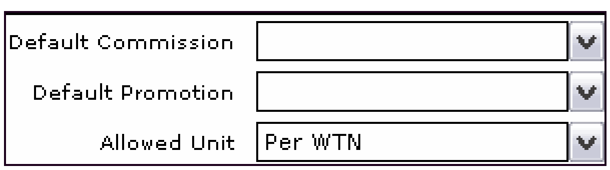
The default table value is set to (**N**)o during the creation of a new OmniBill database. Only Profitec can change the value in the **TERM_EVERGREEN** table.

NOTE: At the time of this writing the **"N"** value was **NOT** implemented in **PRODUCTION**. Please verify this capability with your assigned Billing Analyst before implementing Term Plans in Master Groups or Local Rate Plans.

- "**N**" indicates that for any rate plan utilizing the **TERM PLAN** option the term expires after the set term time frame and does not renew.
- "**Y**" indicates that for any rate plan utilizing the **TERM PLAN** option the term automatically **RENEWS**. This is the current methodology in place during production.

DEFAULT COMMISSION

Commission Plans are required on all lines. The **COMMISSION** drop down list is used to associate a default Commission Plan with the Master group. The default **COMMISSION** plan selected is automatically assigned to a line when the Master Group is selected. Selecting a default in the Master Group alleviates some data entry at the line level.



Commission Plan codes are created in the Sales Profile module. If Commission Plans are not being used, the **DEFAULTCOMM COMMISSION PLAN CODE** can be used to satisfy the system requirement.

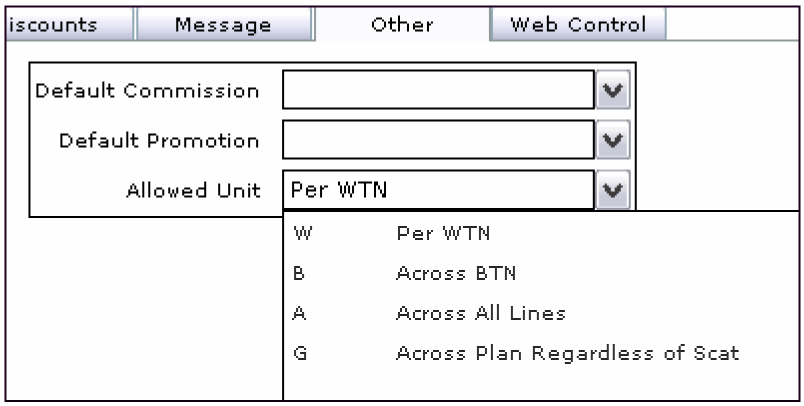
DEFAULT PROMOTION

PROMOTION CODES are an optional field at the line level. The **PROMOTION** drop down list is used to associate a default Promotion code with the Master group. The default **PROMOTION** code is automatically assigned to a line when the Master Group is selected. Selecting a default in the Master Group alleviates some data entry at the line level.

Promotion codes must be created in **SYSTEM PROFILES** or the Promotion Code drop down list is blank. Refer to "***Section 9 System Profiles***" for more information on Promotion codes.

ALLOWED UNITS

The **ALLOWED UNITS** drop down list is used during production to indicate how the **ALLOWED UNITS** entered in the **CHARGES** tab and **FREE MINUTES** should be distributed. There are four available choices, **PER WTN**, **ACROSS BTN**, **ACROSS ALL LINES**, and **ACROSS PLAN REGARDLESS OF SCAT**.



1. **PER WTN** is used to indicate each **W**orking **T**elephone **N**umber receives the number of allowed units defined in the **CHARGES** tab free.

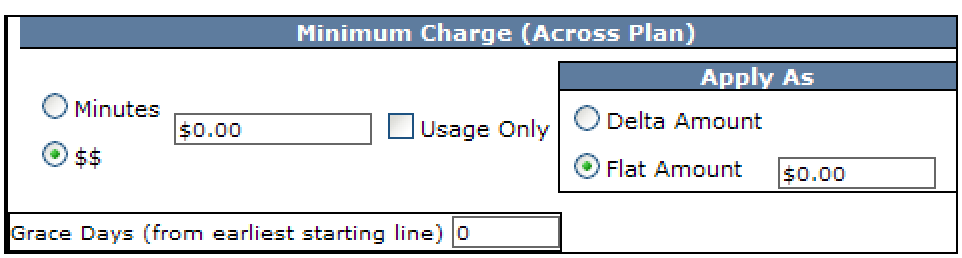
2. **ACROSS BTN** is used to indicate the allowed units defined in the **CHARGES** tab are shared across all lines affiliated with a **BTN** (**B**illing **T**elephone **N**umber) assigned the Master Rate Group.

3. **ACROSS ALL LINES** is used to indicate the Allowed Units defined in the **CHARGES** tab are shared across all lines regardless of **BTN** affiliation.

4. **ACROSS PLAN REGARDLESS OF SCAT** is used to indicate the allowed units defined in the **CHARGES** tab are shared regardless of **BTN** or **SERVICE CATEGORY**.

MINIMUM CHARGE (ACROSS PLAN)

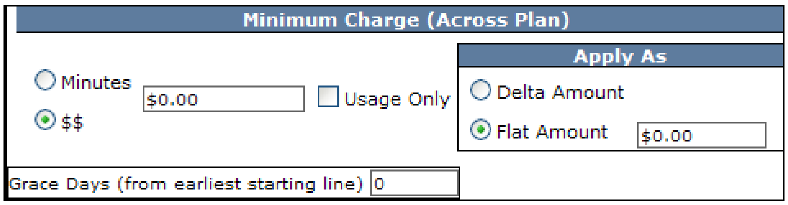
The **MINIMUM CHARGE (ACROSS PLAN**) is used when you want to apply a minimum charge across the plan based on lines associated with the Master Rate Group.



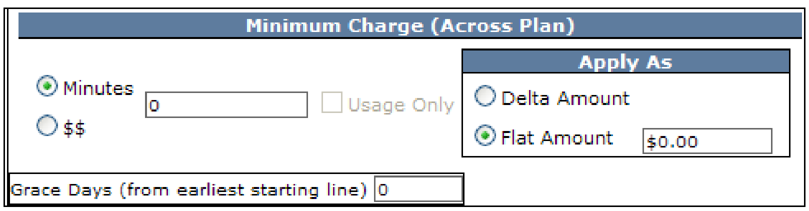
ENTERING A MINIMUM CHARGE

Action	Description

1. If **DOLLARS** is selected, enter the dollar amount lines assigned the Master Group must generate to avoid a Minimum Charge.



- If **MINUTES** is selected, enter the number of minutes lines assigned the Master Group must use to avoid the Minimum Charge.



NOTE: The **USAGE ONLY** option disappears when $$ (dollars) is selected.

Action	Description
2. If the **MINIMUM CHARGE** is based on usage only, check the **USAGE ONLY** box. This option is only available for Dollars.	

NOTE: If the **MINIMUM CHARGE** is based on usage and fees generated by the lines assigned the Master Group, leave the **USAGE ONLY** box unchecked.

APPLY AS

There are two choices: **DELTA AMOUNT** or **FLAT AMOUNT**. The default choice is **FLAT AMOUNT**.

- Selecting **DELTA AMOUNT** indicates the customer is charged the difference between what is entered as the minimum amount and what the lines actually billed.
- Selecting **FLAT AMOUNT** indicates the customer is charged the value entered in the Flat Amount input box if the minimum amount is not satisfied.

Action	Description
3. Enter a **GRACE DAYS** value.	The **GRACE DAYS** setting is used to set the minimum number of days that must pass before the minimum charge rules apply to account lines assigned to the Master Group.

NOTE: The **GRACE DAYS** calculation is based on the earliest **ADD DATE** for **LINES** assigned to the Master Group because the Minimum Charge is based on the plan, not per line.

EXAMPLE: A Master Group has 30 grace days set. Accounts are billing for cycle end 6/30/2003.

- **ACCOUNT A**: Line **1** is added 6/10/2003, Line **2** is added 6/15/2003 – The earliest line added date is 6/10/2003 (20 days before Cycle end). The Minimum Charge is not applied.

- **ACCOUNT B**: Line **1** is added 1/1/2003, Line **2** is added 6/15/2003 – The earliest line added date is 1/1/2003 (180 days before Cycle end). The Minimum charge is applied.

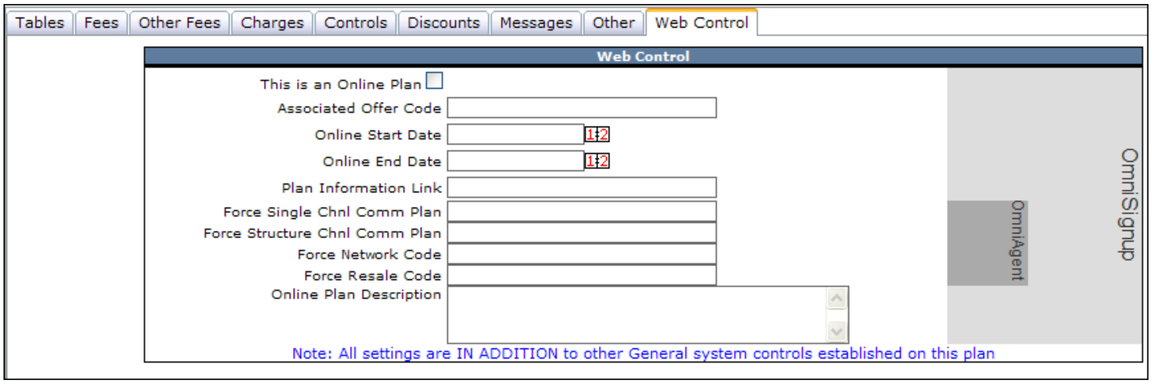
The Minimum Charge appears on the invoice on the **DETAIL OF CREDIT AND DEBIT ACCOUNT ADJUSTMENTS** page, under the Debit Adjustments heading. It appears as a Min Charge along with the Master Group Name.

```
Debit Adjustments

08/31/2002   08/31/2002   Min Charge-Plan Dime Anytime P                                   $99.20
```

Web Control

The **WEB CONTROL** tab is used in conjunction with OmniSignup and OmniAgent. Please refer to the **OMNISIGNUP** and **OMNIAGENT ADMINISTRATORS** guides for information on this tab.



Once you have completed the appropriate information, click the **CHECKMARK** or **DISC** to save the **MASTER GROUP**. Clicking **DISC** keeps you on the Master Group Code Detail screen, if you click the **CHECKMARK** the screen is blank.

NOTE: Four items from the above list are used for both OmniSignup and OmniAgent and are listed below:

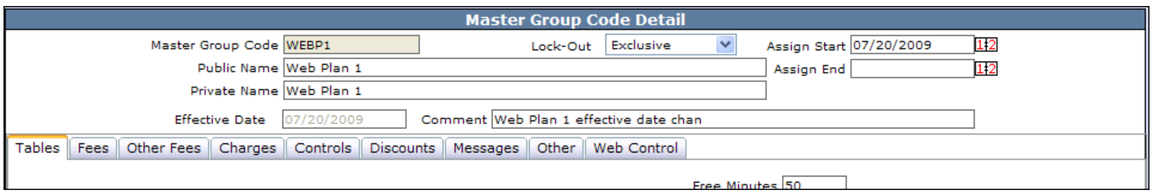
1. Force Single Chnl Comm Plan
2. Force Structure Chnl Comm Plan
3. Force Network Code
4. Force Resale Code

All others are used for OmniSignup only.

Effective Dates in Master Groups

The rules for **EFFECTIVE DATES** in **MASTER GROUPS** vary from the rules for Effective Dates found in the individual rate tables. Individual rate tables can have multiple rates used during one billing cycle, based on set Effective dates. The date a call is made determines which of the multiple rates is used.

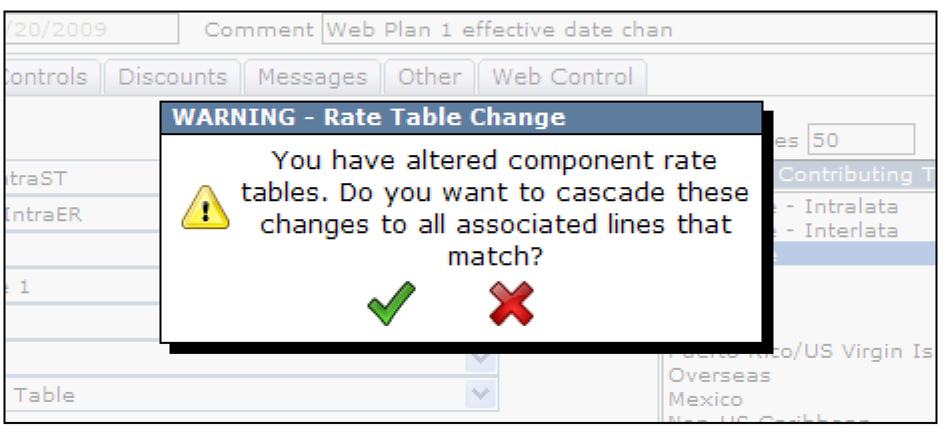
The rules for effective dates in Master Groups are different. The **LATEST** (meaning the last set) values, based on the last set Effective Date within the **BILL CYCLE** being run, are used during production. In the below example, the **WEBP1** Master Group was altered on 7/20/2009



The changes made in the Master Group take effect in the July cycle. The new Effective date information is applied for the entire July cycle and all cycles going forward. The charges are not prorated based on the effective date.

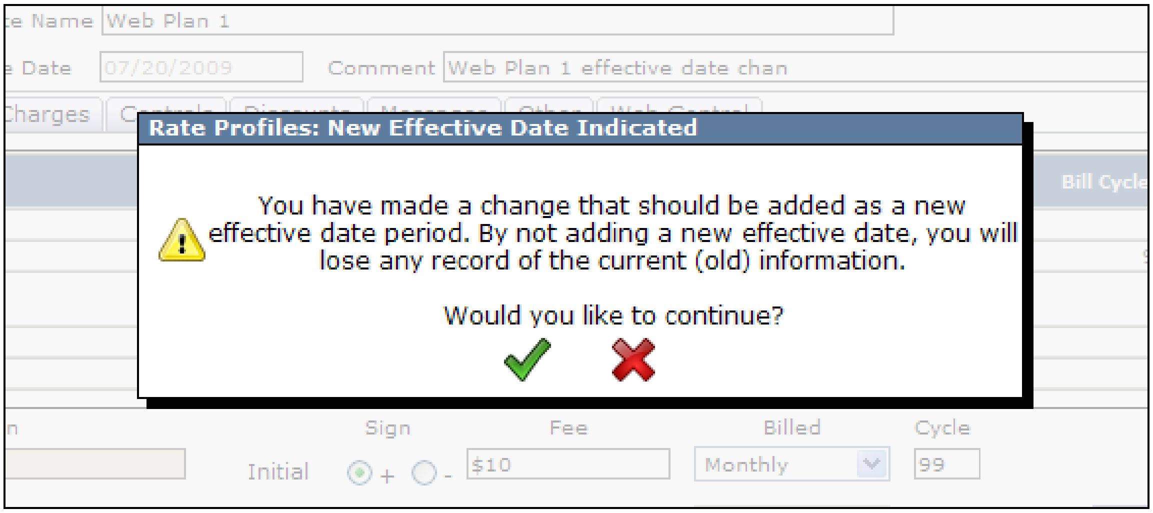
MAKING CHANGES TO A MASTER GROUP

Selecting a different rate table in the **TABLES** tab for an existing **MASTER GROUP** causes a **MASTER RATE CHANGE** message to appear. The message asks the user if the *change* made should apply to all lines where the Master Group is currently assigned. Please note that **INTRASTATE** Groups are not changed.



- Clicking **YES** indicates the change should apply to **ALL** lines assigned the Master Group and there is *no* record of the previous rate table.
- Clicking **NO** indicates the change should *only* apply to **NEW** lines going forward and should not apply to any existing lines already assigned the Master Group.

Making a change to the **FEES**, **OTHER FEES**, **CHARGES**, and/or **DISCOUNTS** tabs in an existing Master Group causes the system to prompt the user with a **NEW EFFECTIVE DATE INDICATED** message. The message warns the user of the consequences of making a change without setting a **NEW EFFECTIVE** date.



- Clicking **YES** changes the value set in the Master Group and there is *no* record of the previous value maintained.

- Clicking **NO** does not change the value set in the Master Group. The user remains on the screen Master Group detail screen. This allows the user the chance to exit the screen and set a new effective date before making the change. Refer to the section ***"Setting a New Effective Date"*** for details on setting an Effective Date.

Creating Additional Rate Plans

As explained in the previous section, a **MASTER GROUP** is required when adding long distance service to a line in the following Service Categories (**SCATS**):

- Outbound Equal Access
- Outbound Dedicated Access
- Inbound Equal Access
- VOIP
- Inbound Dedicated Access
- Personal Assistant Service
- Teleconferencing
- G1, G2, and G3
- Fax Broadcast
- IP Telephony
- Travel Card

Master Rate Groups are not used to rate the following services categories. The service categories listed below require their own specific rate plans to be created.

- Internet
- Cable
- Voice Mail
- Pager
- Local
- Wireless

The following sections illustrate:

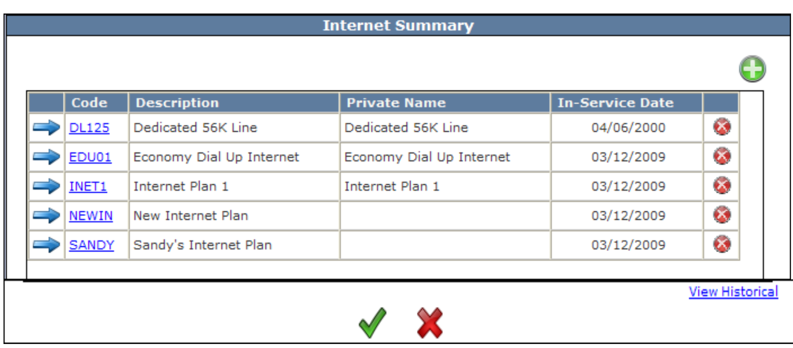
1. How to setup a Internet Rate Plan.
2. How Cable, Voice Mail, and Pager Rate Plans differ from Internet.
3. How to setup Wireless Rate plans.
4. How to setup Local Rate Plans.

NOTE: **Internet, Cable, Voice Mail and Pager** rate plans all use similar screen pages when setting up these plans. This document outlines creating Internet Rate Plans and points out differences among the service categories in the section following "Creating Internet Rate Plans."

Creating Internet Rate Plans

Internet Plans are use when assigning rate plans to the following three service categories: Internet, Broadband, and DSL.

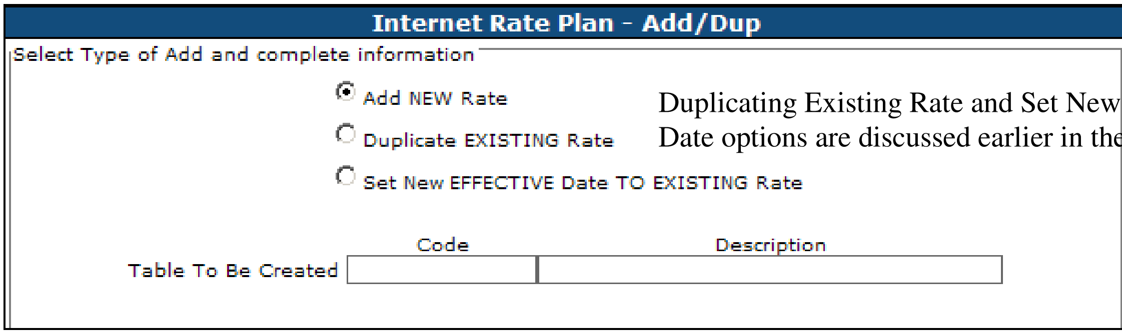
Action	Description
1. Select **INTERNET** from the Rate Profiles drop down list.	The **INTERNET SUMMARY** screen displays. If the summary screen is blank, Internet plans have not been created.



The **View Historical** link can be used to review rates associated with older Effective Dates. Refer to the section "Effective Dates" for additional information.

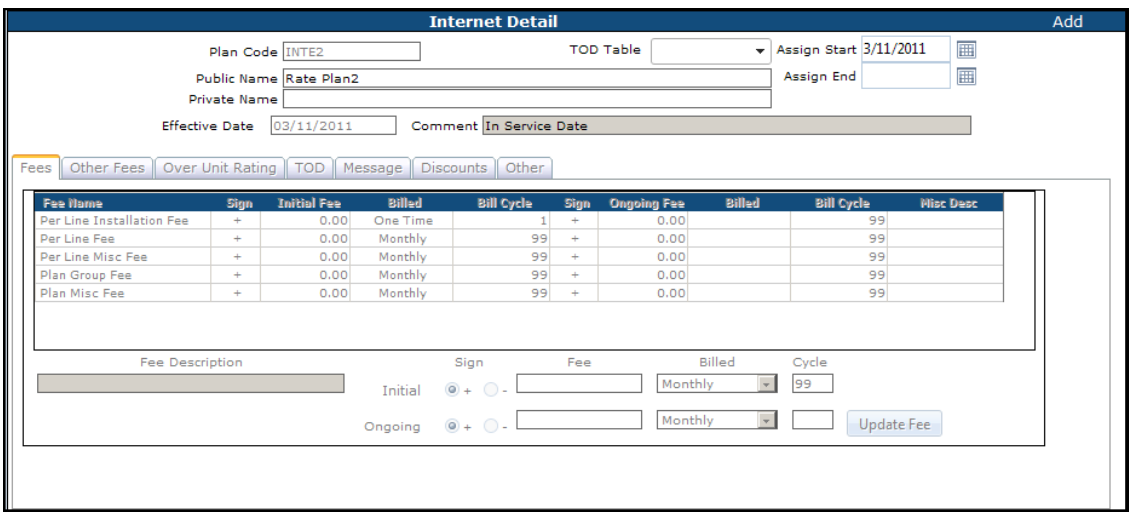
Action	Description
2. Click the **GREEN PLUS** button.	The **INTERNET RATE PLAN – ADD/DUP** screen displays.

Action	Description



Duplicating Existing Rate and Set New Effective Date options are discussed earlier in the document.

3. Enter a **CODE** and a **DESCRIPTION** for the Internet Rate Plan in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once the code is saved it cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **INTERNET DETAIL** screen displays in **ADD** mode.



Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	
Per Line Misc Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Group Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Misc Fee	+	0.00	Monthly	99	+	0.00		99	

5. Select a **TOD TABLE** from the drop down list.

PUBLIC NAME

The **PUBLIC NAME** prints on the customer invoice and can be edited at anytime.

PRIVATE NAME

The **PRIVATE NAME** is used to record an internal name or note regarding the rate plan, which is viewable only within Rate Profiles. The **PRIVATE NAME** does **NOT** print on the customer invoice. **PRIVATE NAME** is not a required field.

ASSIGN DATES

The **ASSIGN START** date is the first date the rate plan is available for assignment. It defaults with the current date and cannot be changed.

The **ASSIGN END** date is the date the rate plan is no longer available for assignment. The **ASSIGN END** date does not affect any lines currently assigned the rate plan.

EFFECTIVE DATES

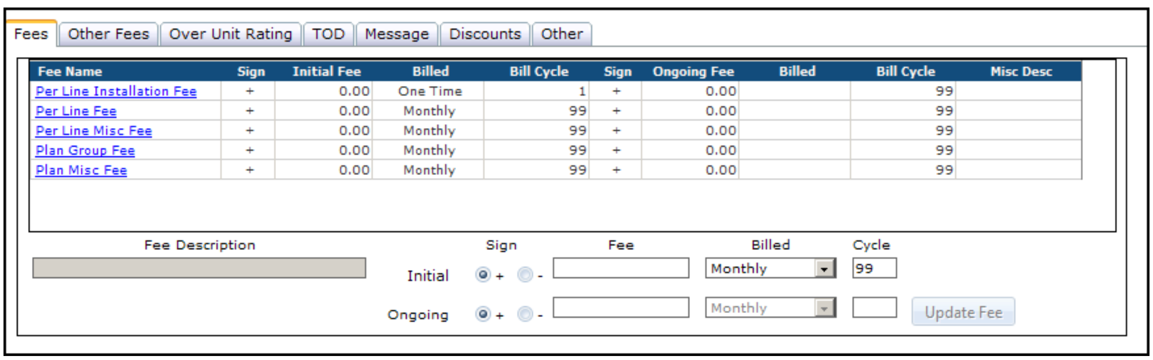
The **EFFECTIVE DATE** field defaults with the current date and cannot be changed. **EFFECTIVE DATES** are used to update existing rate plans without loosing the history of past information. Using Effective Dates eliminates the need for multiple rate plans to be created each time a change is made.

COMMENTS

The **COMMENTS** field defaults with **IN SERVICE DATE**. The comments field is an explanation of the effective date. It can be a maximum of 30 characters and can be changed once the rate plan is saved.

Fees

The **FEES TAB** is used to enter all applicable Internet line fees. No required fields exist in the **FEES** tab.


Fees | Other Fees | Over Unit Rating | TOD | Message | Discounts | Other

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	
Per Line Misc Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Group Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Misc Fee	+	0.00	Monthly	99	+	0.00		99	

FEE NAME

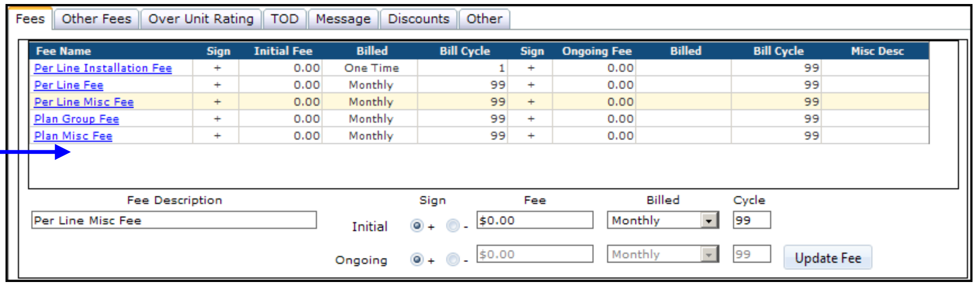
The **FEE NAME DESCRIPTIONS** are system generated. Five **FEES NAME DESCRIPTIONS** are available. Two of the Fee Name Descriptions can be changed:

1. **PER LINE MISC FEE**
2. **PLAN MISC FEE**

If changes are made to the description of these fees, the new description prints on the customer's invoice and displays in grid in the **MISC DESC** column. You cannot change the description for the other three types of fees.

CHANGING FEE NAMES

Action	Description
1. Click on the **FEE NAME** description to change.	The **FEE NAME** displays beneath the grid.



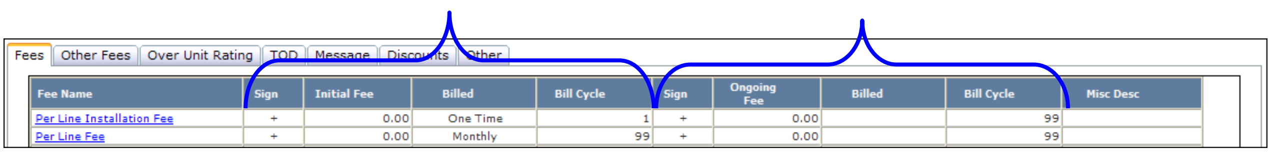
Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	
Per Line Misc Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Group Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Misc Fee	+	0.00	Monthly	99	+	0.00		99	

2. Enter the desired Fee Description and click **UPDATE FEE.**	The new description displays in the **MISC DESC** column.

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	
Per Line Misc Fee	+	0.00	Monthly	99	+	0.00	Monthly	99	Per Line Connection Fee
Plan Group Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Misc Fee	+	0.00	Monthly	99	+	0.00		99	

SIGN, INITIAL FEE, BILLED and BILL CYCLE

These four fields work together. The sign is used to indicate if the Initial Fee charge is a **POSITIVE (+)** or **NEGATIVE (-)** amount. The default is positive (+).



Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	

The Initial Fee is the dollar amount charged for the fee. The **BILLED** section determines when the Initial Fee will bill. The **BILLED CYCLE** entry determines the number of bill cycles the Initial Fee is invoiced for. The **INITIAL FEE** defaults with a **BILL CYCLE** value of **99**, indicating the Fee will bill for unlimited cycles. The **BILL CYCLE** value can be changed.

The one exception to this is the **PER LINE INSTALLATION FEE**, which is set to bill for only **ONE** cycle.

SIGN, ONGOING FEE, BILLED and BILL CYCLE

These four fields work together in the same manner as the Initial Fees. **ONGOING** Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL FEE BILL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

Fees Types Included

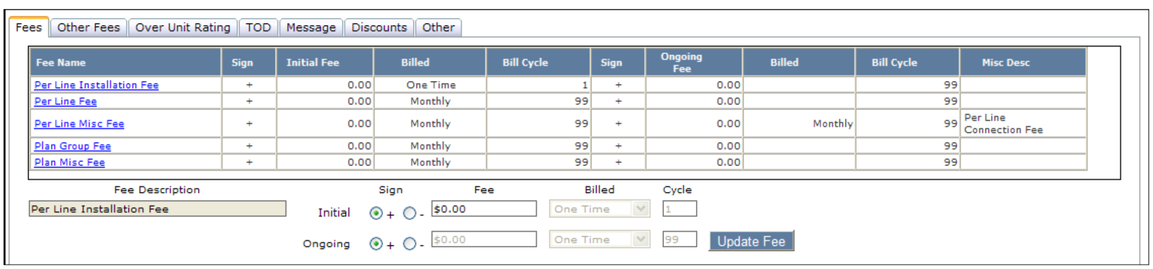
Internet Plans include five **FEE TYPES,** which are explained below.

The **PER LINE FEE** and the **PER LINE MISC FEE** are subject to system rules for prorating. These rules only apply to actions taken within a current billing cycle. Line fees with a deactivation date in the past are not prorated. A manual credit has to be issued for the account.

	Proration Rules		
Billed Interval	Line Activation	Line Suspend/Reinstate	Line Deactivation
One Time	NA	NA	NA
Monthly	Yes - System Rule	Yes - System Rule	Yes - System Rule
Quarterly	No	No	No
Semi-Annual	No	No	No
Annual	No	No	No

PER LINE INSTALLATION FEE

The **PER LINE INSTALLATION FEE** is used to bill a one-time fee for each line the plan is assigned to. The Per Line Installation Fee bills once in the first cycle the line is activated and always bills in arrears. The Per Line Installation Fee is not prorated. The **BILLED** interval is locked on **ONE TIME** and the **BILL CYC** field is locked on **ONE**. These fields cannot be changed.


Fees | Other Fees | Over Unit Rating | TOD | Message | Discounts | Other

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	
Per Line Misc Fee	+	0.00	Monthly	99	+	0.00	Monthly	99	Per Line Connection Fee
Plan Group Fee	+	0.00	Monthly	99	+	0.00		99	
Plan Misc Fee	+	0.00	Monthly	99	+	0.00		99	

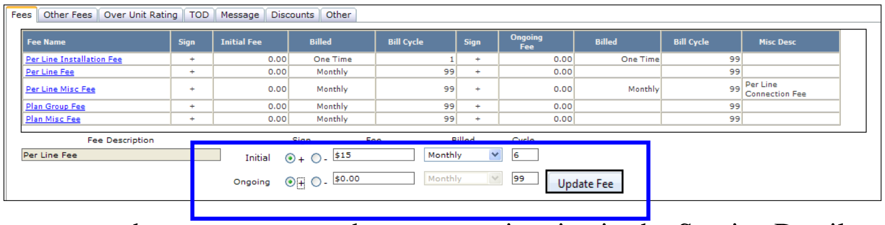
PER LINE FEE

The **PER LINE FEE** is used to bill a recurring charge for each line the Plan is assigned to. The Per Line Fee bills in advance or in arrears based on a system setting selected by your company. Your company makes the decision to bill in advance or arrears during database construction. If you have any questions please consult your Billing Analyst. The Per Line Fee is prorated as a system rule.

The default-**BILLED** interval is **MONTHLY;** however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, and One-Time. The **BILL CYCLE** value defaults to **99**, but can be changed.

NOTE: If Quarterly, Simi-Annual or Annual is selected, no prorating of fees is calculated, and the activation date is the anchor for continuing calculations.

When the **INITIAL BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled. The **BILLED** field defaults to the **INITIAL BILLED** selection and cannot be changed.



The **PER LINE FEE** charge appears on the customer invoice in the Service Detail section as the name of the plan and the description "Service Charge."

PER LINE MISC FEE

The **PER LINE MISC FEE** is used to bill an additional recurring fee for each line the plan is assigned to. The Per Line Fee bills in advance or in arrears based on a system setting selected by your company. Your company makes the decision to bill in advance or arrears during database construction. If you have any questions please consult your Billing Analyst. The Per Line Fee is always prorated as a system rule.

The default **BILLED** interval is **MONTHLY**, however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, and One-Time. The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **FEE NAME** for the **PER LINE MISC FEE** can be changed in the plan. It appears on the customer invoice with the information typed in the plan and the description **SERVICE CHARGE**. If the Fee Name is *not* changed, it appears on the customer invoice as Per Line Misc Fee.

PLAN GROUP FEE

The **PLAN GROUP FEE** is used to bill a charge for *all* lines assigned the plan. This fee is *not* applied per line. The default **BILLED** interval is **MONTHLY**. The Plan Group Fee always bills in arrears based on a system rule. The Plan Group Fee is not prorated.

The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **PLAN GROUP FEE** appears on the customer invoice under the **PLAN CHARGES** section. The Plan Group Fee appears as the plan with the associated fee.

PLAN MISC FEE

The **PLAN MISC FEE** is used to bill a charge for *all* lines assigned the plan. This fee is *not* applied per line. The default **BILLED** interval is **MONTHLY**. The Plan Misc Fee always bills in arrears based on a system rule. The Plan Group Fee is not prorated.

The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

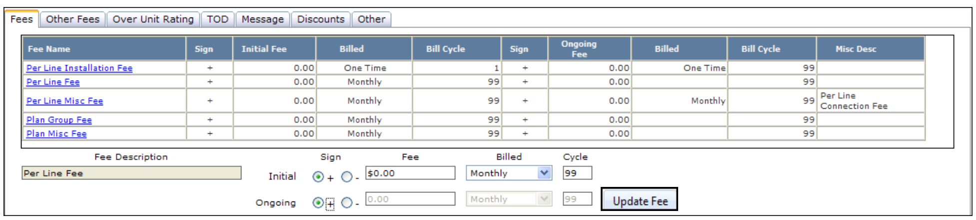
The **FEE NAME** for the **PLAN MISC FEE** can be changed in the Internet plan. It appears on the customer invoice with the information typed in the plan. If the **FEE NAME** is not changed, it appears on the customer invoice as Plan Misc Fee.

ENTERING A FEE

Action	Description
1. Click the **FEE NAME**.	The **FEE NAME** appears in the edit box below the fee grid.

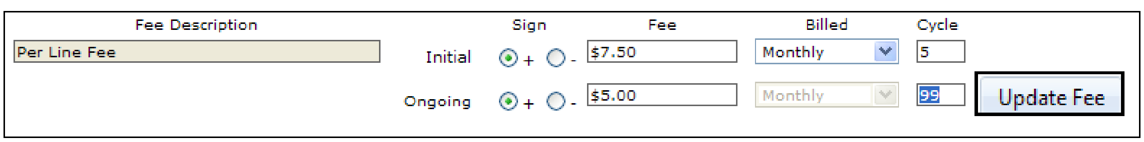
NOTE: If the **PER LINE MISC FEE** or **PLAN MISC FEE** is selected, the **FEE NAME** can be changed.

The **SIGN** (+/-), **BILLED** interval (**MONTHLY**) and **BILL CYCLE** (**99**-unlimited cycles) default with a value. These values can be changed, except for the Per Line Installation Fee. The **ON-GOING** fee grid is locked until the **INITIAL BILL CYCLE** value is changed to a value less than **99**.



2. Enter a **FEE** amount and if applicable, change the **BILLED** interval.

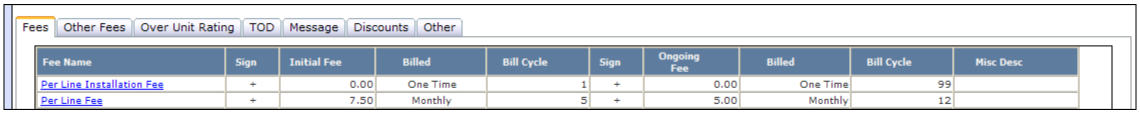
- In the following example, the **PER LINE FEE** is $7.50 per month for the first 5 billing cycles. After the 5th billing cycle the Per Line Fee is $5.00 per month for an unlimited number of billing cycles.



- The **BILL CYCLE** column for **ON-GOING** fees can be used to stop billing a fee after a defined number of cycles. In the below example, the Per Line Fee is $7.50 per month for 5 billing cycles and then $5.00 per month for 12 billing cycles. After the 12th cycle, the fee no longer bills.

3. Click **UPDATE FEE** to commit the fee to the grid.

Action	Description

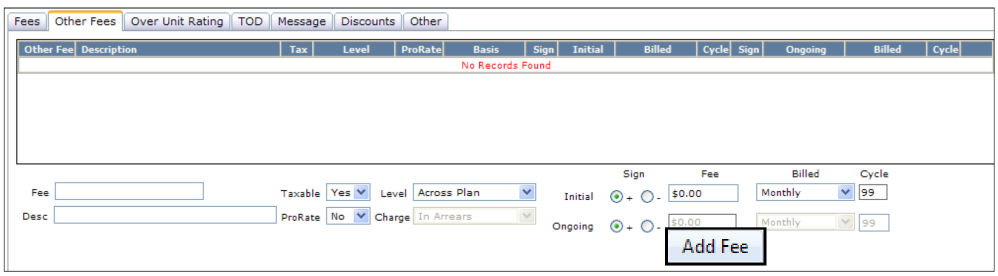


4. Click the **GREEN CHECKMARK** or the **DISC** to save the rate plan.

Other Fees

The **FEES TAB** is used to enter applicable line fees to your rate plan. However, you may find that you are looking to add additional fees, fees not defined on the Fees Tab to your Rate Plan.

Other Fee Fields



- The **FEE CODE** can be a maximum of 10 characters.
- The **FEE DESCRIPTION** is alphanumeric and a maximum of 30 characters. The description prints on the customer invoice.
- The **TAXABLE FIELD** is used to indicate if the **OTHER FEE** should be taxed. The default selection is **YES** (**TAXABLE**), but can be changed to **NO**. Selecting **NO** indicates the fee is not taxable.
- The **LEVEL** field is used to indicate the *charge* level for the Other Fee. There are two choices: **ACROSS ENTIRE PLAN** or **PER LINE**.
  - ✓ **ACROSS PLAN** is the default choice. Across Plan indicates the Other Fee is charged only once when the Rate Plan is assigned to any line. When selecting this option, the billed cycle defaults to Monthly and cannot be changed.
  - ✓ **PER LINE** indicates the Other Fee is charged once for *each line* the Rate Plan is assigned to, regardless of service category.
- The **PRORATE** drop down list defaults to **NO**. Selecting **NO** indicates the Other Fee should not be prorated and will be charged in full regardless of when the customer signs up for service. The **PRORATE** setting can only be changed when the **LEVEL** selected is **PER LINE**. Selecting **YES** indicates the Other Fee should be prorated and the customer is charged only for the portion of service they used.
- The **CHARGE** drop down list defaults to **IN ARREARS**, meaning the Other Fee is billed for the current billing cycle only. The **CHARGE BASIS** can be changed to **IN ADVANCE** only when the **LEVEL** is **PER LINE**. When the **CHARGE BASIS** is **IN ADVANCE**, the Other Fee is billed a month in advance.

SIGN, INITIAL FEE, BILLED and **CYCLE**

These four fields work together. The sign is used to indicate if the **INITIAL F**ee charge is a **POSITIVE (+)** or **NEGATIVE (-)** amount. The default is positive (+).

The Initial Fee is a dollar amount charged for the fee. The **BILLED** selection determines when the Initial Fee will bill. The **CYCLE** entry determines the number of bill cycles the Initial Fee is invoiced for.

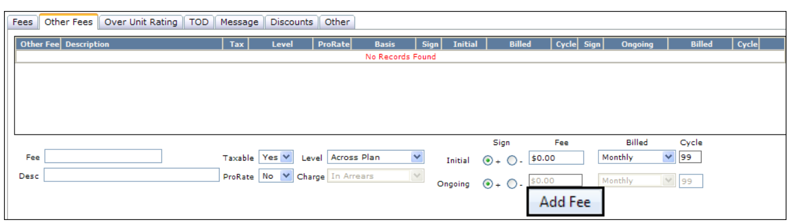
The **INITIAL FEE** defaults with a **CYCLE** value of **99**, indicating the Fee will bill for unlimited cycles. The **CYCLE** value can be changed. Changing the Initial billed interval changes the Ongoing Billed interval to match. The Ongoing billed interval is grayed out and cannot be changed. The default-**BILLED** interval is **MONTHLY** but can be changed to Quarterly, Semi-Annually, Annual, and One-Time.

SIGN, ONGOING FEE, BILLED and **CYCLE**

These four fields work together in the same manner as the Initial Fees. **ONGOING** Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

CREATING AN OTHER FEE

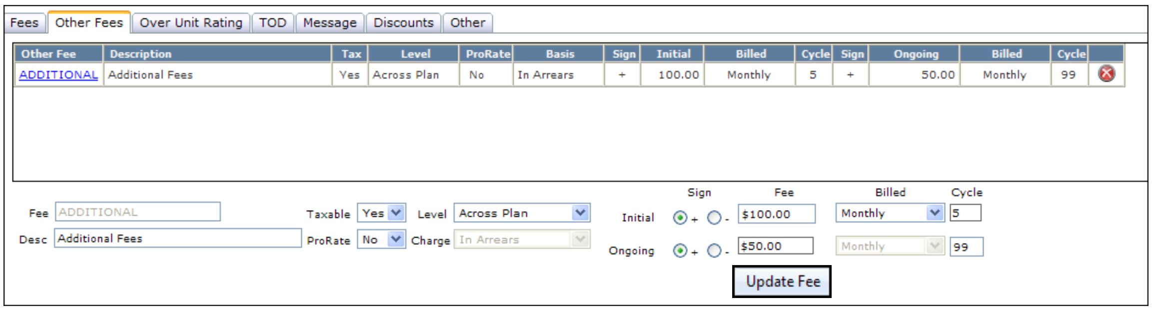
Action	Description
1. Click the **OTHER FEES** tab.	The following screen displays.



Action	Description
2. Enter the **FEE CODE** and **FEE DESCRIPTION.**	The **FEE CODE** can be a maximum of 10 characters. The **FEE DESCRIPTION** is alphanumeric and a maximum of 30 characters. The description prints on the customer invoice.
3. Review the Taxable, Level, Prorate and Charge default selections. Make changes as needed.	
4. Enter your Initial Fees as needed.	Once the Initial Billed interval is selected, the Ongoing interval defaults to the same selection and cannot be changed.
5. Enter Ongoing Fee information as needed.	The Ongoing Fee fields become available only if you change the Bill value to a number less than 99.
6. Click **ADD FEE** to add the fee to your grid.	

EDITING OTHER FEES

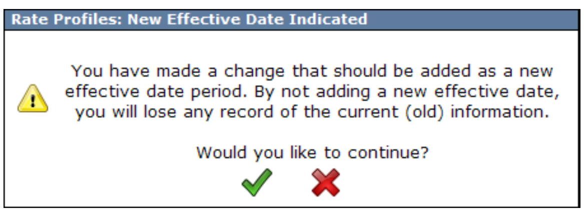
Action	Description
1. Click on the **OTHER FEE** you wish to change.	The Fee displays below the grid and can be changed.



2. Make the desired changes.

3. Click **UPDATE FEE.**

NOTE: If the table has been saved, the following message displays indicating that you will lose any current rate history by manually change rates in this manner:



If you are not concerned about saving rate history, click the **GREEN CHECKMARK** and your new rates are applied to the grid.

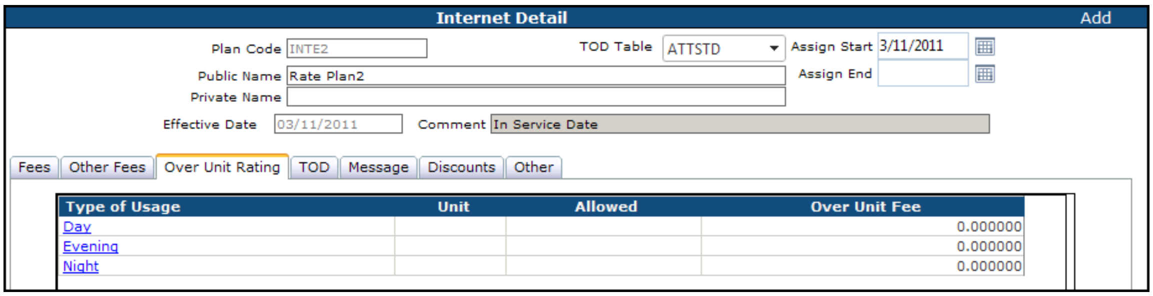
Clicking the **RED X** and your new rates are not applied to the grid.

Refer to the section "***Making a Change to an Exiting Rate Table***" for additional information on changing rates.

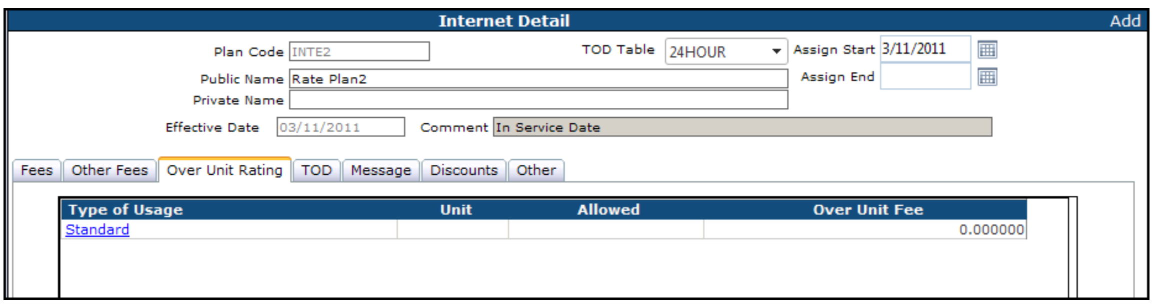
Over Unit Rating

The **OVER UNIT RATING** tab is used to rate additional charges for services when the service exceeds a defined number of **ALLOWED** units. Your Billing Analyst should be contacted before using this tab. The **TYPE OF USAGE** items within this tab is based on your Time of Day Table selected for the rate plan. Two examples are shown below:

Over Unit Options based on the 24HOUR Time of Day table.

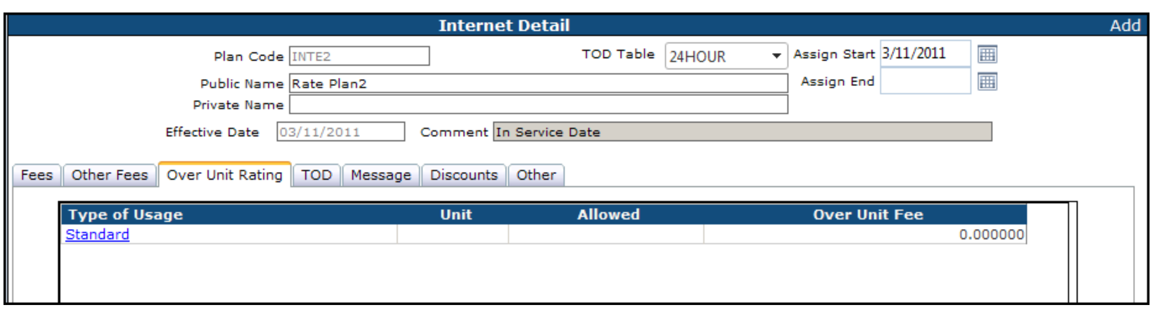


Over Unit Options based on my ASTDF Time of Day table selected:



ADDING OVER UNIT FEES

Action	Description
1. Click the **TYPE OF USAGE** link to add your Allowed Units to.	



2. Select the **UNIT** value from the drop down list.	Four types of units can be defined, **HOURS**, **MINUTES**, **CALLS**, and **CHARACTERS**.

Action	Description
3. Enter the number of **ALLOWED** units.	The **ALLOWED** column is used to define the number of "free" units. If the service exceeds the number of allowed units, the **OVER UNIT FEE** is charged.

4. Enter an **OVER UNIT FEE**.
5. Click **UPDATE** to commit the information to the grid.

Apply Allowances (only on Internet Rate Plans)

The **APPLY ALLOWANCES** options are used to determine how you want to apply free units: Per Line, Across Plan or Across Plan and Pooled.

Selecting **PER LINE** indicates to give each line assigned the Internet plan the indicated number of Allowed Units.

ACROSS PLAN SELECTED

Selecting **ACROSS PLAN** shares the number of free units entered for the plan with all lines that have this rate plan.

Example:

5 Free Units
10 lines have this rate plan
All 10 lines share the 5 free units. If an eleventh line is added to the account, 11 lines share the 5 free units.

Across Plan and Pooled Selected

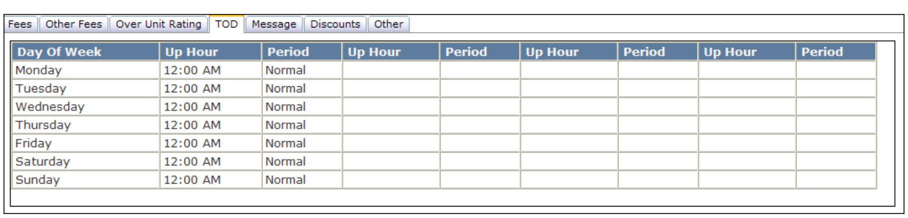
With **Across Plan** and **Pooled** selected, the number of free units is determined by multiplying the number lines with the plan by the number of free units entered in the plan.

Example:

5 Free Units
10 lines
Total Free Units: 50 free units to be shared by the 10 lines.

TOD

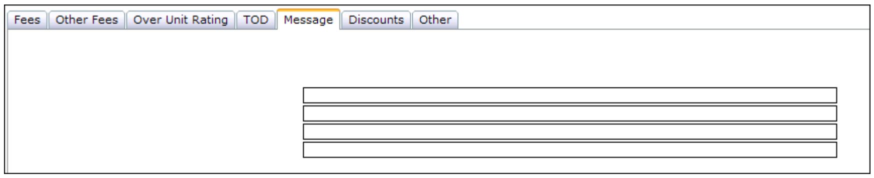
The TOD (Time of Day) tab displays the Internet Plans Time of Day periods.



Day Of Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	12:00 AM	Normal						
Tuesday	12:00 AM	Normal						
Wednesday	12:00 AM	Normal						
Thursday	12:00 AM	Normal						
Friday	12:00 AM	Normal						
Saturday	12:00 AM	Normal						
Sunday	12:00 AM	Normal						

Messages

The Message tab is used to create a message, which prints on Business Account invoices with line(s) assigned the Rate Plan. The message prints once on the invoice, even when multiple lines are assigned the same rate plan. The rate plan message is limited to four lines and a maximum of 60 characters per line.



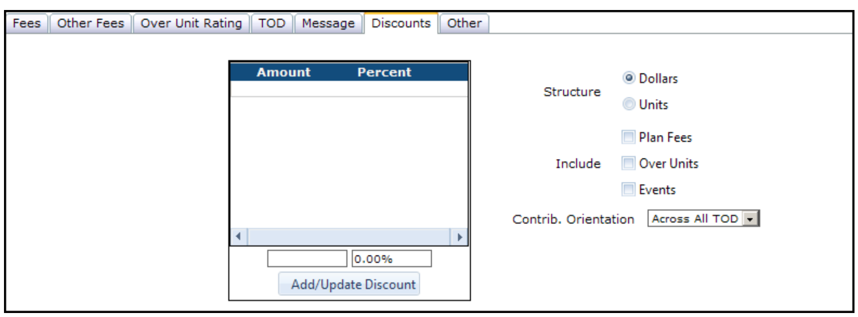
Discounts

The **DISCOUNTS** tab is used to create a discount for the selected Service. Any line assigned the rate plan is eligible for the discount.

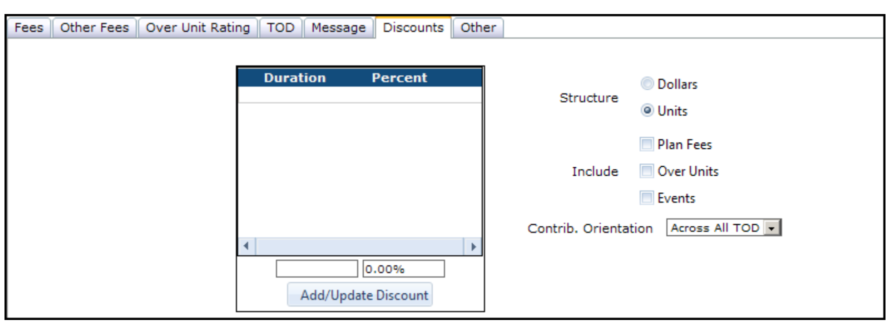
STRUCTURE

The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **UNITS**. Dollars is selected as the default.

- If **DOLLARS** is selected as the **STRUCTURE**, the discount is calculated based on the dollar amount generated during a bill cycle. The **AMOUNT/PERCENTAGE** grid is used to determine the threshold lines must reach in order to earn a defined discount percentage(s).

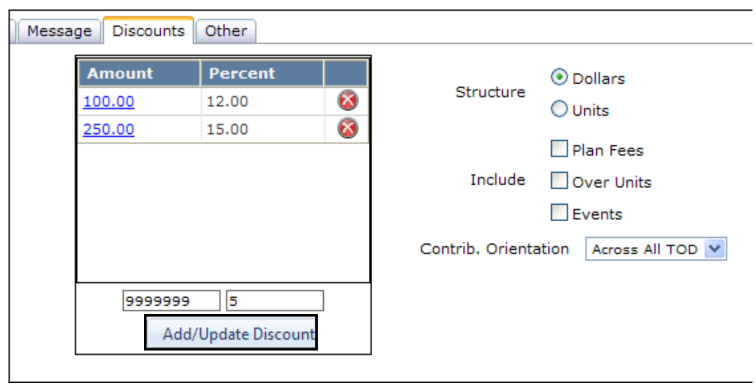


- If **UNITS** is selected as the **STRUCTURE**, the discount is calculated based on the number of units invoiced during a bill cycle. The **DURATION/PERCENTAGE** grid is used to determine the threshold the lines must reach in order to earn a defined discount percentage(s).



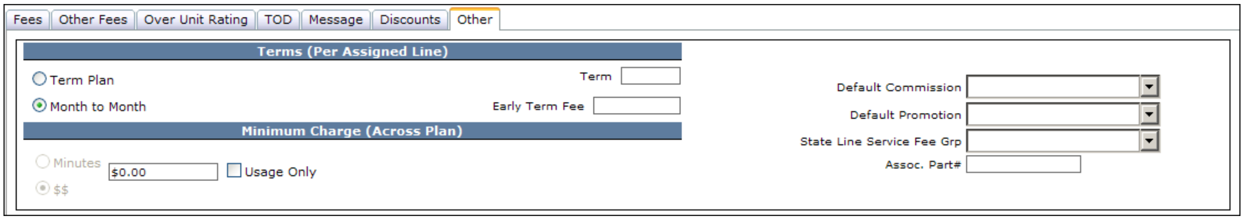
The **INCLUDE** options can be used to determine if revenue from **PLAN FEES, OVER UNIT** and **EVENT** charges contributes toward the threshold that lines must reach in order to earn a defined discount percentage(s). The **INCLUDE** options that display are based on the selected Rate Plan

CREATING A DISCOUNT

Action	Description
1. Determine the discount **STRUCTURE**.	The default selection is **DOLLARS**.
2. If Dollars is selected as the **STRUCTURE**, enter the **AMOUNT** lines must generate in order to be eligible for a discount. If **UNITS** is selected as the **STRUCTURE**, enter the number of **UNITS** that must bill in order to be eligible for a discount.	**NOTE**: if there is no limit on the amount pagers must generate enter **9999999** to represent an unlimited value.
3. Enter the corresponding discount **PERCENTAGE(S)** for the amounts entered.	
4. Click **ADD A DISCOUNT** to commit the values to the grid. Repeat steps **2** and **3** to add additional values to the grid.	
5. If applicable, check the **INCLUDE** options.	
6. Click **CHECKMARK** or **DISC** to save the rate plan.	

DISCOUNTS are calculated using an *incremental* method, meaning the discount is spread out over the total amount eligible.

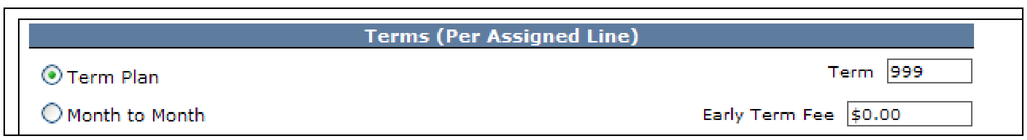
Other



TERMS (PER ASSIGNED LINE)

The **TERMS (PER ASSIGNED LINE)** area is used to define the number of billing cycles a line assigned the rate plan must bill for. There are two term choices, **MONTH TO MONTH** (which is the default choice) or **TERM PLAN**.

When **TERM PLAN** is selected two additional fields are available Term (999 default) and **EARLY TERM FEE** ($0.00 default). The Term field is used to define the number of billing cycles a line must bill for before being penalized. The **EARLY TERM FEE** is used to penalize each line that is deactivated before the defined number of term cycles have billed.



During production, a check is done to determine if a deactivated line should be billed an **EARLY TERM FEE**. If the line has not billed for the defined number of bill cycles, then the **TRMPL TRANSACTION CODE** is used to apply the Early Term Fee to the account. The fee is applied for each line terminating before the defined number of term billing cycles.

A control table in OmniBill called **TERM_EVERGREEN** is used to decide if the **TERM PLAN** set in any rate plan should automatically renew or expire after the defined number of terms.

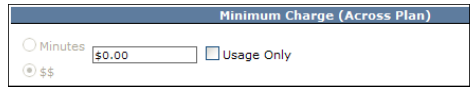
The allowed values in the term evergreen table are (**Y**)es or (**N**)o. The default table value is set to (**N**)o during the creation of a new OmniBill database. Only Profitec can change the value in the **TERM_EVERGREEN** table.

- "**N**" indicates that for any rate plan utilizing the **TERM PLAN** option the term expires after the set term time frame and does not renew.
- "**Y**" indicates that for any rate plan utilizing the **TERM PLAN** option the term automatically **RENEWS**. This is the current methodology in place during production.

NOTE: PLEASE VERIFY THIS CAPABILITY WITH YOUR ASSIGNED BILLING ANALYST BEFORE IMPLEMENTING TERM PLANS.

MINIMUM CHARGE (ACROSS PLAN)

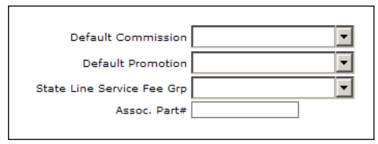
The **MINIMUM CHARGE (ACROSS PLAN)** fields are used to set a minimum amount all lines assigned the rate plan must bill each cycle.



The **MINIMUM CHARGE** field is locked on **$$ - DOLLARS**. Enter the amount lines assigned the rate plan must generate to avoid a Minimum Charge.

DEFAULTS

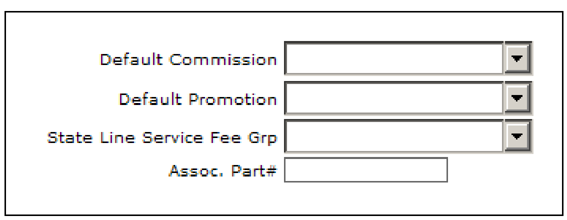
Commission Plans are required on all lines. The **DEFAULT COMMISSION** drop down list is used to associate a default Commission Plan with the rate plan. The default **COMMISSION** plan selected is automatically assigned to a line when the rate plan is selected.



The **DEFAULT PROMOTION** drop down list is used to associate a default **PROMOTION** plan with the rate plan. The default promotion plan selected is automatically assigned to a line when the rate plan is selected. Selecting defaults in the rate plan alleviates some data entry at the line level.

STATE LINE SERVICE FEE GRP

The **STATE LINE SERVICE FEE GRP** drop down list is used to associate a State Line Service Fee table with the rate plan. The State Line Service Fee table is created using the **MANAGE STATE LINE SERVICE FEE UTILITY** found in System Utilities under the Special tab. Refer to **SECTION 21 – SYSTEM UTILITIES** for information on how to create a State Line Service Fee Grp Table.



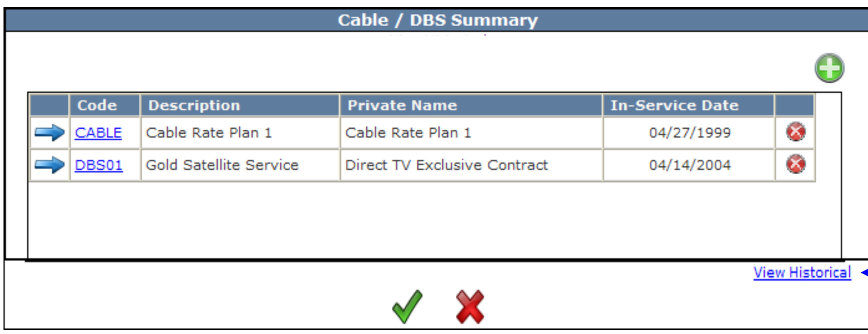
ASSOC. PART # is informational only.

Cable interface

The **CABLE PLANS** are used to create rate plans for Cable and Satellite DBS Service. Premium Cable fees should be built in OmniBill as Features for Cable service. Examples of Premium Cable are HBO, Showtime, and any extra channels that are not included in a Basic Cable package. Cable plans are created in a similar manner to Internet plans. The difference is on the Associated Features and Discounts tabs as show below.

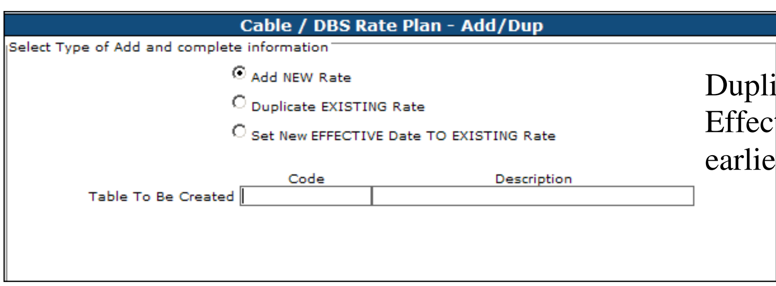
CREATING CABLE RATE PLANS

Action	Description
1. Select **CABLE/DBS PLANS** from the Rate Profiles drop down list.	The **CABLE/DBS SUMMARY** screen displays.



The **View Historical** link can be used to review rates associated with older Effective Dates. Refer to the section “Effective Dates” for additional information.

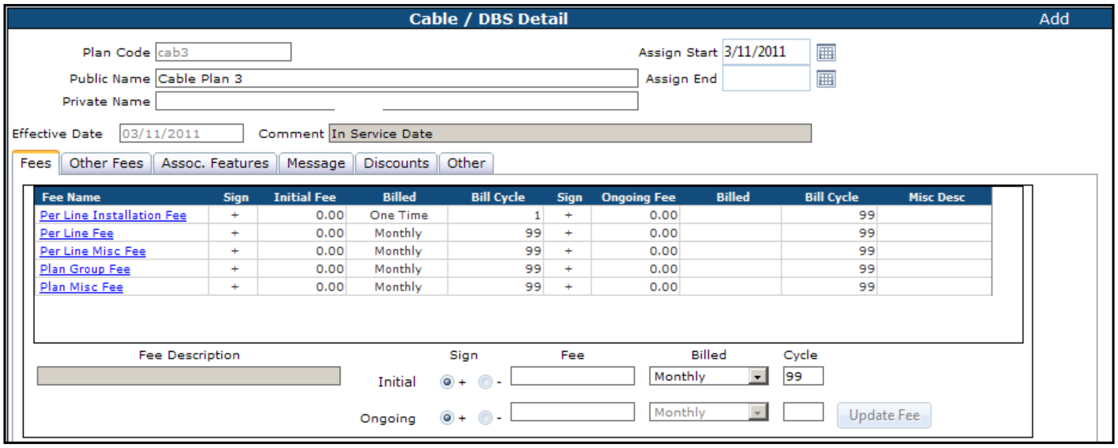
Action	Description
2. Click the **GREEN PLUS** button.	The **CABLE / DBS RATE PLAN – ADD/DUP** screen displays.



Duplicate Existing Rate and Set New Effective Date options are discussed earlier in the document.

Action	Description
3. Enter a **CODE** and a **DESCRIPTION** for the Cable/DBS Rate Plan in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **CABLE/DBS PLAN DETAIL** screen displays in **ADD** mode. The **PLAN CODE** is grayed out and cannot be changed.

Action	Description

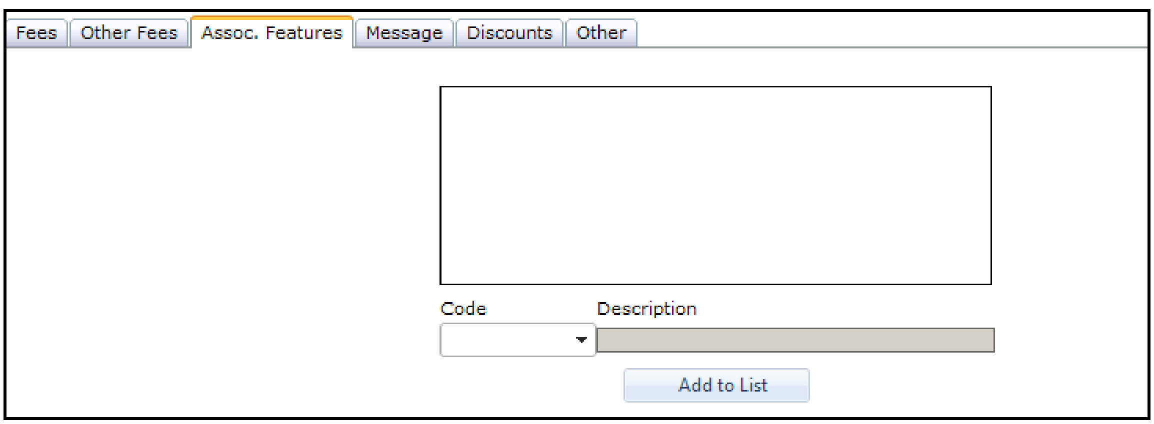


Fees, Other Fees, and Messages

Please refer to the **INTERNET SECTION** of this document for information on creating Fees, Other Fees, and Messages.

Assoc Features

The **ASSOCIATED FEATURES** tab is used to add specific features to a Cable Rate plan. If features are attached to a Cable rate plan, when the rate plan is selected for a Cable line the features associated with the plan are attached to the line automatically.

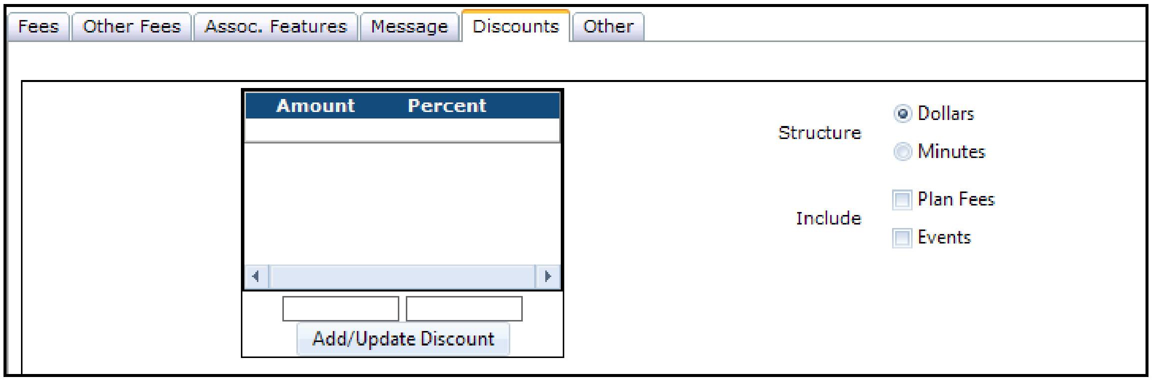


Premium Cable fees should be built in OmniBill as line features. Some examples of Premium Cable service are HBO, Showtime, and any extra channels that are not included in your basic cable package.

- ✓ Select the **FEATURE** from the Code drop down list and click **ADD TO LIST**. Features are created in System Profiles.

Discounts

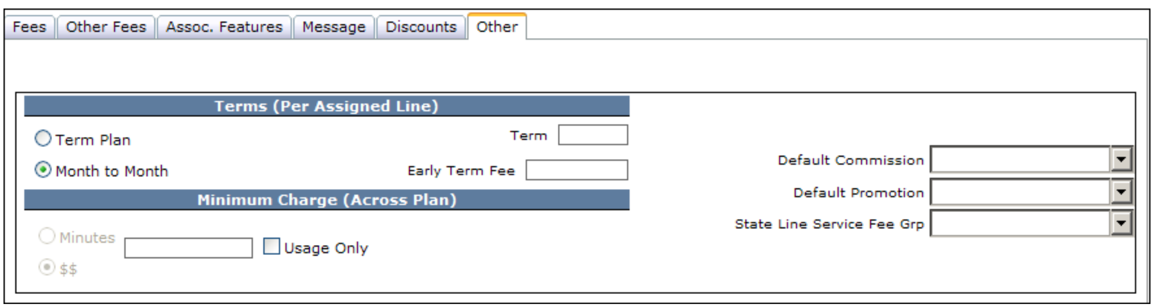
The **DISCOUNTS** tab is used to define a discount for the Cable Rate Plan. The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **MINUTES**. Dollars is selected as the default.



Setting up a discount for cable plans is identical to **INTERNET PLANS**.

Other

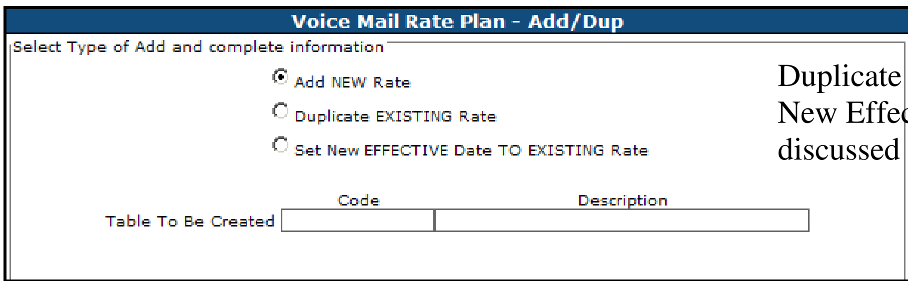
Setting up this information is identical to Internet Plans. Below is the screen print for the Other tab for Cable. There are Slight differences as to the options included with Cable.



Voice Mail Plans

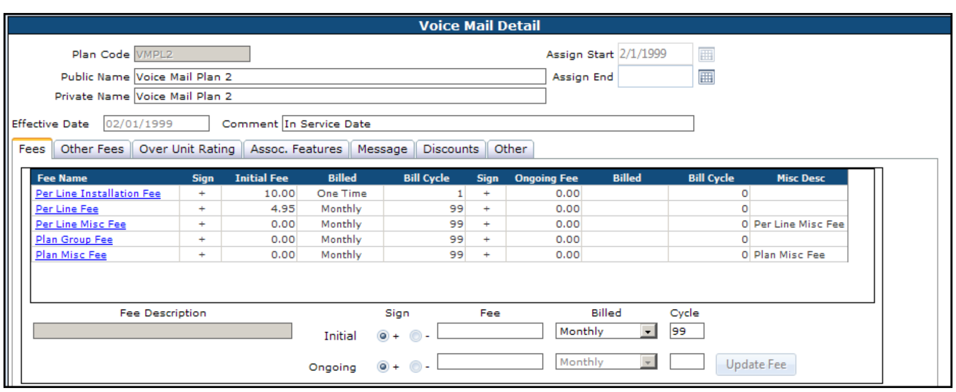
Voice Mail plans are used to bill fees associated with Voice Mail service.

Action	Description
1. Select **VOICE MAIL PLANS** from the Rate Profiles drop down list.	The **VOICE MAIL SUMMARY** screen displays. If the summary screen is blank, Voice Mail Plans have not been created.



Duplicate Existing Rate and Set New Effective Date options are discussed earlier in the document.

Action	Description
2. Click the **GREEN PLUS** button.	The **VOICE MAIL RATE PLAN – ADD/DUP** screen displays.
3. Enter a **CODE** and a **DESCRIPTION** for the Voice Mail Rate Plan in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **VOICE MAIL DETAIL** screen displays in **ADD** mode.

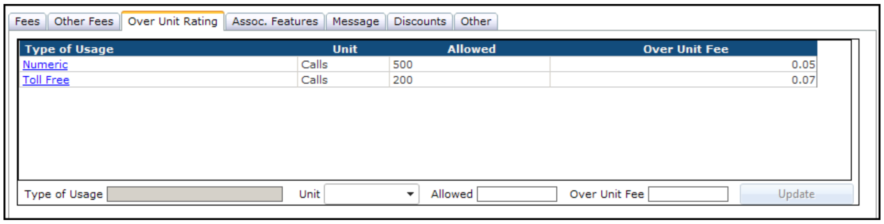


Fees, Other Fees, and Messages

Please refer to the **INTERNET SECTION** of this document for information on creating Fees, Other Fees, and Messages.

Over Unit Rating

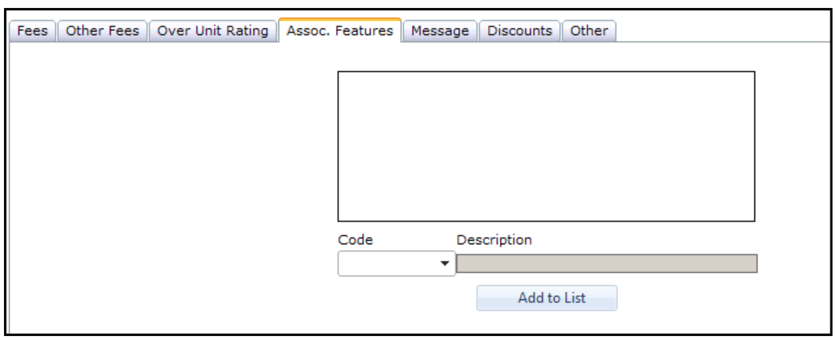
The only difference with the **VOICE MAIL** plan is the appearance of two Types of Usage as shown below. The Types of Usage options are not Time of Day related.



If needed, please refer to the **INTERNET** section of this document to complete the Over Unit Rating information screen.

Associated Features

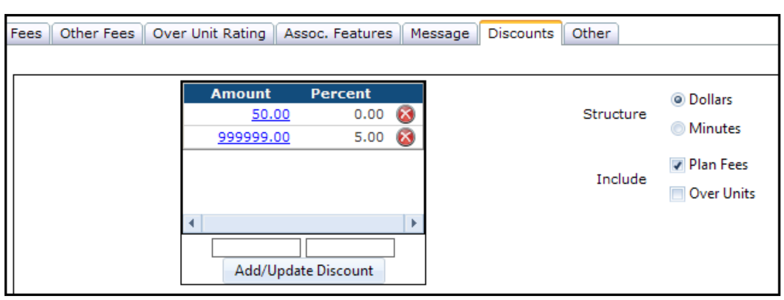
The **ASSOCIATED FEATURES** tab is used to add specific features to a Voice Mail plan. If features are attached to a Voice Mail plan, when the rate plan is added to a Voice Mail line the features are attached to the line automatically.



- ✓ Select the feature from the Code drop down list and click **ADD TO LIST**. Features are created in System Profiles.

Discounts

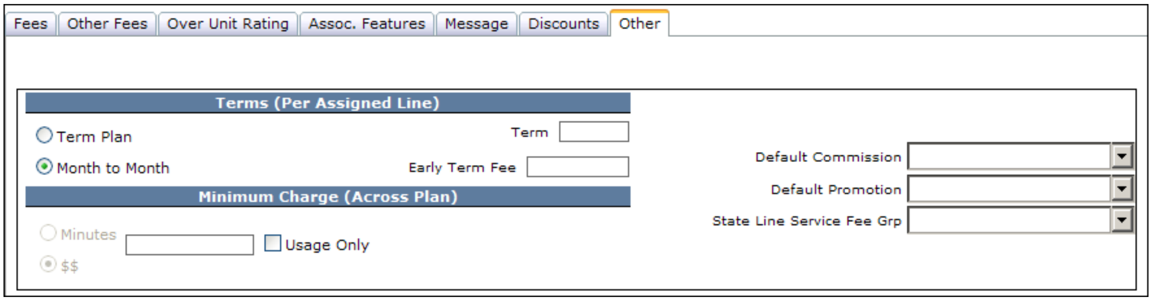
The **DISCOUNTS** tab is used to define a discount for the Voice Mail Plan. The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **MINUTES**. Dollars is selected as the default.



Setting up a discount for Voice Mail is identical to **INTERNET PLANS**.

Other

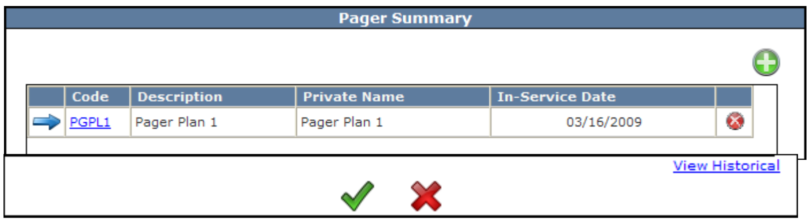
Setting up this information is identical to **INTERNET PLANS**. There are slight differences as to the options included with Voice Mail.



Pager Plans

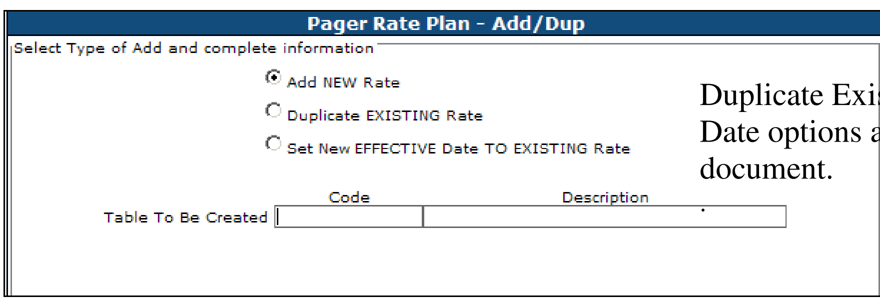
Pager plans are used to bill fees associated with Pager service.

Action	Description
1. Select **PAGER PLANS** from the Rate Profiles drop down list.	The **PAGER SUMMARY** screen displays. If the summary screen is blank, Pager Plans have not been created.



The **View Historical** link can be used to review rates associated with older Effective Dates.
Refer to the section "Effective Dates" for additional information.

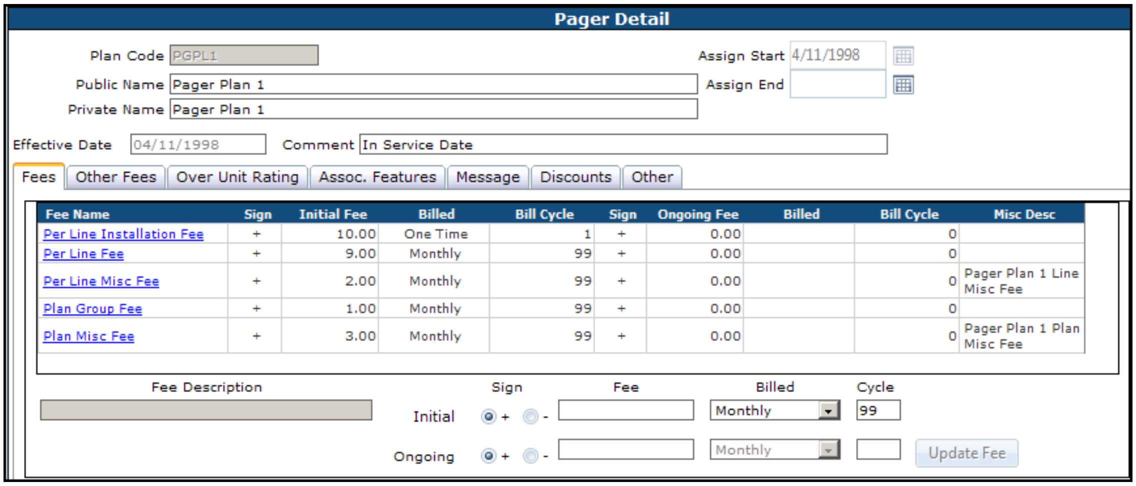
Action	Description
2. Click the **GREEN PLUS** button.	The **PAGER RATE PLAN – ADD/DUP** screen displays.



Duplicate Existing Rate and Set New Effective Date options are discussed earlier in the document.

Action	Description
3. Enter a **CODE** and a **DESCRIPTION** for the Voice Mail Rate Plan in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **PAGER DETAIL** screen displays in **ADD** mode.

Action	Description



Pager Detail

Plan Code PGPL1 | Assign Start 4/11/1998
Public Name Pager Plan 1 | Assign End
Private Name Pager Plan 1
Effective Date 04/11/1998 | Comment In Service Date

Fees | Other Fees | Over Unit Rating | Assoc. Features | Message | Discounts | Other

Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	10.00	One Time	1	+	0.00		0	
Per Line Fee	+	9.00	Monthly	99	+	0.00		0	
Per Line Misc Fee	+	2.00	Monthly	99	+	0.00		0	Pager Plan 1 Line Misc Fee
Plan Group Fee	+	1.00	Monthly	99	+	0.00		0	
Plan Misc Fee	+	3.00	Monthly	99	+	0.00		0	Pager Plan 1 Plan Misc Fee

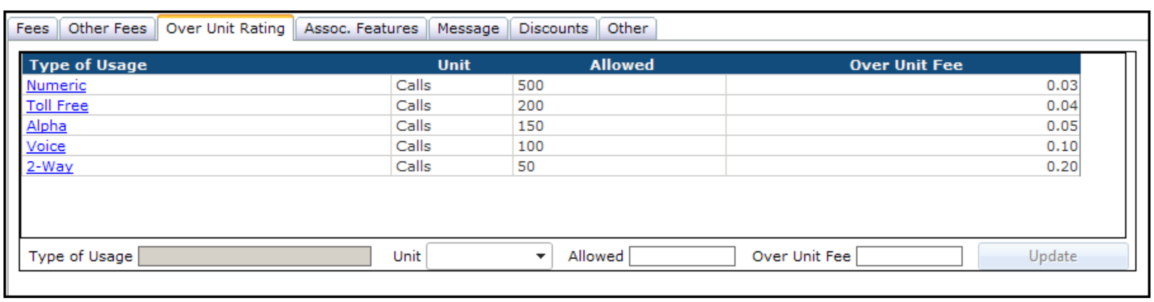
Fee Description | Sign | Fee | Billed | Cycle
Initial + - | Monthly | 99
Ongoing + - | Monthly | Update Fee

Fees, Other Fees and Messages

PLEASE REFER TO THE Internet section of this document for information on creating Fees, Other Fees, and Messages.

Over Unit Rating

The only difference with the **PAGER** plan is the appearance of five Types of Usage options as shown below. The Types of Usage options are not Time of Day related.



Fees | Other Fees | Over Unit Rating | Assoc. Features | Message | Discounts | Other

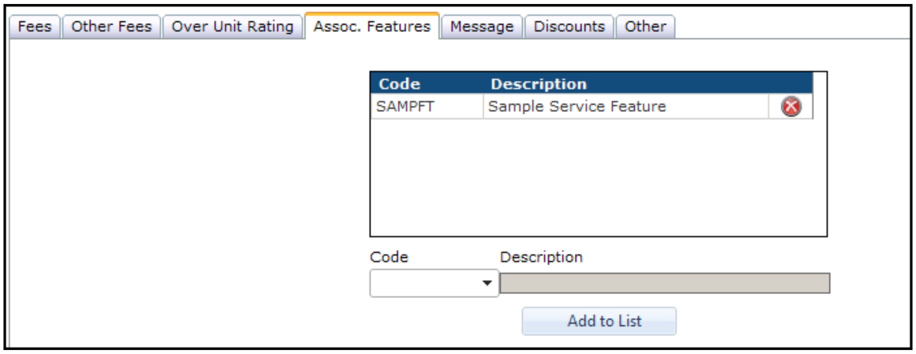
Type of Usage	Unit	Allowed	Over Unit Fee
Numeric	Calls	500	0.03
Toll Free	Calls	200	0.04
Alpha	Calls	150	0.05
Voice	Calls	100	0.10
2-Way	Calls	50	0.20

Type of Usage | Unit | Allowed | Over Unit Fee | Update

If needed please refer to the **INTERNET SECTION** of this document to complete the Over Unit Rating information.

Associated Features

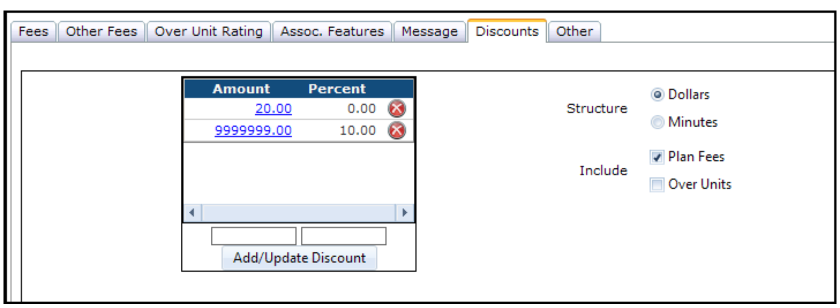
The **ASSOCIATED FEATURES** tab is used to add specific features to a Pager plan. If features are attached to a Pager plan, when the rate plan is added to a Pager line the features are attached to the line automatically.



✓ Select the feature from the Code drop down list and click **ADD TO LIST**. Features are created in System Profiles.

Discounts

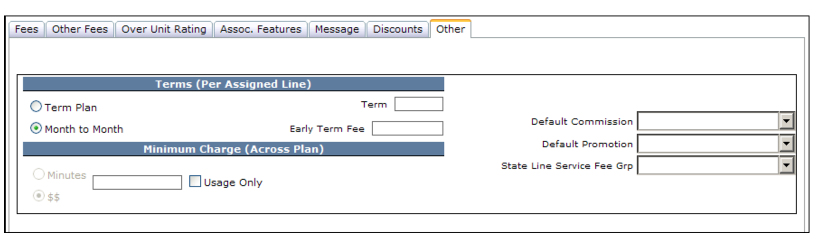
The **DISCOUNTS** tab is used to define a discount for the Pager Plan. The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **UNITS**. Dollars is selected as the default.



Setting up a discount for Pager Plans is identical to **INTERNET PLANS**.

Other

Setting up this information is identical to Internet Plans. There are slight differences as to the options included with Pager Plans.



Local Rates

Every domestic exchange in the United States is assigned to a specific **O**perating **C**ompany **N**umber (OCN). The **OCN** (**O**perating **C**ompany **N**umber) is a 4-character code, which identifies the exchange carrier serving an entire exchange, a range of numbers within an exchange, or a specific 10-digit telephone number in an exchange. The **C**enter for **C**ommunications **M**anagement **I**nformation (**CCMI**) is used by OmniBill as a reference to provide a high level of detail about the local calling areas surrounding any exchange in the United States. Two files from CCMI must be imported before **LOCAL RATE PLANS** can be created.

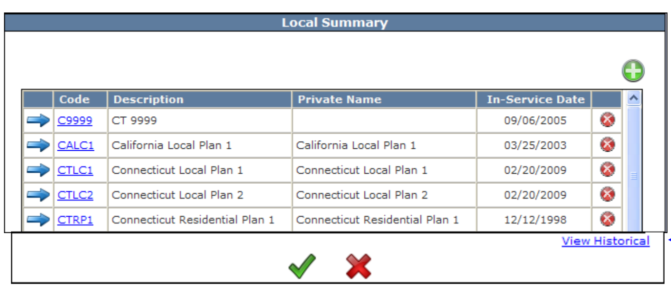
1. **LDPREC.DAT** – The LDPREC.Dat file imports State and OCN information.

2. **LDACEXC.DAT** –The LDACEXC.Dat file imports Area Code, Exchange, Horizontal and Vertical Coordinates, Lata, City, State, Call Plan Availability, OCN, and CLLI information.

The file import has to be performed on a machine with SQL Client Utilities installed. Profitec provides the two CCMI files. You must arrange with your assigned Billing Analyst to have the CCMI files placed on your secure FTP site monthly. The import process is performed using the **LOCAL NPA-NNX LOAD UTILITY** and the **LOCAL RATE OCN/PLAN LOAD UTILITY**. Refer to Section 21 – **SYSTEM UTILITIES** for information on importing the CCMI files.

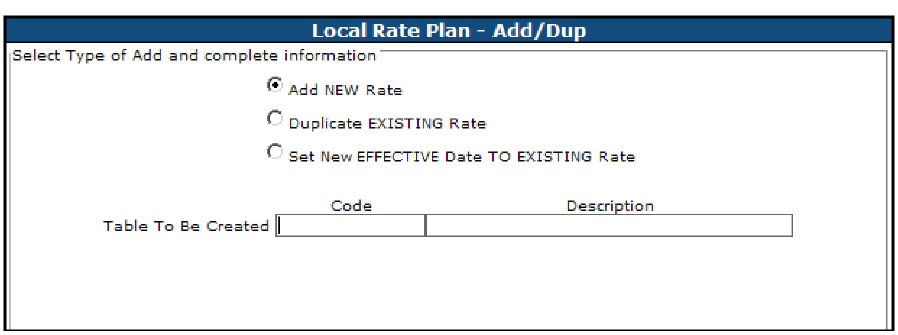
CREATING A LOCAL RATE PLAN

Action	Description
1 Select **LOCAL PLANS** from the Rate Profiles drop down list.	The **LOCAL SUMMARY** screen displays. The summary screen is blank if there are no Local Plans created.



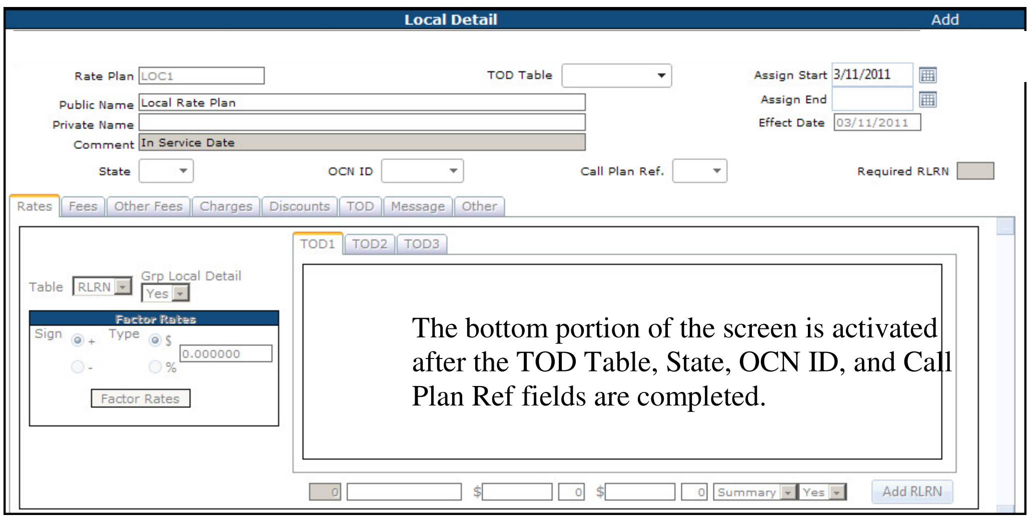
The **View Historical** link can be used to review rates associated with older Effective Dates.
Refer to the section "Effective Dates" for additional information.

2. Click the **GREEN PLUS** button.	The **LOCAL RATE PLAN – ADD/DUP** screen displays.



DUPLICATE EXISTING RATE and **SET NEW EFFECTIVE DATE** options are discussed separately in this document.

Action	Description
3. Enter a **CODE** and a **DESCRIPTION** for the local rate table in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **LOCAL DETAIL** screen displays.



PUBLIC NAME

The **PUBLIC NAME** can be changed at anytime. The Public Name prints on the customer invoice.

PRIVATE NAME

The **PRIVATE NAME** is used to record an internal name or note regarding the rate plan, which is viewable only by OmniBill users within the Rate Profiles toolbar. The Private name does not print on the customer invoice.

TOD TABLE

The **TOD** (Time of Day) **TABLE** drop down list is used to select a previously created Time Of Day code. **TIME OF DAY** tables are used to segment a twenty-four hour day into distinct periods, allowing unique rates to be created for each time period. Up to three periods can be created in one time of day table. A TOD Table must be selected before the rate plan can be created.

DATES

The **ASSIGN START DATE** is the first date the rate plan is available for assignment. This field defaults with the current date. This date can be changed to any date in the future.

The **ASSIGN END DATE** is the date the rate plan is no longer available for assignment. The **ASSIGN END DATE** does not affect any line currently assigned the rate plan.

EFFECTIVE DATE

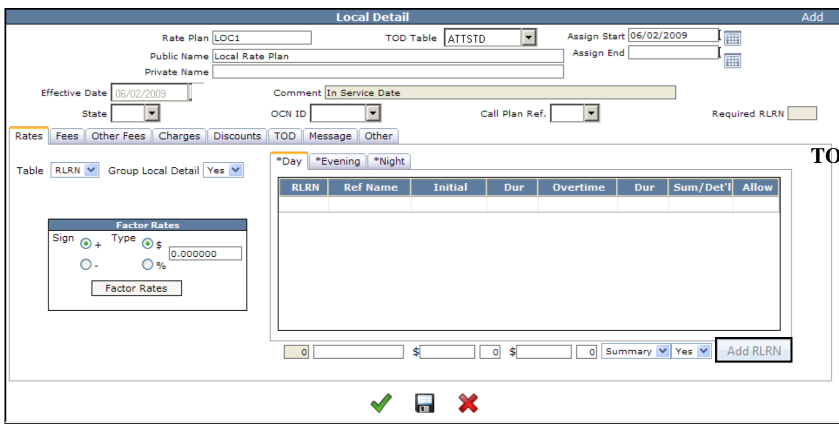
The **EFFECTIVE DATE** field defaults with the current date and cannot be changed. Refer to the section "***Effective Dates***" for details on setting new effective dates.

COMMENTS

The **COMMENTS** field defaults with **IN SERVICE DATE**. The comments field is an explanation of the effective date. It can be a maximum of 30 characters.

LOCAL RATE DETAIL SCREEN

Action	Description
1. Select a **TOD** (**T**ime **o**f **D**ay) **TABLE**.	The rating grid displays the actual time of day periods based on the TOD Table selected.



TOD Periods – Day is the active tab

2. Select the **STATE** the **LOCAL RATE PLAN** is being created for.	The States drop down list is hard coded. States cannot be added or deleted from the list. OCN 9999 is the default entry for the OCN field.

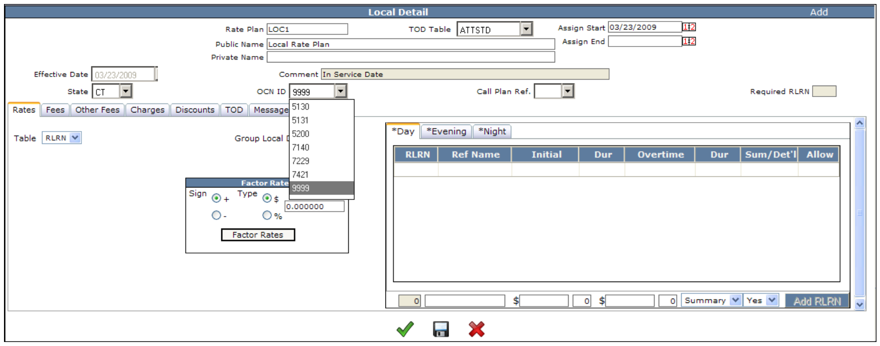
NOTE: If **XX – ALL STATES** option in the **STATE** drop down list is selected, 9999 is the only OCN ID available. In order for this scenario to work during production, all local rate plan Code names, which include the state selection of XX must begin with **XX** (Example**: XXLOC**). Please contact the Help Desk or your assigned Billing Analyst for further information on this selection.

Once a State is selected from the drop down list, the system references the imported **CCMI** tables to determine the CCMI supported **OCN**'s in the selected state. If CCMI does not support an OCN, the OCN does not appear in the drop down list. CCMI support of an OCN is necessary because without it, it is difficult to determine the local calling area for any exchange.

For example, the local calling area is different for Wallingford, Connecticut exchanges vs. Meriden, Connecticut exchanges within the **SBC/SNET OCN**.

3. Select an **OCN** from the **OCN ID** drop down list. The default OCN is 9999.

Action	Description



Once an OCN is selected from the drop down list, another system check is done to determine the Local **CALL PLAN REFERENCE NUMBERS** supported under that OCN.

NOTE: OCN 9999 can be selected if you ***do not have call records*** for the local plan being created or you would like all OCNs to include the same rate. OCN 9999 is used to charge a **FLAT FEE** for Local Service only. Please use with caution. If you plan to use this feature, please contact your assigned Billing Analyst.

Two classes of OCNs exist:

- State Level OCN - An exchange carrier is assigned one (or more) State Level OCN to identify the NPA/NXXs (or any portions thereof) for each state in which that carrier operates.
- Overall OCN - Exchange carriers that operate in more than one state may also be assigned an Overall OCN, in addition to multiple State Level OCNs.

OCNs are rated and maintained by two different organizations:

- The National Exchange Carrier Association (NECA) - NECA is a consortium of independent exchange carriers that rates and maintains State-Level OCNs. They do not use Overall OCNs.
- North American Numbering Plan Administrator (NANPA) - NANPA is a federally appointed administrator of OCN ratings. NANPA may refer to the State-Level OCN or the Overall OCN.

CCMI's primary source for OCNs is NECA (State-Level OCNs).

NOTE: Edward Sullivan, QTEL Product Manager at CCMI, provided this OCN information. 5/14/2002.

4. Select a **CALL PLAN REF #** from the drop down list.	Once the **CALL PLAN REF #** is selected, the **REQUIRED** **R**ate **L**ine **R**eference **N**umbers field fills in with a value.

The RLRN entry indicates the number of required rate entries to fulfill the rate plan requirement.

Action	Description

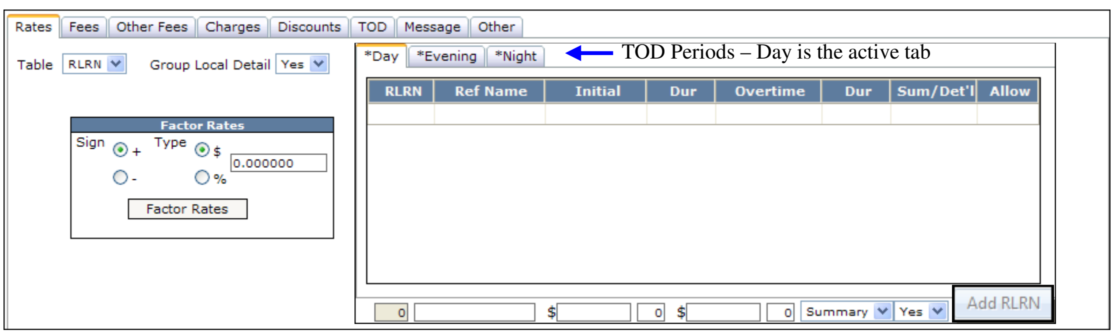
RLRN Rate Entries

The **RLRN** is used to identify and rate the specific band(s) in a local calling area. The **RLRN** can be a value from 1 – 25. The below screen indicates that you must complete 23 RLRN entries before the plan can be saved.

Rates

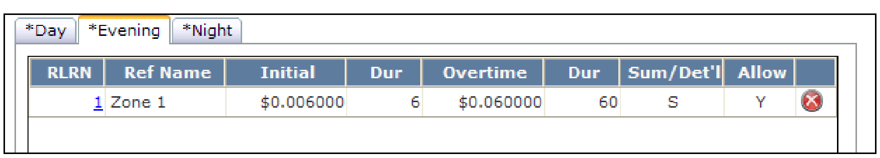
The **RATES** tab is disabled until the **STATE**, **OCN ID**, and **CALL PLAN REF.#** have been selected. The **RATES** tab is used to enter and store rates and billing durations used to calculate the cost for local call usage. The **TABLE** Tier drop down list defaults with **RLRN** (**R**ate **L**ine **R**eference **N**umber). This is the only available option. The **RLRN** is used to identify the rate band(s) in a local calling area.

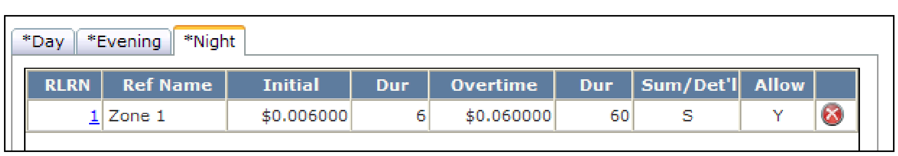
The **TIME OF DAY** periods available is determined by the **TOD** code selected. In the below example, there are three time of day periods and Day is the active period.



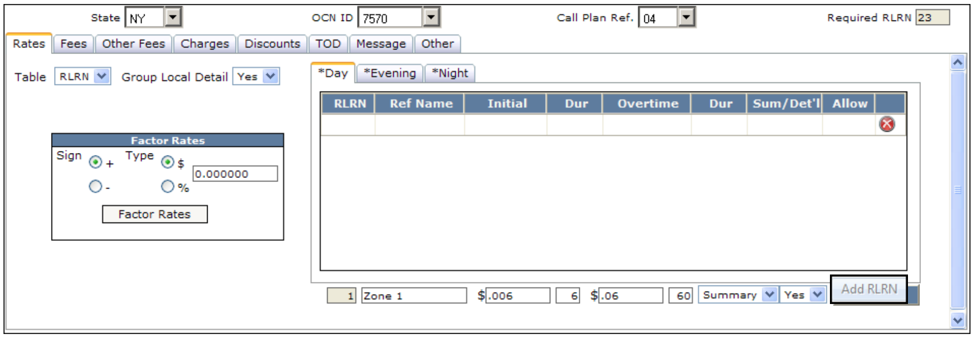
NOTE: The rates and durations entered for the first time of day period default to the remaining time of day periods in the grid.

In the below screen prints, RLRN1 entered into the **DAY** time of day grid was been automatically duplicated to both the **EVENING** and **NIGHT** tabs. You can then edit the rates as needed.



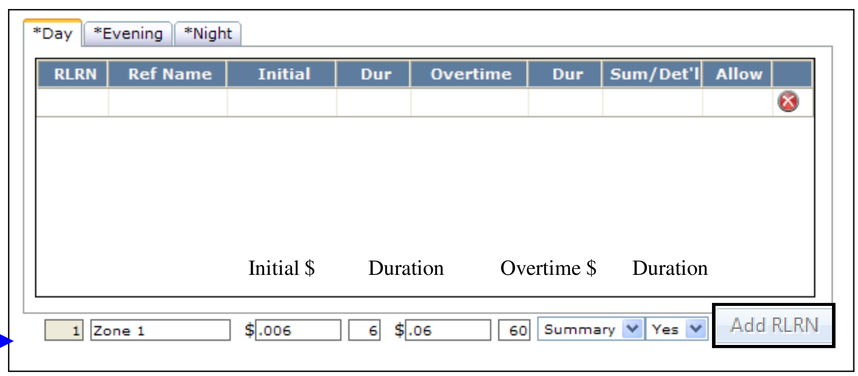


ENTERING LOCAL RATES AND BILLING DURATIONS



Action	Description
1. The first required **RLRN** defaults in the rates grid and cannot be changed.	
2. Enter a Ref (Reference) Name for the **RLRN**.	The **REF NAME** is not a required field.

Required RLRN



3. Enter the **INITIAL RATE** and the **INITIAL** billing **DURATION**.	A rate is *not* required, but a duration value greater than zero must be entered in order to save the local rate plan. **THE DURATION MUST BE ENTERED IN SECOND INCREMENTS.**

Note: If an invalid entry is added, a notation displays indicating an input error has occurred.

INITIAL The **INITIAL** rate is the minimum-billed amount a call will be charged. The dollar amount entered here is charged based on the initial duration entered in the fourth column.

DURATION (Initial) The **INITIAL DURATION** is the *minimum* length of time a call will be charged.

NOTE: The duration must be entered as **SECONDS**, not minutes and it must be a value greater than zero. For example 60 seconds = one minute.

Action	Description
4. Enter the **OVERTIME** rate and **OVERTIME** billing **DURATION**.	A rate is *not* required, but a duration value greater than zero must be entered in order to save the local rate plan. **THE DURATION MUST BE ENTERED IN SECOND INCREMENTS.**

OVERTIME The **OVERTIME** rate is the amount charged *after* the minimum-billed amount has been calculated. A call will be invoiced for the overtime rate based on the overtime duration entered in the sixth column.

DURATION (Overtime) The overtime **DURATION** is the length of time a call will be charged after the minimum duration has passed.

NOTE: The duration must be entered as **SECONDS**, not minutes and it must be a value greater than zero. For example 60 seconds = one minute.

SUM/DET'L (Default Summary)

The **SUM/DET'L** drop down list is used to indicate how the local calls should display on the customer invoice. The default value is **SUMMARY**.

- Selecting **SUMMARY** displays the total on the invoice for all calls made by line(s) assigned the Local Rate Plan.

NOTE: If **SUMMARY** is selected in the Local Rate Plan, changing the setting to **DETAIL** on a **LINE** *will not display* details of the calls on the customer invoice.

- Selecting **DETAIL** itemizes each call on the invoice for lines assigned the Local Rate Plan.

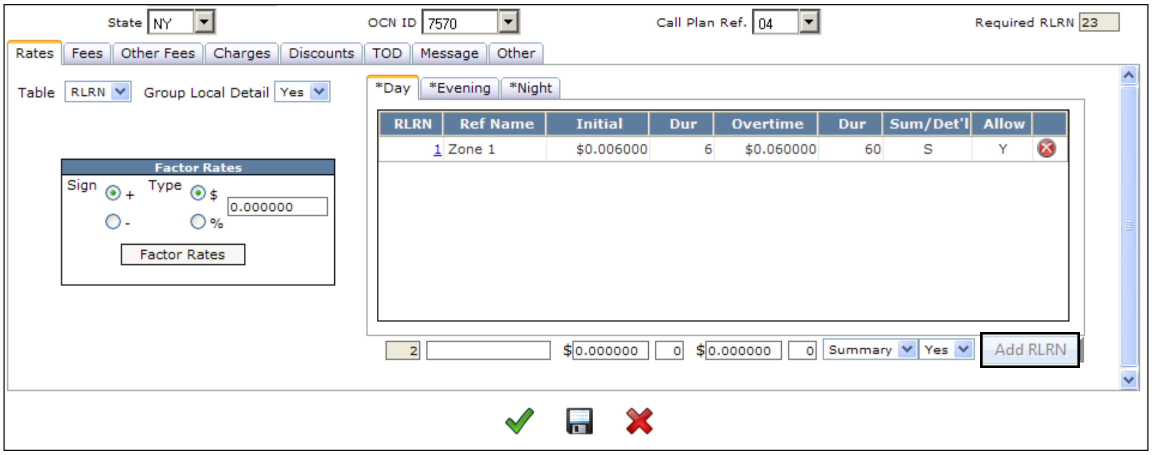
NOTE: If **DETAIL** is selected on the Local Rate Plan, changing the **PREFERENCE** to **SUMMARY** on a line *will display* all calls in a summary format on the invoice.

ALLOW (Default Yes)

The **ALLOW** drop down list is used in conjunction with the **CC – CUSTOMER COMPLETED** and the **DA – DIRECTORY ASSISTANCE** charge code found in the **CHARGES** tab. This option is used to determine which RLRN's are allowed **FREE** CC –Customer Completed or DA – Directory Assistance charges. Selecting **YES** indicates free units in the selected RLRN are allowed. Selecting **NO** indicates free charges are not applied available in the selected RLRN. The default value is **Y – YES** if nothing is selected.

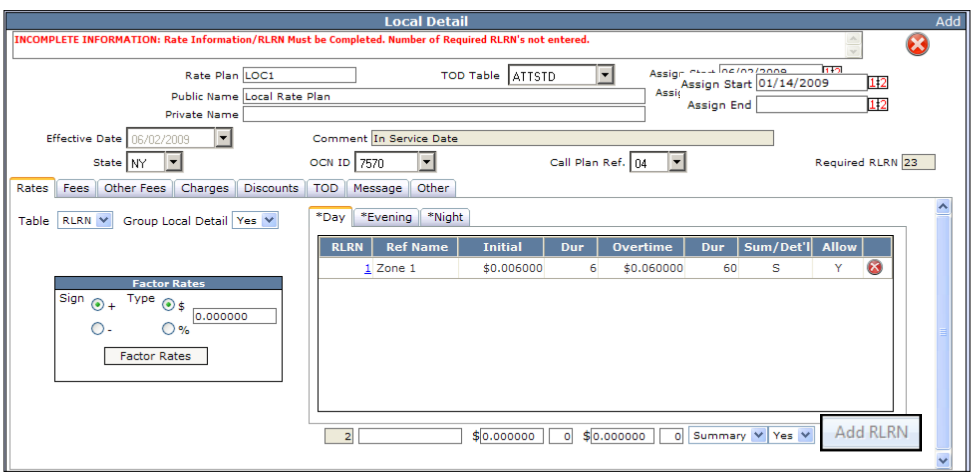
5. Click **ADD RLRN** to commit the rate information to the grid.	The rate information appears in the grid. The system automatically displays the next **RLRN** in the sequence. All tabs in the Local Rate Plan become active once the **REQUIRED RLRN**'s are completed.

Action	Description



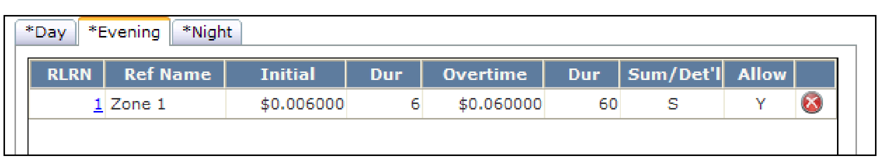
Only the required number **RLRN**s need to be entered. Additional RLRNs entered are not used during production.

In the below example **23 RLRNS** are required before the Local rate plan can be saved. If you try to save your information before all 23 RLRNs are entered, the message displays indicating incomplete information and all required RLRN entries must be made before the rate plan can be saved.



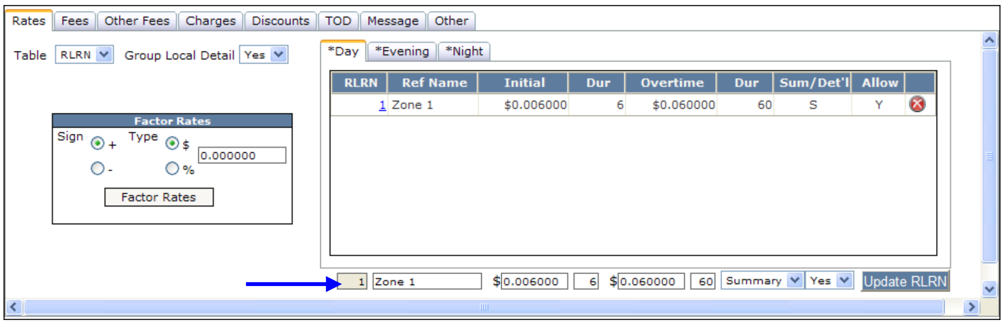
NOTE: The rates and durations entered for the first time of day period default to the remaining time of day periods in the grid.

In the below screen prints, RLRN1 entered into the **DAY** time of day grid was been automatically duplicated to both the **EVENING** and **NIGHT** tabs. You can then edit the rates as needed.

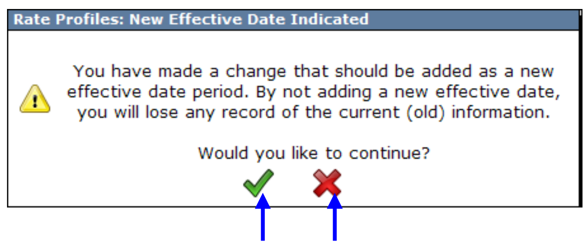


EDITING RATES

Action	Description
1. Click on the RLRN you desire to edit.	The desired RLRN displays below the grid and is ready for you to update.

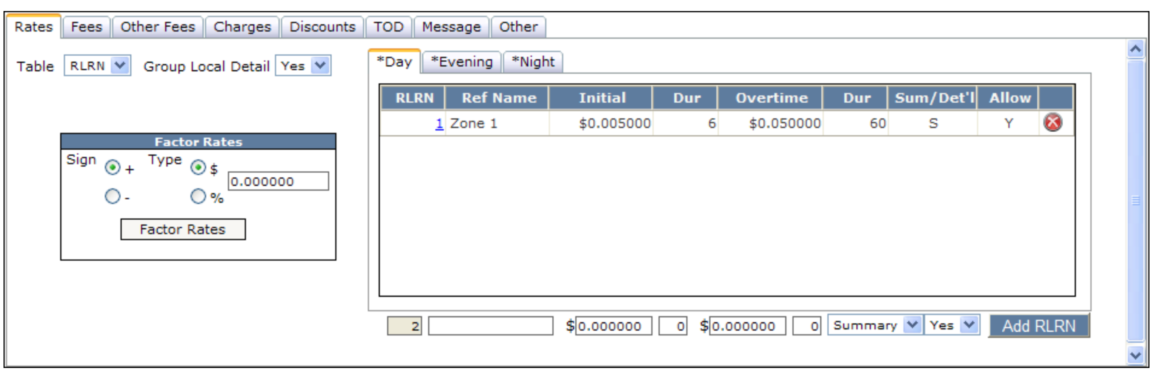


Action	Description
2. Enter your changes and click **UPDATE RLRN.**	The following message displays the first time you edit a rate table.
3. Select your option. Click **YES** only if you do not care about loosing the rate history associated with the plan.	



YES No

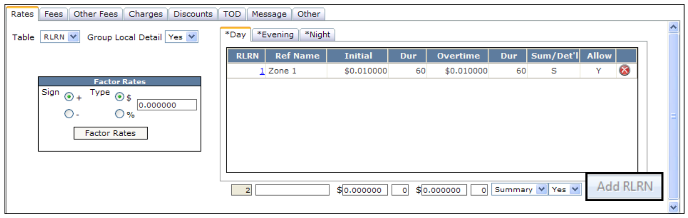
The new rates display in the grid.



NOTE: Please refer to the "***Effective Date"*** section of the document for information on creating a New Effective Date and retaining rate history.

FACTOR RATES

The **FACTOR RATES** button can be used to globally edit rates entered in a rate table. Using the **FACTOR RATES** button affects **ALL** rates defined in the table.

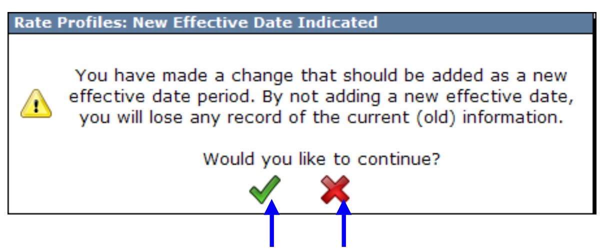


SIGN

The **SIGN** field is used to indicate if the factor should increase or decrease the initial and overtime rates. Selecting the (**+**) **SIGN** increases the rates by the factor applied. Selecting the (**-**) **SIGN** decreases the rates by the factor applied.

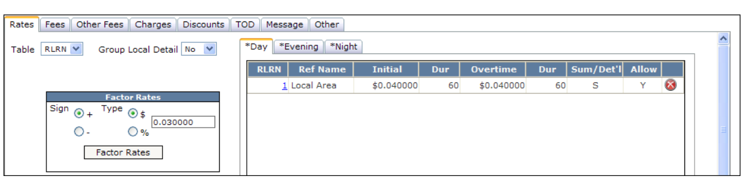
TYPE

The **TYPE** field is used to indicate which method should be used to increase or decrease the initial and overtime rates. There are two choices, **DOLLAR** ($) or **PERCENTAGE** (%).

Action	Description
1. Select the **SIGN** and the **TYPE**.	
2. In the space provided, enter the dollar amount or percentage you are factoring the existing rates by.	The selection made in the **TYPE** field determines if there is a percent sign or a dollar sign in this field.
3. Click the **FACTOR RATES** button.	The following message displays the first time you edit a rate table.
4. Select your option. Click **YES** only if you do not care about loosing the rate history associated with the plan.	

YES No

The factored rates appear in the grid.

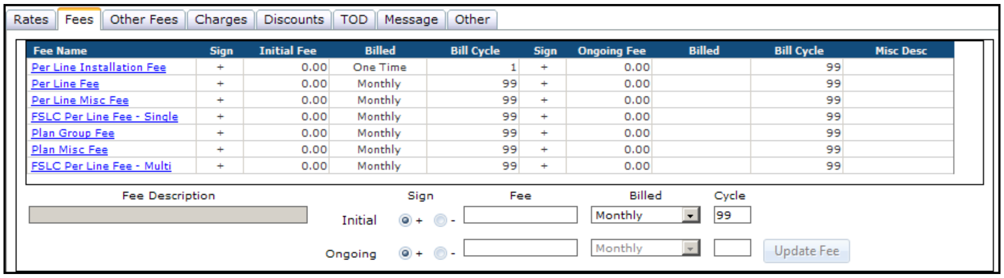


The rates were increased by .03 cents across all entries in the table.

NOTE: Please refer to the "***Effective Da***te" section of the document for information on creating a New Effective Date and retaining rate history.

Fees

The **FEES TAB** is used to enter applicable **LOCAL LINE FEES** and **FSLC** (**F**ederal **S**ubscriber **L**ine **C**harge) charges. There are no required fields in this tab.



FEE NAME

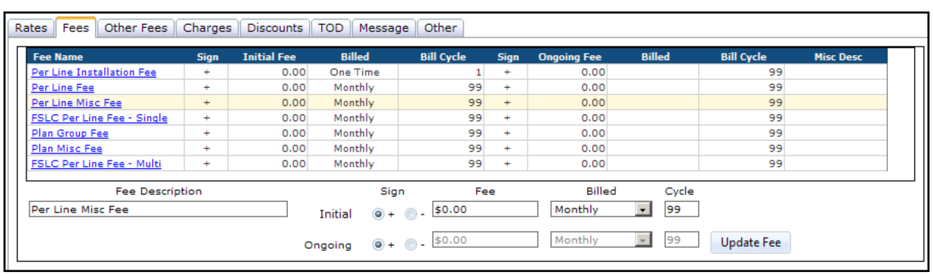
The **FEE NAME DESCRIPTIONS** are system generated. Seven **FEES NAME DESCRIPTIONS** are available. Four of the Fee Name Descriptions can be changed:

1. **PER LINE MISC FEE**
2. **FSLC PER LINE FEE – SINGLE**
3. **PLAN MISC FEE**
4. **FSLC PER LINE FEE MULTI**

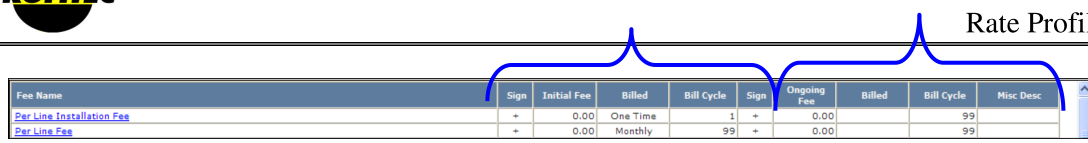
If changes are made to the description of these fees, the new description prints on the customer's invoice and displays in grid in the **MISC DESC** column. The description for the other three types of fees cannot be changed.

Changing Fee Names

Action	Description
1. Click on the Fee Name description to change.	The Fee name displays beneath the grid.



Action	Description
2. Enter the desired Fee Description and click **UPDATE FEE.**	The new description displays in the **MISC DESC** column.



Fee Name	Sign	Initial Fee	Billed	Bill Cycle	Sign	Ongoing Fee	Billed	Bill Cycle	Misc Desc
Per Line Installation Fee	+	0.00	One Time	1	+	0.00		99	
Per Line Fee	+	0.00	Monthly	99	+	0.00		99	

SIGN, INITIAL FEE, BILLED and **BILL CYCLE**

These four fields work together. The sign is used to indicate if the Initial Fee charge is a **POSITIVE (+)** or **NEGATIVE (-)** amount. The default is positive (+).

The Initial Fee is the dollar amount charged for the fee. The **BILLED** section determines when the Initial Fee will bill. The **BILLED CYCLE** entry determines the number of bill cycles the Initial Fee is invoiced for. The **INITIAL FEE** defaults with a **BILL CYCLE** value of **99**, indicating the Fee will bill for unlimited cycles. The **BILL CYCLE** value can be changed.

The one exception to this is the **PER LINE INSTALLATION FEE**, which is set to bill for only **ONE** cycle.

SIGN, ONGOING FEE, BILLED and **BILL CYCLE**

These four fields work together in the same manner as the Initial Fees. **ONGOING** Fees can be used to stagger billing, delay the start of billing a defined fee, or stop billing a fee after a designated number of billing cycles have past. The Ongoing Fees are billed after the **INITIAL FEE BILL CYCLE** value has past. The **ONGOING** Fees are locked until the **INITIAL BILL CYCLE** is changed to a value less than **99**.

MISC DESC

The **MISC DESC** column displays any changes made to the default fee descriptions. Four of the FEE names can be changed.

Fees Types Included with the Local Rate Plan

The Local Plan includes seven **FEE TYPES,** which are explained below.

The **PER LINE FEE** and the **PER LINE MISC FEE** are subject to system rules for prorating. These rules only apply to actions taken within a current billing cycle. Line fees with a deactivation date in the past are not prorated. A manual credit has to be issued for the account.

	Proration Rules		
Billed Interval	Line Activation	Line Suspend/Reinstate	Line Deactivation
One Time	NA	NA	NA
Monthly	Yes - System Rule	Yes - System Rule	Yes - System Rule
Quarterly	No	No	No
Semi-Annual	No	No	No
Annual	No	No	No

FSLC charges found in the **FEES** tab are set to prorate based on Market Default settings selected by your company and set by Profitec. Contact your assigned Billing Analyst if you have any questions regarding these settings.

PLAN GROUP FEES found in the **FEES** tab do not prorate. Contact your assigned Billing Analyst if you have any questions regarding these settings

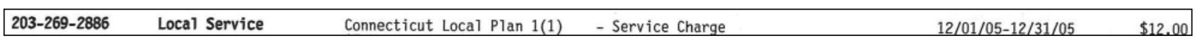
PER LINE INSTALLATION FEE

The **PER LINE INSTALLATION FEE** is billed for each line the **LOCAL RATE PLAN** is assigned to. The Per Line Fee Installation Fee bills once in the first cycle the line is activated. The **BILLED** interval and the **BILL CYCLE** fields are locked. These fields cannot be changed.

PER LINE FEE

The **PER LINE FEE** is billed for each line the Local Rate Plan is assigned to. The default **BILLED** interval is **MONTHLY;** however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, or One-Time. The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **PER LINE FEE** appears on the customer invoice on the Service Detail report with the **RATE PLAN NAME** and the description **SERVICE CHARGE**. Below is a screen print from an invoice showing a sample Per Line Fee.



PER LINE MISC FEE

The **PER LINE MISC FEE** is billed for each line the Local Rate Plan is assigned to. The default **BILLED** interval is **MONTHLY;** however the **BILLED** interval can be changed to Quarterly, Semi-Annually, Annual, and One-Time.

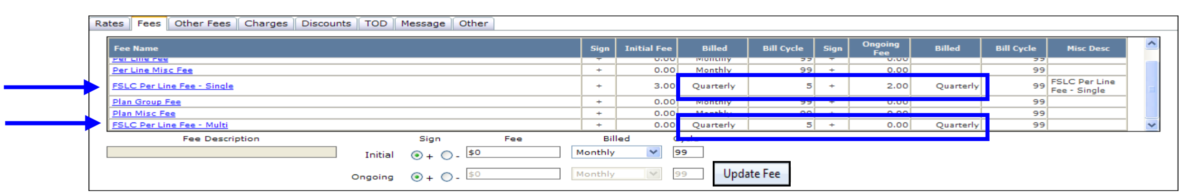
The **BILL CYCLE** value defaults to **99**, but can be changed. When the **BILL CYCLE** value is changed to a value less than **99**, the **ONGOING** portion of the **FEE** grid becomes enabled.

The **PER LINE MISC FEE** name can be changed in the Local Rate Plan. It appears on the customer invoice in the Service Detail report with the information typed in the Local Rate Plan and the description **SERVICE CHARGE**. If the Fee Name is *not* changed, it appears on the customer invoice as **PER LINE MISC FEE**.

FSLC PER LINE FEE – SINGLE and FSLC PER LINE FEE – MULTI

The **F**ederal **S**ubscriber **L**ine **C**harge is a monthly access charge to help local telephone companies recover some of the costs of the telephone lines used to originate and terminate long distance calls. During production, **FSLC** charges are charged based on the line orientation (business or residence) and the number of **W**orking **T**elephone **N**umbers (**WTN**'s) associated with a **B**illing **T**elephone **N**umber (**BTN**'s). The Line Orientation defaults from the Account Orientation field on the Account Information tab, however the default orientation can be changed on a line-by-line basis.

NOTE: When adding FSLC charges, both Single and Multi FSLC fees must have the same billed interval and number of Bill Cycles. When entering your Single FSLC fees, the billed interval and number of Bill Cycles for FSLC Multi automatically fill in based on these settings.



NOTE: When determining FSLC fees for a Corporate Account, OmniBill does not count the number of Working Telephone Numbers across all IPLs to determine if Multi Line fees are applicable.

The following table is used to determine how the **FSLC** charges get applied during the production process:

A **BUSINESS ACCOUNT** with one **BTN** and one **WTN**

Single **BTN**	One WTN	**SINGLE** Line FSLC

A **BUSINESS ACCOUNT** with one **BTN** and three **WTN**'s

Single **BTN**	First WTN	**MULTI** Line FSLC
	Second WTN	**MULTI** Line FSLC
	Third WTN	**MULTI** Line FSLC

A **BUSINESS ACCOUNT** with two **BTN**'s and two **WTN**'s

Single **BTN**	One WTN	**SINGLE** Line FSLC
Single **BTN**	One WTN	**SINGLE** Line FSLC

A **RESIDENCE ACCOUNT** with one **BTN** and one **WTN**

Single **BTN**	One WTN	**SINGLE** Line FSLC

A **RESIDENCE ACCOUNT** with one **BTN** and three **WTN**'s

Single **BTN**	First WTN	**SINGLE** Line FSLC
	Second WTN	**MULTI** Line FSLC
	Third WTN	**MULTI** Line FSLC

A **RESIDENCE ACCOUNT** with two **BTN**'s and two **WTN**'s

Single **BTN**	One WTN	**SINGLE** Line FSLC
Single **BTN**	One WTN	**SINGLE** Line FSLC

The **FSLC** charge appears on the invoice as a regulatory charge. The below example from the Service Charge Detail reports shows how the **FSLC PER LINE FEE – MULTI** appears on a sample invoice

Local Service	New York City Local Plan 1	- Service Charge	06/01/03-06/30/03	$12.75
	NYC Local 1 Line Misc	- Service Charge	06/01/03-06/30/03	$3.00
	FSLC Per Line Fee - Multi	- Regulatory Charge	06/01/03-06/30/03	$3.00

PLAN GROUP FEE

The **PLAN GROUP FEE** is charged once regardless of how many lines are assigned to the **LOCAL RATE PLAN**.

PLAN GROUP FEES do not prorate Contact your assigned Billing Analyst if you have any questions regarding these settings

PLAN FEES appear on the invoice under the **PLAN CHARGES** section for the selected service category. The below example from the Service Charge Detail reports shows how the **PLAN GROUP FEE** appears on the invoice with the Rate Plan Name.

Plan Charges (Outbound Equal Access)			
	Connecticut Local Plan 1	05/01/03-05/31/03	$5.00

PLAN MISC FEE

The **PLAN MISC FEE** is a miscellaneous fee charged once regardless of how many lines are assigned to the local rate plan.

PLAN FEES appear on the invoice under the **PLAN CHARGES** section on the **SERVICE CHARGE DETAIL** page for the selected service category.

Other Fees

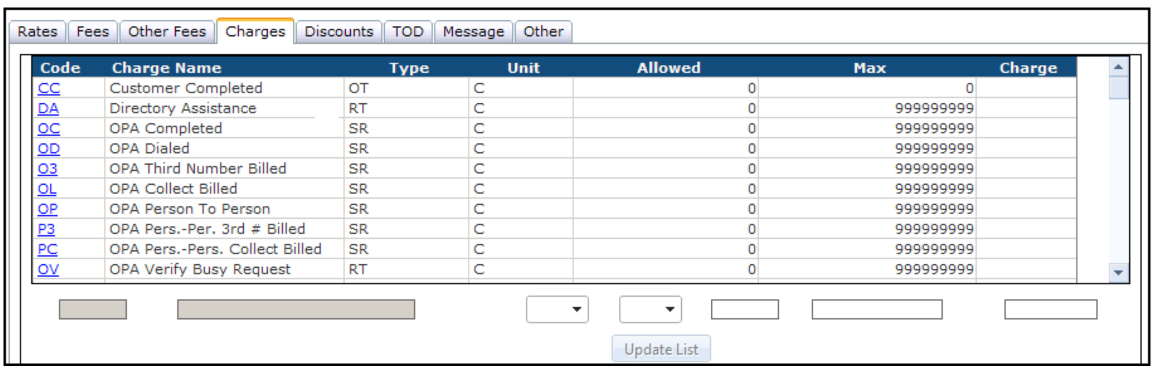
The **FEES TAB** (explained above) is used to enter applicable Local line fees to your local Rate Plan. However, you may find that you need to add additional fees, fees not defined on the **FEES TAB** to your Local Rate Plan. The **OTHER FEES TAB** is used to assign additional fees to Local Rate Plans you are creating.

Creating **OTHER FEES** is explained in the ***Master Group Section*** earlier in this document.

Charges

The **CHARGES** grid is made up of codes referred to as '**OPCODES**'. These codes are used to define per call surcharges or rates for **USAGE** sensitive features, such as collect call acceptance, payphone originated completion, directory assistance, and operator assisted calling.

Carrier call records must contain a value for these charges in order for them to bill properly during the production process. If your carrier does not provide this data, charges entered in this grid will not bill. Special coding may be required in some instances. Your assigned Billing Analyst can assist you in determining if special programming will be necessary.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	
OV	OPA Verify Busy Request	RT	C	0	999999999	

TYPE codes are used during production to indicate how the **OPCODE** should be handled during production. Four OPCODEs are defined below. Please contact your Assigned Billing Analyst if you have questions on other OPCODEs that can be selected when entering OPCODE fees.

OT	Indicates an opcode is flagged for **ALLOWED** and **MAXIMUM** rules only.
RT	Indicates the opcode is rated straight from the Charges tab as a - per record charge.
SR	Indicates the opcode is rated from associated geographic table, plus the surcharge rate indicated in the Charges tab.
SS	Indicates the opcode is rated using the amount found on the source carrier data plus the surcharge indicated in the Charges tab. These types of opcodes are used for Local Rates only.

UNIT

The **UNIT** column is used to identify how records should be rated, **C** (Call), **M** (Minutes), or **T** (Tenths). The default value is **C** – Call, but it can be changed.

ALLOWED

The **ALLOWED** column is used to designate the number of free units that will be given per billing cycle. Free units do not roll over to the next cycle if they are not used. The **ALLOWED** column defaults with **0**. The default value can only be changed on the **CC – CUSTOMER COMPLETED** and **DA –DIRECTORY ASSISTANCE** opcodes.

MAX

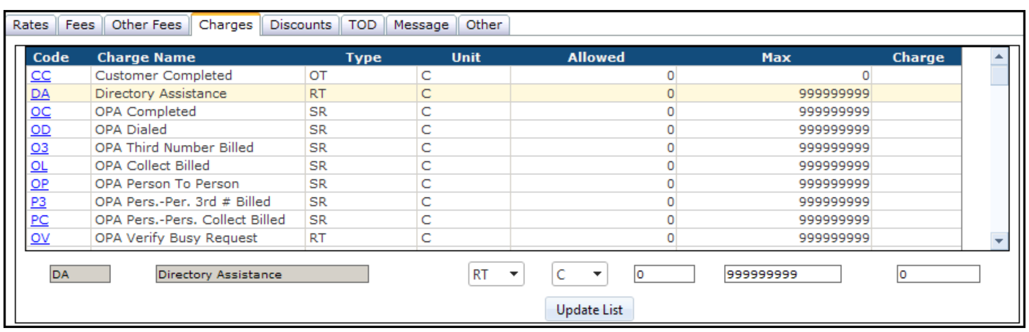
The **MAX** column is used to set a limit or cap on the number of units, which can be billed during a cycle. The default value is **999999999**, indicating an unlimited amount (except CC – Customer Completed, which defaults to zero). The **MAX** value can be changed only on the **CC** – Customer Completed and **DA** –Directory Assistance **OPCODES**.

CHARGE

The **CHARGE** column is used to define the cost associated with the **OPCODE**.

ENTERING OPCODE CHARGES

Action	Description
1. Click an **OPCODE** in the Charges grid.	The **OPCODE** appears in the edit box below the grid. The **CODE**, **CHARGE NAME**, and **TYPE** are grayed out and cannot be changed.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	
OC	OPA Completed	SR	C	0	999999999	
OD	OPA Dialed	SR	C	0	999999999	
O3	OPA Third Number Billed	SR	C	0	999999999	
OL	OPA Collect Billed	SR	C	0	999999999	
OP	OPA Person To Person	SR	C	0	999999999	
P3	OPA Pers.-Per. 3rd # Billed	SR	C	0	999999999	
PC	OPA Pers.-Pers. Collect Billed	SR	C	0	999999999	
OV	OPA Verify Busy Request	RT	C	0	999999999	

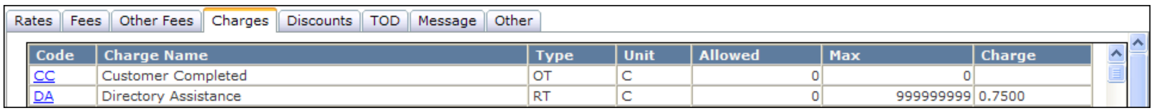
NOTE: The **CHARGE** column is initially blank for *all* opcodes in the Charges tab.

Action	Description
2. Select a **UNIT** in the drop down list.	The **UNIT** value can be **C** (Calls), **M** (Minutes), or **T** (Tenths).
3. Enter the **ALLOWED UNITS** and/or **MAX** value if applicable.	The **ALLOWED** and **MAX** columns are locked for all opcodes in the grid except the **CC – CUSTOMER COMPLETED** and **DA – DIRECTORY ASSISTANCE** opcodes.

NOTE: Only calls terminating in the following geographic areas are eligible for **ALLOWED** (“free”) units: Intralata, Intrastate, Alaska/Hawaii, Puerto Rico/US Virgin Islands, and Interstate. The Customer Completed Allowed column can be used to offer “free” minutes per cycle.

Action	Description
4. Enter a **CHARGE** amount.	
5. Click **UPDATE CHARGES** to commit the charge.	The charge appears in the grid. Repeat the same steps to define charges for the remaining **OPCODES** in the grid.

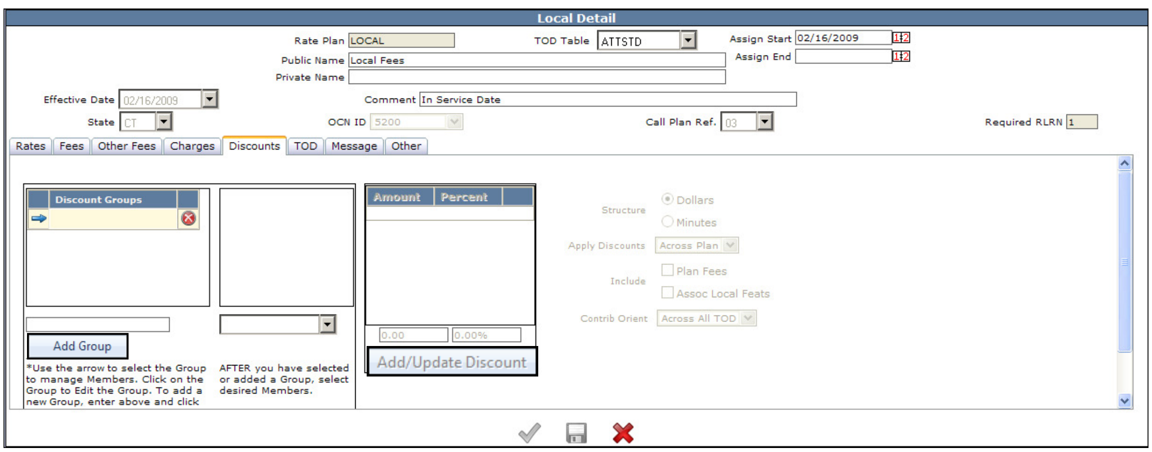
In the below example, the **DA** – Directory Assistance opcode will be rated $.75 per call. There is no limit on the number of directory assistance calls that will be charged and the user will not receive any allowed ("free") calls.



Code	Charge Name	Type	Unit	Allowed	Max	Charge
CC	Customer Completed	OT	C	0	0	
DA	Directory Assistance	RT	C	0	999999999	0.7500

Discounts

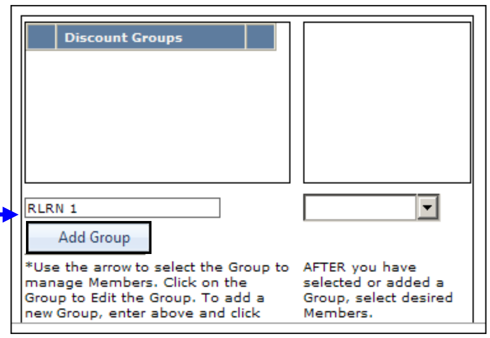
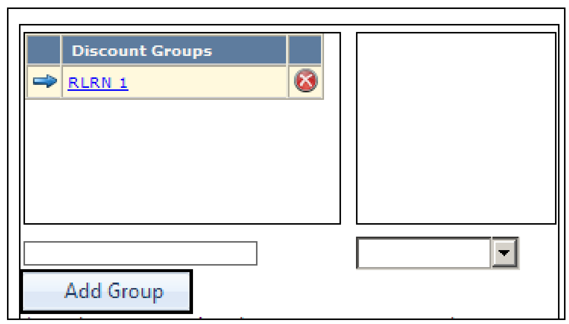
The **DISCOUNTS** tab is used to establish volume based discounts for the Local Rate Plan being created. Each **RLRN** (**R**ate **L**ine **R**eference **N**umber) associated with the Local Rate Plan can have a unique rate and a unique discount structure.



Unique discount structures are established for each **RLRN** using **DISCOUNT GROUPS**. Each **RLRN** that will be discounted needs to be assigned to a Discount Group. At least one **DISCOUNT GROUP** must be created before creating a discount.

CREATING DISCOUNT GROUPS

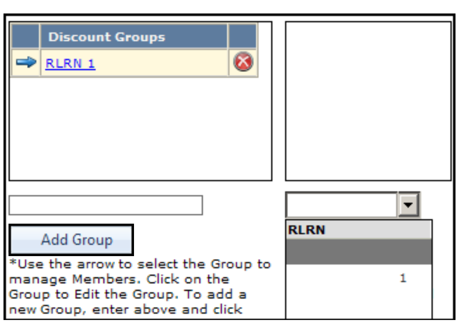
DISCOUNT GROUPS are used to create discounts for **RLRN**s. At least **ONE** discount group is required when creating discounts for a local rate plan.

Action	Description
1. Create a **DISCOUNT GROUP** by entering a description in the **DISCOUNT GROUPS** field. The **DISCOUNT GROUPS** field is alphanumeric and can be a maximum of thirteen characters.	
2. Click **ADD GROUP** to commit the discount group description to the grid.	

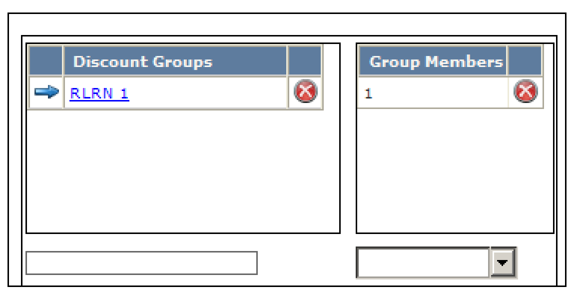
NOTE: Repeat steps 1 and 2 to create multiple discount groups.

ADDING INDIVIDUAL RLRNS TO EACH GROUP

3. Highlight the **DISCOUNT GROUP'S** description and select the **RLRN**s that should be included in the group from the **GROUP MEMBERS** drop down list.

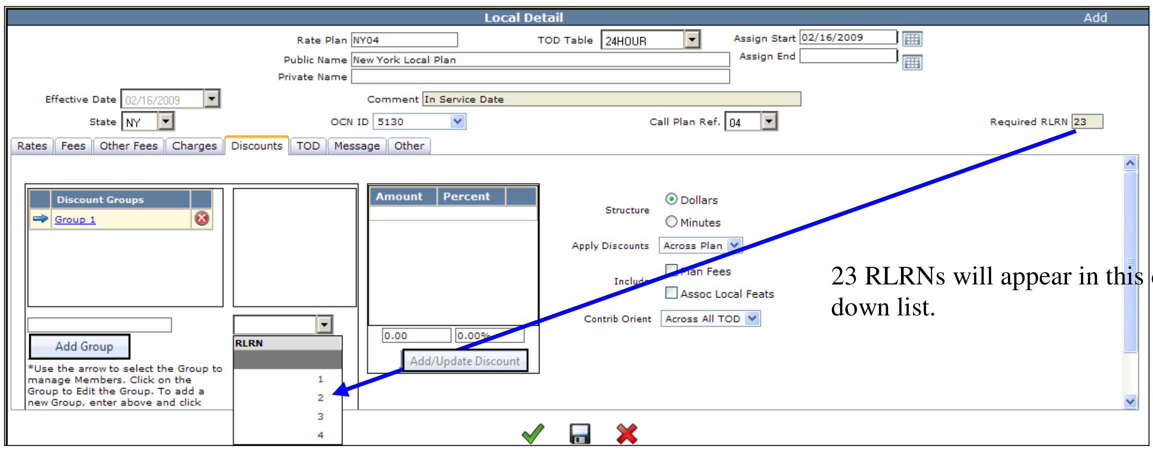


The **RLRN** selected automatically appears in the grid under the Group Members heading.



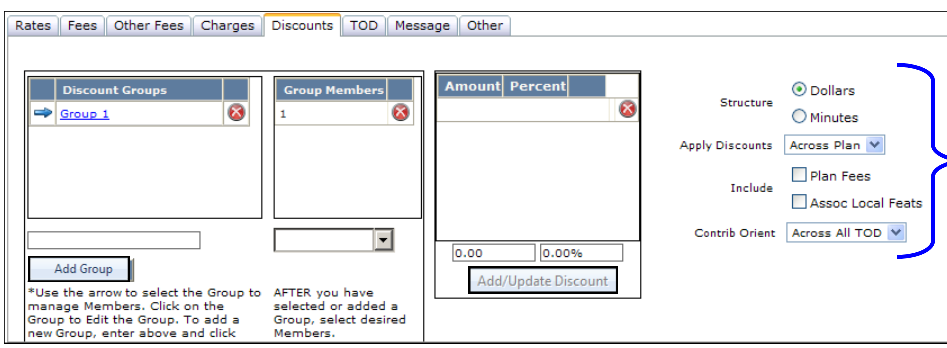
Action	Description

NOTE: The number of **REQUIRED RLRN**s determines the number of RLRNs in the Group Members drop down list. Only usage from the selected RLRNs is used when calculating a discount for the defined group.



23 RLRNs will appear in this drop down list.

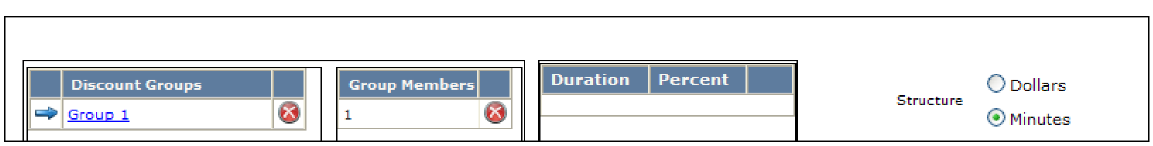
CREATING THE DISCOUNT STRUCTURE

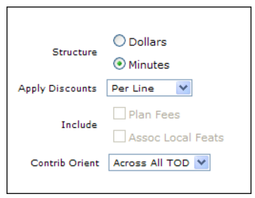
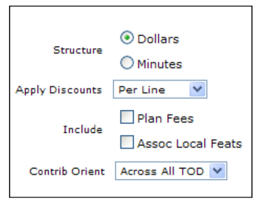


The **DISCOUNT GROUPS** and **GROUP MEMBERS** selections must be created before these fields are available for selection.

Action	Description
1. Select a discount **STRUCTURE**: **DOLLARS** or **MINUTES**.	The grid description changes based on the **STRUCTURE** type selected.

Selecting Minutes as the structures replaces Amount with Duration as shown below.



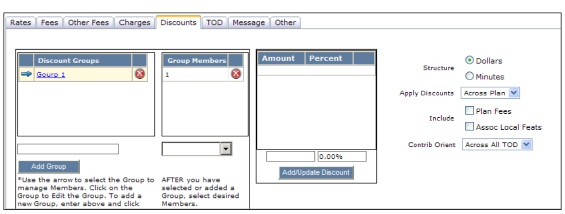
Action	Description
APPLY DISCOUNTS 2. Select from the **APPLY DISCOUNTS** drop down list how the discount should be applied during production. There are three available choices. **ACROSS PLAN** is the default setting.	**ACROSS PLAN** applies the earned discount across all lines assigned the local rate plan. **ACROSS BTN** is used to apply the discount to the combined revenue from the lines associated with each BTN assigned the Local Rate Plan. **PER LINE** is used to apply the discount to *each* working telephone line (WTN) assigned the Local Rate Plan.
INCLUDE (not required) The **INCLUDE** check boxes are only available when **DOLLARS** is selected as the discount **STRUCTURE**. If **MINUTES** is selected as the structure, the **INCLUDE** fields are locked.	 

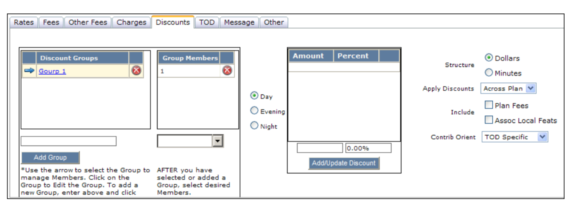
The **PLAN FEES** or **ASSOC LOCAL FEATS** (Associated Local Features) check boxes are used to discount **PLAN FEES** and **LOCAL FEATURES** as well as the **USAGE** from the local line(s).

CONTRB ORIENTATION

The **CONTRB** (contribution) **ORIENTATION** drop down list defaults to **ACROSS ALL TOD,** indicating traffic from any time of day period is discounted the same. The appearance of the discount grid changes based on the selection made here.

If **TOD SPECIFIC** is selected, the defined time of day periods from the rate table appear. **TOD SPECIFIC** is used to define a unique discount for each time of day period in the rate table. The discount amounts and percentages must be entered for each time of day table.

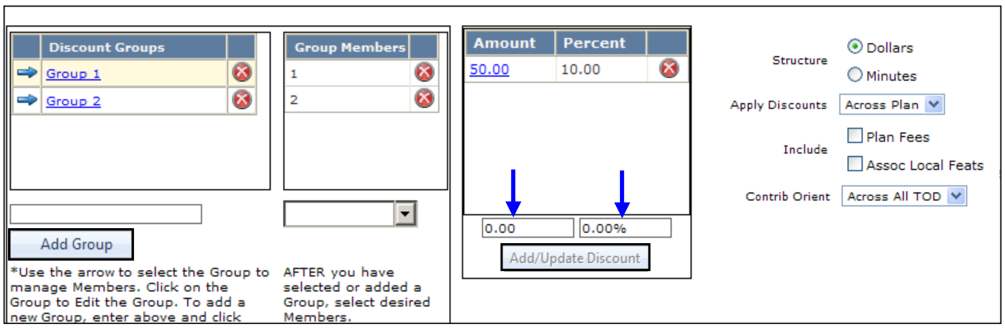




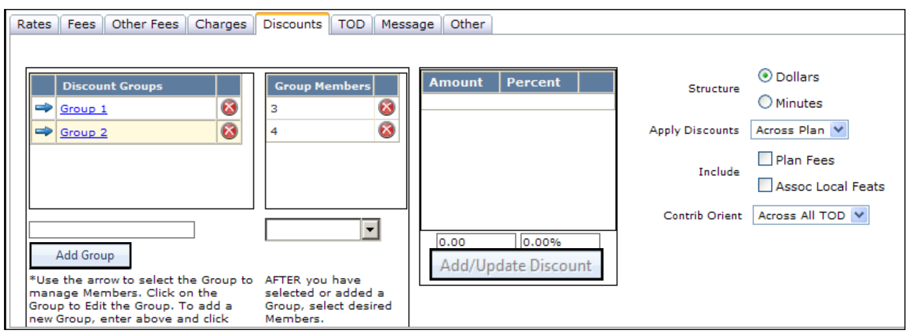
3. Highlight the Discount Group(s) you are creating the discount for.

Action	Description

4. If **DOLLARS** is selected as the Structure, enter a **DOLLAR** amount and a discount **PERCENTAGE**. If **MINUTES** is selected as the Structure, enter the **DURATION** and a discount percentage.
5. Click **ADD A DISCOUNT** to commit the discount to the grid.

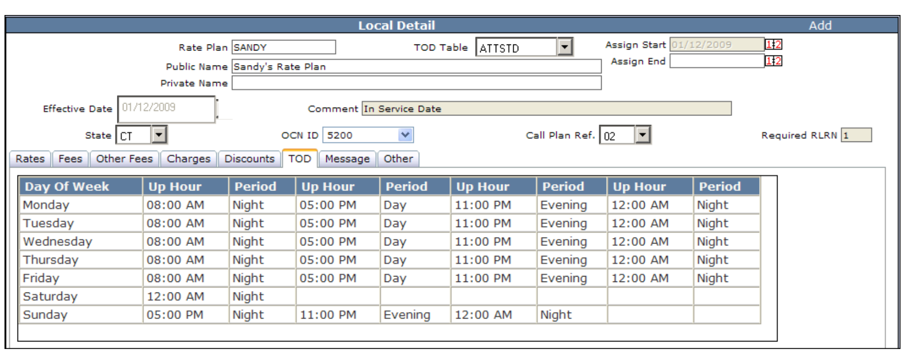


When **GROUP 2** is highlighted, the discount grid is blank. There will be no discounts applied to the usage from RLRNs in Group 2 during production unless discounts are added to the grid.



TOD

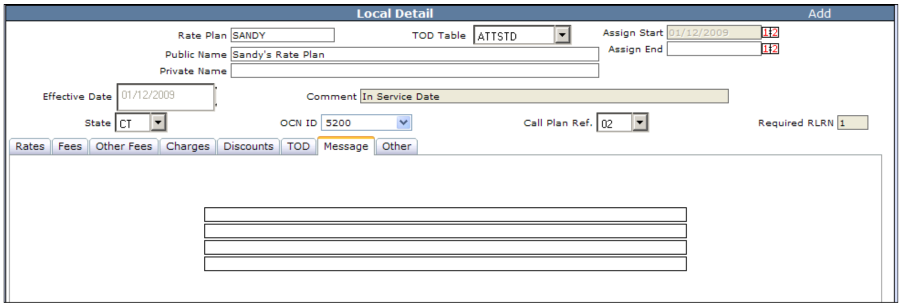
The **TOD** (**T**ime **O**f **D**ay) tab displays the detail of the time of day table selected in the **TOD TABLE** drop down list. The TOD tab is read only. In the below example the default, **ATTSTD**, was selected.



Day Of Week	Up Hour	Period	Up Hour	Period	Up Hour	Period	Up Hour	Period
Monday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Tuesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Wednesday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Thursday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Friday	08:00 AM	Night	05:00 PM	Day	11:00 PM	Evening	12:00 AM	Night
Saturday	12:00 AM	Night						
Sunday	05:00 PM	Night	11:00 PM	Evening	12:00 AM	Night		

Message

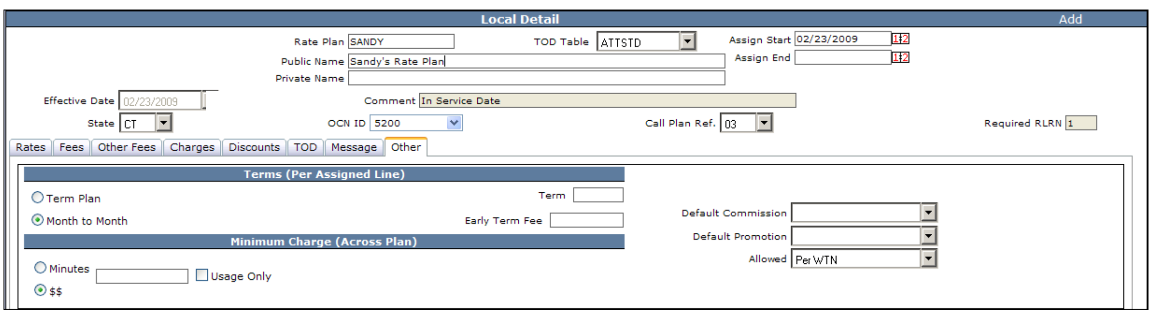
The **MESSAGE** tab is used to create a message that will print on the invoice of any customer with lines assigned the Local Rate Plan. The message prints only once on the invoice regardless of the number of lines assigned the local plan and prints on the Service Charge Summary report



The **MESSAGE** is limited to four lines. Each line can have a maximum of 70 alphanumeric characters, including spaces. There is no word wrap capability or spell check in the Message tab.

Other

The **OTHER** tab the following: **TERMS** (Per Assigned Line), **MINIMUM CHARGE** (Across Plan), **DEFAULT COMMISSION**, **DEFAULT PROMOTION**, and **ALLOWED**.

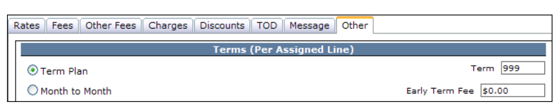


TERMS (PER ASSIGNED LINE)

The **TERMS (PER ASSIGNED LINE)** area is used to define the number of billing cycles a line assigned the Local Rate Plan must bill for. There are two term choices, **MONTH TO MONTH** (default choice) or **TERM PLAN**.

- Selecting **MONTH TO MONTH** (default) indicates no set time frame for the plan; no penalties for termination. The Term and Early Term Fee fields are unavailable.

- Selecting Term Plan allows you to define the number of billing cycles (**TERM**) a line assigned the Local Rate Plan must bill before a fee (**EARLY TERM FEE**) is assessed against the account.



The **TERM** field is used to define the number of bill cycles a line must bill. The **EARLY TERM FEE** is used to penalize each line that deactivates before the defined number of billing cycles have billed. The **EARLY TERM FEE** field defaults with $0.00.

During the bill run a check is preformed to determine if a deactivated line should be billed an **EARLY TERM FEE**. If the defined number of bill cycles have not billed, then a **TRMPL** transaction code is applied to the account for the early term fee. The fee is applied for each line terminating before the defined number of term billing cycles.

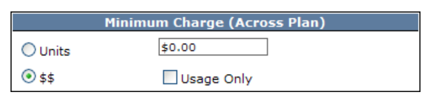
A control table in OmniBill called **TERM_EVERGREEN** is used to decide if the **TERM PLAN** set in any rate plan should automatically renew or expire after the defined number of terms. The allowed values in this table are (**Y**)es or (**N**)o. The default table value is set to (**N**)o during the creation of a new OmniBill database. Only Profitec can change the value in the **TERM_EVERGREEN** table.

NOTE: Please verify this capability with your assigned Billing Analyst before implementing Term Plans in Master Groups or Local Rate Plans.

- "**N**" indicates the term expires after the set term time frame and does not renew for any rate plan utilizing the **TERM PLAN** option.
- "**Y**" indicates the term automatically **RENEWS** for any rate plan utilizing the **TERM PLAN** option. This is the current methodology in place during production.

MINIMUM CHARGE (ACROSS PLAN)

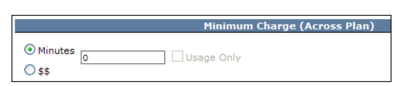
The **MINIMUM CHARGE (ACROSS PLAN)** option is used to penalize an account if lines assigned the Local Rate Plan do not meet a defined threshold in dollars spent or in minutes used during a cycle.



The **DOLLAR** sign (**$$**) is selected as a default. The **USAGE ONLY** check box only displays when the dollar sign is selected.

- If **USAGE ONLY** is selected, the minimum dollar amount is based on revenue calculated from local line usage only.
- If the **USAGE ONLY** check box is not selected, lines fees and other charges associated with the Local Rate Plan are used to determine if the Plan Minimum was met.

If **MINUTES** is selected, the Usage Only check box is unavailable. The minimum threshold is based on the combined minutes used by all the local lines assigned the Local Rate Plan.



NOTE: The charge to the customer is the difference between the actual amount and the amount entered as the minimum charge.

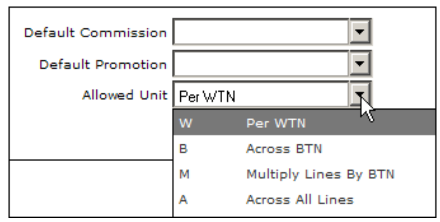
DEFAULTS

COMMISSION PLANS are required when adding lines to the OmniBill database. The **COMMISSION** drop down in the **OTHER** tab is used to associate a Default Commission Plan with the Local Rate Plan. The default **COMMISSION** plan is automatically assigned to a line when the Local Rate Plan is selected. Selecting a default commission plan here alleviates data entry personal selecting the commission plan when adding the local line.

Commission Plan codes are created in the Sales Profile module. If your company is not using Commission Plans, the **DEFAULTCOMM** commission plan code can be used to satisfy the OmniBill® requirement.

Selecting a **DEFAULT PROMOTION** code associates a default Promotion code with the Local Rate Plan. The default **PROMOTION** code is automatically assigned to a line when the Local Rate Plan is selected. **PROMOTION** codes are optional. Promotion codes must be created in **SYSTEM PROFILES** or the Promotion Code drop down list is blank. Refer to "***Section 9 System Profile Codes***" for more information on Promotion codes.

ALLOWED UNIT



The **ALLOWED UNITS** setting is used to define how allowed units, established on the <u>**CHARGES**</u> tab, are to be distributed during the bill run. Four settings are available, **W-PER WTN**, **B-ACROSS BTN**, **M-MULTIPLY LINES BY BTN**, and **A-ACROSS ALL LINES.**

- **W-PER WTN**

  Allowed Units, defined in the Charges tab, are given to each working telephone number (**WTN**) assigned the Local Rate Plan.

- **B-ACROSS BTN**

  Allowed Units, defined in the Charges tab, are shared across all lines affiliated with a **BTN** (**B**illing **T**elephone **N**umber) assigned the Local Rate Plan.

- **A-ACROSS ALL LINES**

  Allowed Units, defined in the Charges tab, are shared across all lines regardless of BTN affiliation.

- **M-MULTIPLY LINES BY BTN**

  Allowed Units, defined in the Charges tab, are multiplied by the number of lines affiliated with a BTN to determine total shared minutes.

For example, if a Local Rate Plan has 100 CC – Customer Completed Units entered in the Charges tab and **MULTIPLY LINES BY BTN** is selected in the Allowed Units drop down list, production would calculate the free minutes as follows:

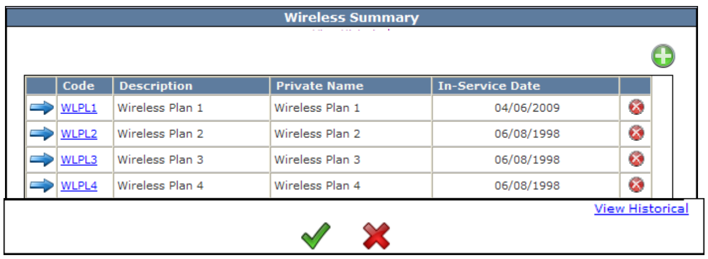
BTN 1	203-679-7000	
WTN 1	203-679-7000	All 3 WTNs associated with the BTN share 300 (3x100) TOTAL Minutes
WTN 2	203-679-7001	
WTN 3	203-679-7002	

Wireless Plans

Wireless Rate Plans are used to define rates and fees associated with Wireless service.

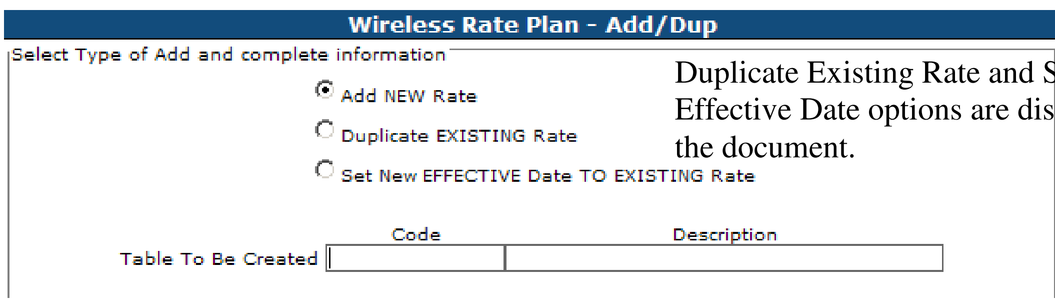
CREATING A WIRELESS RATE PLAN

Action	Description
1. Click **WIRELESS PLANS** from the **RATE PROFILES** drop down list.	The **WIRELESS RATE PLAN SUMMARY** screen displays. If the summary screen is blank, Wireless Plans have not been created.



The **View Historical** link can be used to review rates associated with older Effective Dates.
Refer to the section “Effective Dates” for additional information.

Action	Description
2. Click the **GREEN PLUS** button.	The **WIRELESS RATE PLAN – ADD/DUP** screen displays.



Duplicate Existing Rate and Set New Effective Date options are discussed earlier in the document.

Information on duplicating an existing plan and setting a new effective date for an existing plan is included earlier in this document.

Action	Description
3. Enter a **CODE** and a **DESCRIPTION** for the Wireless Rate Plan in the **TABLE TO BE CREATED** fields.	The **CODE** is an alphanumeric field that can be a maximum of five characters. Once saved the code cannot be changed. The **DESCRIPTION** is an explanation of the code that can be a maximum of 30 characters.
4. Click the **CHECKMARK** to continue.	The **WIRELESS RATES DISPLAY** screen appears in **ADD** mode.

Action	Description

PUBLIC NAME

The **PUBLIC NAME** prints on the customer invoice and can be edited at anytime.

PRIVATE NAME

The **PRIVATE NAME** is used to record an internal name or note regarding the rate plan, which is viewable only within Rate Profiles. The **PRIVATE NAME** does **NOT** print on the customer invoice. **PRIVATE NAME** is not a required field.

The **ASSIGN START DATE** is the first date the rate plan is available for assignment. It defaults with the current date and cannot be changed.

The **ASSIGN END DATE** is the date the rate plan is no longer available for assignment. The **ASSIGN END** date does not affect any lines currently assigned the rate plan.

EFFECTIVE DATES

The **EFFECTIVE DATES** field defaults with the current date and cannot be changed. **EFFECTIVE DATES** are used to update existing rate plans without loosing the history of past information. Using Effective Dates eliminates the need for multiple rate plans to be created each time a change is made.

COMMENTS

The **COMMENTS** field defaults with **IN SERVICE DATE**. The comments field is an explanation of the effective date. It can be a maximum of 30 characters and can be changed once the rate plan is saved.

TOD TABLE

The **TOD** (Time of Day) **TABLE** drop down list displays all time of day tables created in the database.

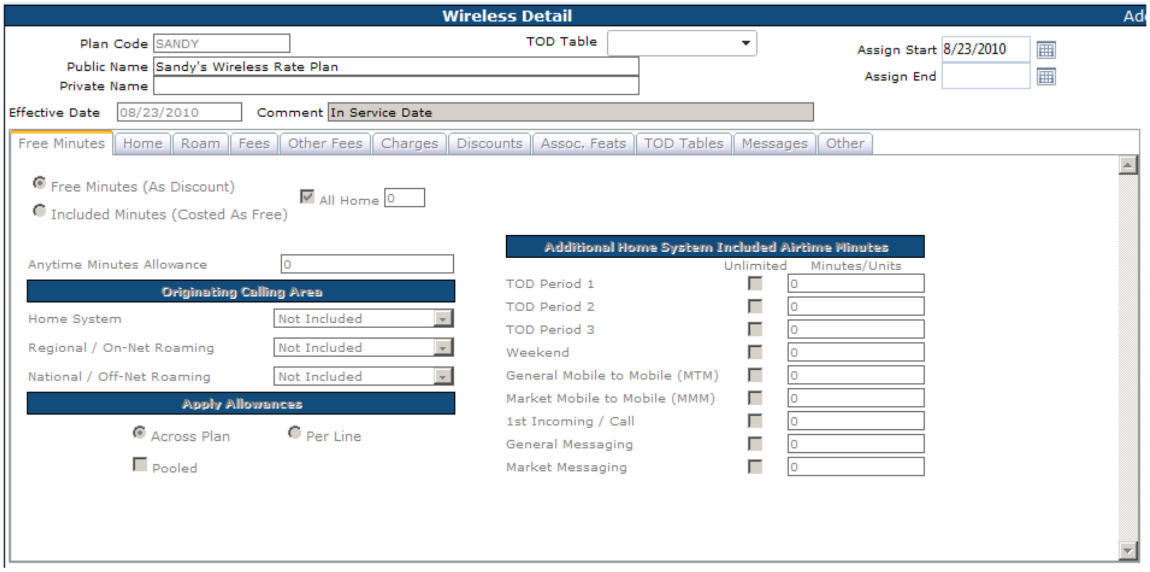
5. Select a **T**ime **o**f **D**ay table from the **TOD TABLE** drop down list.	The bottom portion of the **WIRELESS RATES DISPLAY** screen is unavailable until a **TOD TABLE** is selected.

Once the **T**ime **O**f **D**ay code is selected, eleven tabs display in the bottom portion of the **WIRELESS RATES DISPLAY** screen. The first three tabs: **FREE MINUTES**, **HOME** and **ROAM** are used to rate wireless usage.

Free Minutes

Two Choices are available to include free minutes in your Wireless plan.

1. Free Minutes (As Discount)
2. Included Minutes (Coasted as Free)

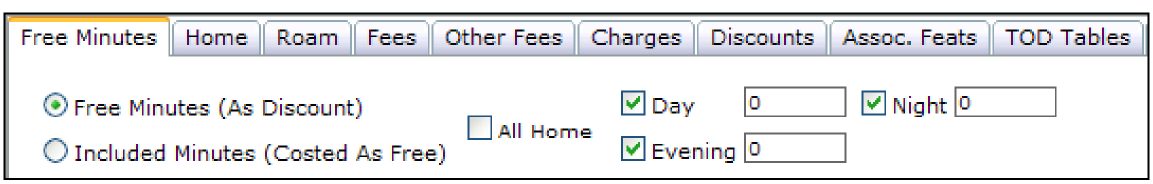


FREE MINUTES (AS DISCOUNT)

Free minutes can be given in a lump sum amount or divided across the Time of Day periods selected. Calls eligible for **FREE MINUTES (AS A DISCOUNT)** are shown on the invoice at the actual rate and a separate discount appears on the invoice for any free minutes calculated.

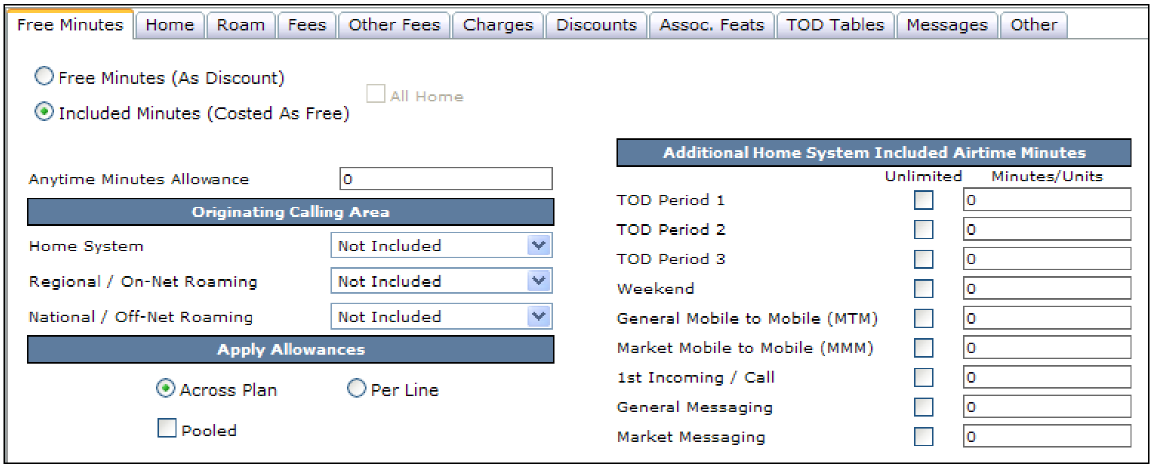
ALL HOME indicates the free minutes will be distributed across All Home Air traffic, regardless of the time the call is made. Enter the amount of free minutes given during a bill cycle.

To distribute **FREE MINUTES** across Time of Day periods indicated by the TOD Table selected, uncheck **ALL HOME**. Select the Time of Day Period(s) free minutes are offered by checking the corresponding checkbox. An input box appears next to the Time of Day period selected. Enter the amount of free minutes in the corresponding input box.



WIRELESS INCLUDED MINUTES (COSTED AS FREE)

INCLUDED MINUTES (COSTED AS FREE) is used to rate qualifying free calls at a zero rate.



ANYTIME MINUTES ALLOWANCE

The **ANYTIME MINUTES ALLOWANCE** field is used to set the number of included free minutes. The wireless call types that qualify for free minutes are selected in the **ORIGINATING CALLING AREA**.

ORIGINATING CALLING AREA

The Originating Calling Area contains 3 wireless origination call areas, **HOME SYSTEM**, **REGIONAL/ON-NET ROAMING**, **NATIONAL/OFF-NET ROAMING**.

NOTE: A differentiator in the **SOURCE CARRIER ROAMING RECORD** must exist in order for production to properly qualify these types of wireless calls. Contact your assigned Billing Analyst for information on processing wireless call records.

The **HOME SYSTEM**, **REGIONAL/ON-NET ROAMING**, and **NATIONAL/OFF-NET ROAMING** drop down lists are used to determine if the calling area qualifies for the free minutes entered in the **ANYTIME MINUTES ALLOWANCE** field. Three items are available to choose from:

A free minutes setting must be selected for each of the three **ORIGINATING CALLING AREAS**.

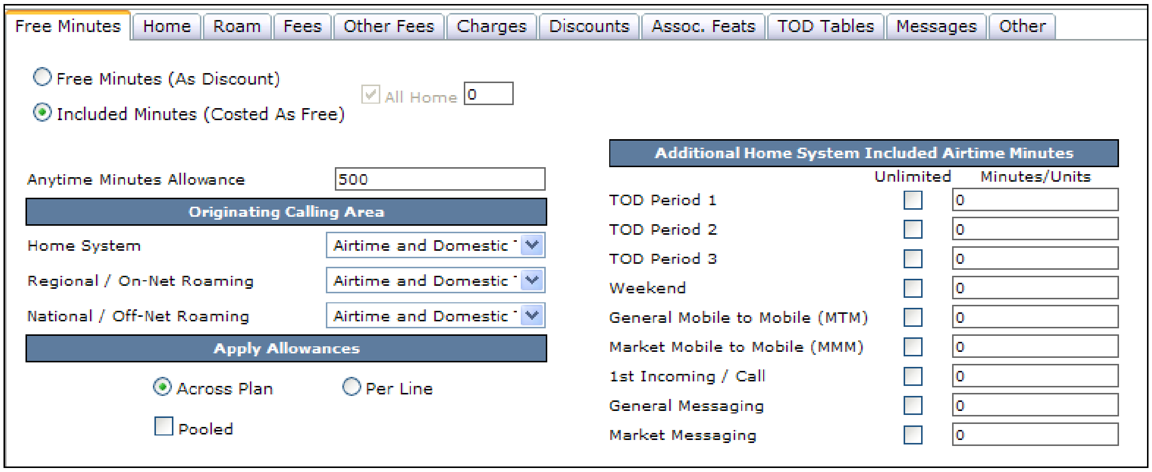
1. **NOT INCLUDED** (default choice) is used to indicate the Originating Calling Area **DOES NOT** qualify for the Anytime Minutes Allowance.
2. **AIRTIME ONLY** is used to indicate only the **AIRTIME** portion of the call qualifies for the Anytime Minutes Allowance.
3. **AIRTIME AND DOMESTIC TOLL** is used to indicate both the **AIRTIME** and **TOLL** (if Domestic) portions of the call qualify for the Anytime Minutes Allowance.

Any combination of these options within the three Originating Calling Areas may be applied against the **ANYTIME MINUTES ALLOWANCE** entered.

Calls eligible for Free Minutes print on the customer invoice with a zero rate. These calls have a call type code of **CC FM** (Free Minutes).

NOTE: Domestic Toll is defined in OmniBill as those calls terminating in any US State, Puerto Rico, or the US Virgin Islands. **ALL OTHER** terminating type calls, including add-ons, surcharges, and Directory Assistance **DO NOT QUALIFY** for base minutes.

ADDITIONAL HOME SYSTEM INCLUDED AIRTIME MINUTES



The **ADDITIONAL HOME SYSTEM INCLUDED AIRTIME MINUTES** is used to apply *additional* free minutes to the plan based on specific kinds of wireless calls.

The additional minutes are still applied even if the Anytime Minutes Allowance is not filled in. The additional minutes **ONLY** apply to **HOME SYSTEM USAGE**:

- **TOD PERIOD 1** – Calls made during Time Of Day period 1.
- **TOD PERIOD 2** – Calls made during Time Of Day period 2 (if applicable).
- **TOD PERIOD 3** – Calls made during Time Of Day period 3 (if applicable).
- **WEEKEND** – Calls made on Saturday and/or Sunday.
- **GENERAL MOBILE TO MOBILE (MTM)** – Calls made to another mobile number (Home usage record MUST provide a differentiator).
- **MARKET MOBILE TO MOBILE (MMM)** – Calls made to another mobile number within the same OmniBill Market segment.
- **1ST INCOMING**/Call – The first "X" minutes of an Incoming call

Each of the above items may be set as **UNLIMITED** or as a set **NUMBER OF MINUTES**.

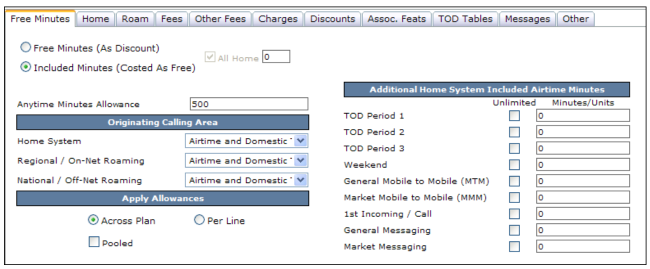
NOTE: Due to the numerous combinations available for set-up, as well as the fact that any one call may qualify for multiple types (i.e. a mobile to mobile call made on a weekend during TOD 2), the OmniBill Costing system will process qualifying records against the plan set minutes in the following logical order to avoid qualification duplication:

1. **INCOMING MINUTES**
2. **MOBILE TO MOBILE MINUTES**
3. **WEEKEND MINUTES**
4. **TIME OF DAY (TOD) MINUTES**
5. **ALL ORIGINATING CALLING AREA MINUTES**

Minutes qualifying in any single category are not included in higher categories. For example: A TOD Period 2 Mobile to Mobile call made on a Weekend will have its minutes negated against the Mobile to Mobile setting first (if it exists). If there is no setting for Mobile to Mobile or (b) the categories minutes have been exhausted, the minutes will be negated against the Weekend setting (if it exists) next. This example could be carried further that if neither special setting exists, the minutes would then be negated against the Anytime Minutes Allowance.

Finally, if those minutes have been exhausted, the TOD Period 2 additional minutes setting will be checked and, if it exists (and has NOT been exhausted), that category will have those minutes negated. If all of the categories used in this example do not exist or have been exhausted, the call will cost-out at the normal wireless plan rates.

APPLY ALLOWANCES



The **APPLY ALLOWANCES** setting is used to determine if the free minute's settings should apply **PER LINE** or **ACROSS PLAN**. Across Plan includes all lines on the plan in a multi-line account.

A third option **Pooled** is available only when **Across Plan** is selected. The **Pooled** option is used when you want OmniBill to calculate the total free minutes based on the number of lines that have the specific Wireless rate plan.

Across Plan Selected

The default **APPLY ALLOWANCE** selection is **ACROSS PLAN.** Selecting **ACROSS PLAN** shares the number of free minutes entered for the plan with all lines that have this rate plan.

Example:

10,000 Free Minutes
10 lines have this rate plan

All 10 lines share the 10,000 free minutes. If an eleventh line is added to the account, 11 lines share the 10,000 free minutes.

Across Plan and Pooled Selected

With **Across Plan** and **Pooled** selected, the number of free minutes is determined by multiplying the number lines with the plan by the number of free minutes entered in the plan.

Example:

10,000 Free Minutes
10 lines
Total Free Minutes: 100,000 free minutes to be shared by the 10 lines.

Per Line

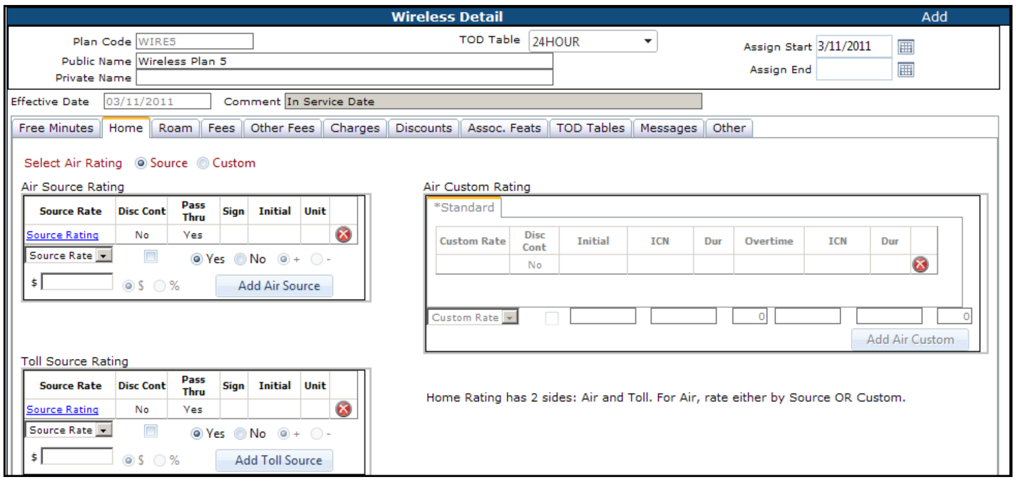
Selecting **PER LINE** gives each line the indicated number of free minutes. No sharing of minutes is allowed.

Home

The **HOME** tab is used to rate calls originating and terminating:

- In a caller's home calling area – Air Source Rating.
- As a Toll call – Toll Source Rating.

When a wireless phone is turned on, it searches for a signal to confirm that service is available. The phone transmits the **ESN** (electronic serial number), in order for the network to verify customer information, like the wireless provider and phone number.



AIR SOURCE RATING

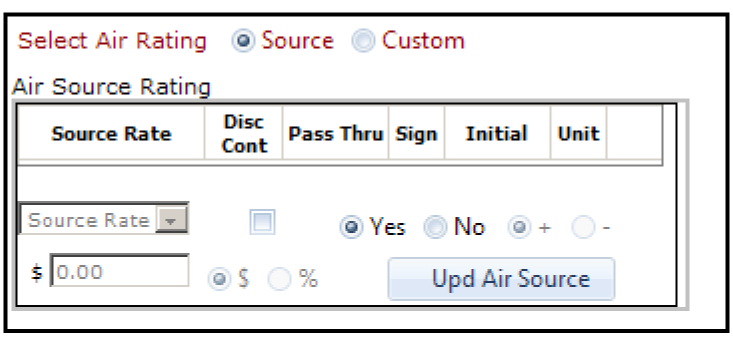
Two types of rating available: **SOURCE** and **CUSTOM.**

- **SOURCE RATE**

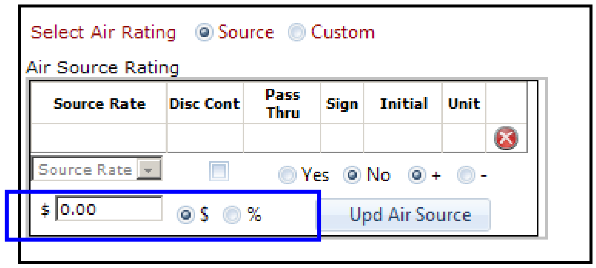
  The default **RATING** selection is **SOURCE** with **PASS THRU - YES** selected. This means during the production process the rate found on the carrier call record will be passed through to the end user.

  DISC. CONT.

  The **DISC**ount **CONT**ributory check box is used to indicate if the billed amount associated with the selected rating method is contributing to a discount tier.

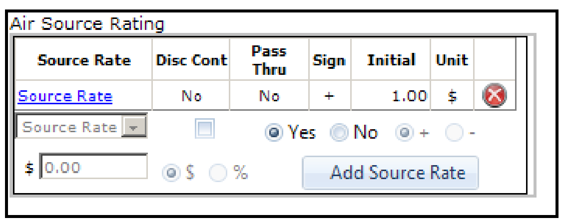


If the **SOURCE PASS THRU** choice is changed to **NO**, additional fields appear. A surcharge can be added to the rate on the carrier call record. The surcharge can be a flat dollar amount or a percentage depending on the selection -- $ or %.



ADDING A SURCHARGE TO THE SOURCE RATES

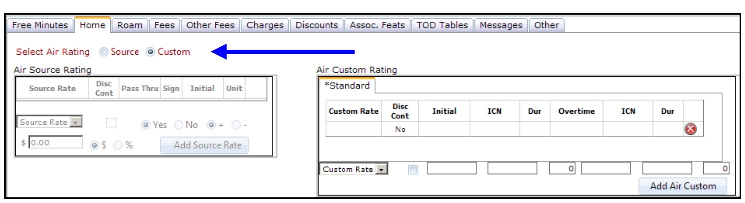
1. Select the unit ($ or %),
2. Enter either a percentage or a dollar amount.
3. Click the Checkbox if you wish to have this amount contribute towards a discount tier.
4. Select either + (increase the source rate) or – (decrease the source rate)
5. Click **UPD AIR SOURCE**. The information is added to the Air Source Rating grid.



NOTE: Only one Source Rate can be added to the Air Source Rating grid.

- **CUSTOM RATE**

CUSTOM RATE is used to define specific rates for Home calls. Selecting **CUSTOM** as the **RATING** method displays the **AIR CUSTOM RATING** grid. The custom rate tabs are labeled based on the Time of Day code selected in the **TOD** drop down list.



DISC. CONT.

The **<u>DISC</u>**ount **<u>CONT</u>**ributory check box is used to indicate if the billed amount associated with the selected rating method is contributing to a discount tier.

INITIAL/ICN/DURATION

The **INITIAL** rate is the minimum-billed amount a call is charged. The dollar amount entered here is charged based on the initial duration entered in the third column. The **INITIAL DURATION** is the *minimum* length of time a call is charged.

NOTE: The **DURATION** must be entered as **SECONDS**, not minutes.

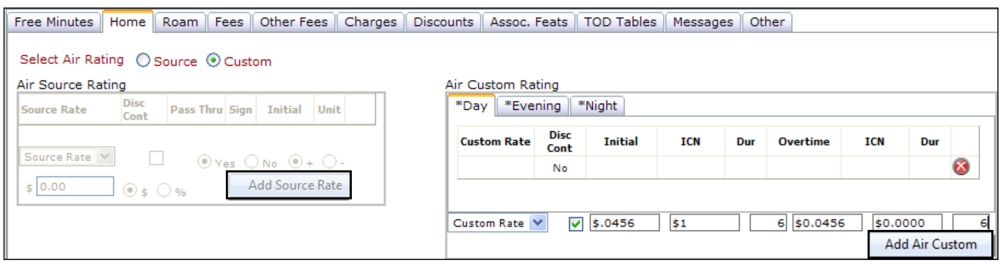
The **ICN** is an **INTERCONNECTION NETWORK** charge. The Interconnection Network Charge can be used to pass the cost associated with connecting to other networks on to the end user. This charge does not appear as a separate line item on the customer invoice.

OVERTIME

The **OVERTIME** rate is the amount charged *after* the minimum-billed amount has been calculated. A call will be invoiced for the overtime rate based on the overtime duration entered in the sixth column. The overtime **DURATION** is the length of time a call will be charged after the minimum duration has passed.

ADDING CUSTOM RATES

1. Enter information in the fields provided.
2. Click the Checkbox if you wish to have this amount contributing towards a discount tier.



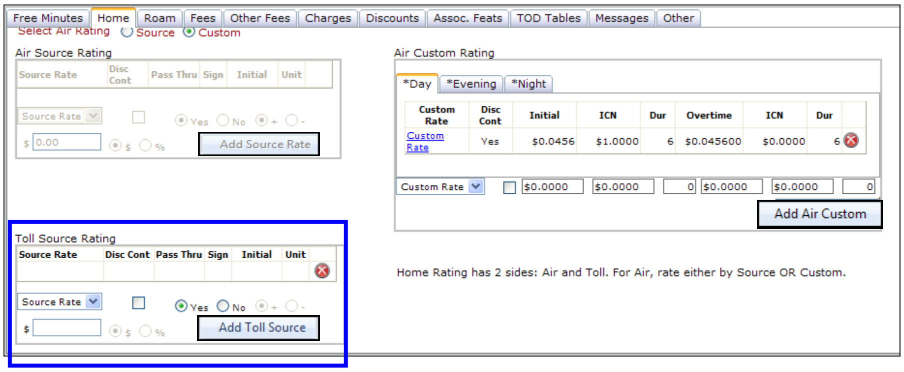
3. Click **ADD AIR CUSTOM**

NOTE: Only 1 custom rate permitted for Home.

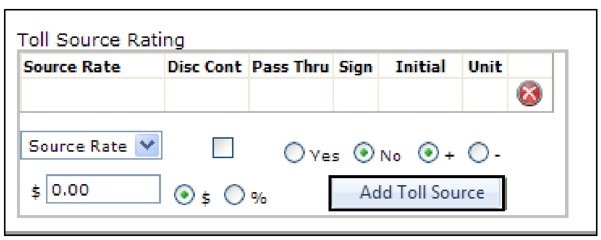
TOLL SOURCE RATING

- The default **RATING** selection in the Home Toll tab is **SOURCE** with **PASS THRU - YES** selected. This means during the production process the rate found on the carrier call record will be passed through to the end user.

  The **DISC**ount **CONT**ributory check box is used to indicate if the billed amount associated with the Rating method selected is contributing to a discount tier.

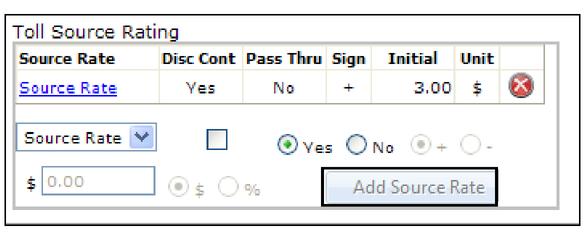


- If the **SOURCE PASS THRU** choice is changed to **NO**, additional fields appear. A surcharge can be added to the rate on the carrier call record. The surcharge can be a flat dollar amount or a percentage depending on the selection -- $ or %.



ADDING A SURCHARGE TO THE SOURCE RATES

1. Select the unit ($ or %),
2. Enter either a percentage or a dollar amount.
3. Click the Checkbox if you wish to have this amount contributing towards a discount tier.
4. Select either + (increase the source rate) or – (decrease the source rate)
5. Click **ADD TOLL SOURCE**. The information is added to the Air Source Rating grid.

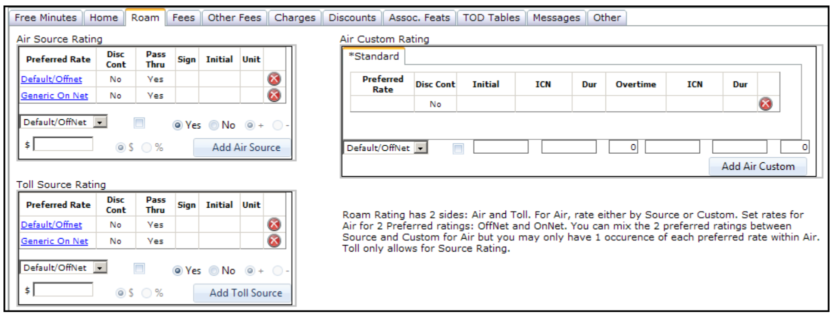


NOTE: Only one Source Rate can be added to the Air Source Rating grid.

CUSTOM rating is not an available option for Toll records.

Roam

Roaming rates are used when processing a call record for someone who traveled outside their home calling area and made a call that required another wireless carrier to provide service for the call. The provider picking up the call sends a signal back to the callers' home network, so their wireless phone can send and receive calls as they travel. Two rating types can be defined for Roaming Wireless service, **AIR SOURCE RATING** and **TOLL SOURCE RATING**.



AIR SOURCE RATING

There are two **PREFERRED RATE TYPES**: **<u>Default/Off Net</u>** and **<u>GENERIC ON NET</u>**. Each **TYPE** under Air Source Rating can have a corresponding rate based on **<u>one</u>** of the following:

- The Source with Pass Thru selected **YES** – No additional steps needed.

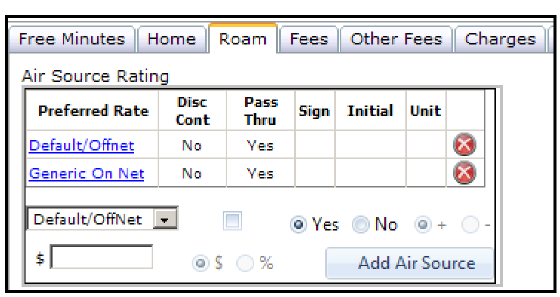
  SOURCE with **PASS THRU - YES** is selected as the default **RATING** selection. The rate found on the carrier call record is passed through during the production process.

- The Source with Pass Thru selected as **NO**

  If the **PASS THRU** choice is changed to **NO**, additional fields appear. A surcharge can be added to the rate on the carrier call record. Depending on the **UNIT** selected, the surcharge can be a flat dollar amount or a percentage.

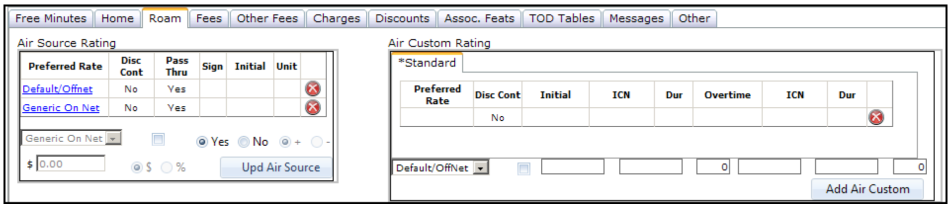
  Perform the steps below for Default/Off Net and Generic On Net.

  1. Select the Preferred Rate type: Default/Off Net or Generic On Net
  2. Select the unit ($ or %),
  3. Enter either a percentage or a dollar amount.
  4. Click the Checkbox if you wish to have this amount contribute towards a discount tier.
  5. Select either + (increase the source rate) or – (decrease the source rate)
  6. Click **ADD AIR SOURCE**. The information is added to the Toll Source Rating grid.



- Custom Rates

1. Select the Preferred Rate Type: Default/Off Net or Generic On Net.
2. Enter information in the fields provided.



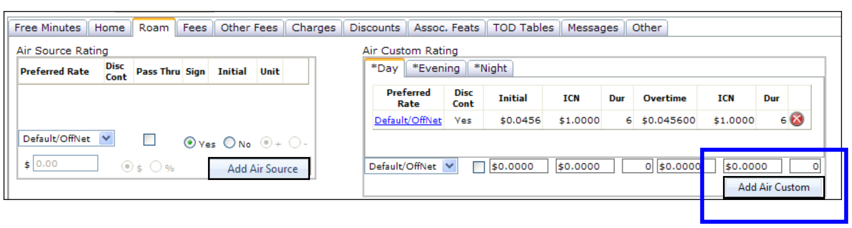
The **INITIAL** rate is the minimum-billed amount a call is charged. The dollar amount entered here is charged based on the initial duration entered in the third column. The **INITIAL DURATION** is the *minimum* length of time a call is charged.

NOTE: The **DURATION** must be entered as **SECONDS**, not minutes.

The **ICN** is an **INTERCONNECTION NETWORK** charge. The Interconnection Network Charge can be used to pass the cost associated with connecting to other networks on to the end user. This charge does not appear as a separate line item on the customer invoice.

The **OVERTIME** rate is the amount charged *after* the minimum-billed amount has been calculated. A call will be invoiced for the overtime rate based on the overtime duration entered in the sixth column. The overtime **DURATION** is the length of time a call will be charged after the minimum duration has passed.

3. Click the Checkbox if you wish to have this amount contributing towards a discount tier.
4. Click **ADD AIR CUSTOM**



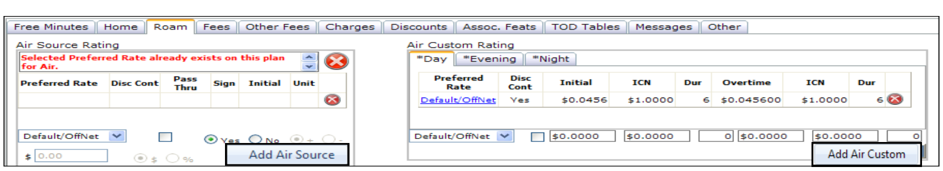
SUMMARY:

For each Preferred Rate type (Default/Off Net and Generic On Net), you must decide on which method you wish to rate calls by:

- The Source with Pass Thru selected Yes
- The Source with Pass Thru selected as No
- A custom rate

Once you have decided on the method, complete the steps as outlined above for each Preferred Rate type: Default/Off Net and Generic On Net.

If you try to add a second rating method for an existing Preferred Rate type, you will receive a message indicating that this is not allowed.



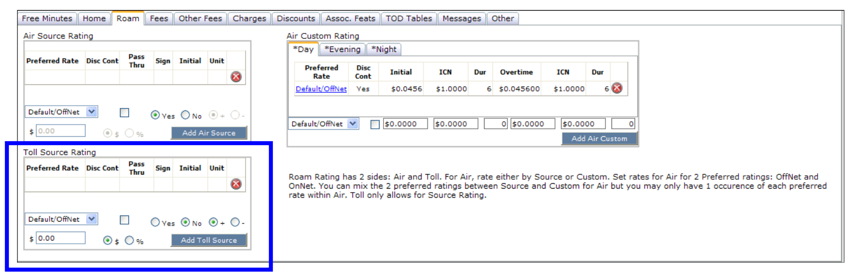
TOLL SOURCE RATING

There are two **PREFERRED RATE TYPES**: **Default/Off Net** and **GENERIC ON NET**. Each **TYPE** under Toll Source Rating can have a corresponding rate based on **one** of the following:

1. The default Source Rate is **PASS THRU – YES**.

2. The Source with Pass Thru selected as **NO**

   If the **PASS THRU** choice is changed to **NO**, additional fields appear. A surcharge can be added to the rate on the carrier call record. Depending on the **UNIT** selected, the surcharge can be a flat dollar amount or a percentage.



Adding a Toll Source Rate

1. Select the Preferred Rate Type: Default/Off Net or Generic On Net.
2. Select the unit ($ or %),
3. Enter either a percentage or a dollar amount.
4. Click the Checkbox if you wish to have this amount contribute towards a discount tier.
5. Select either + (increase the source rate) or – (decrease the source rate)
6. Click **ADD TOLL SOURCE**. The information is added to the Toll Source Rating grid.

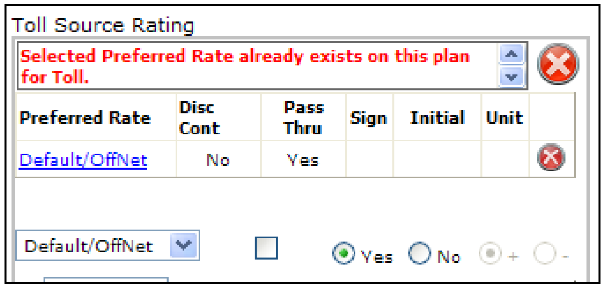
SUMMARY:

For each Preferred Rate type (Default/Off Net and Generic On Net), you must decide on which method you wish to rate calls by:

- The Source with Pass Thru selected Yes
- The Source with Pass Thru selected as No

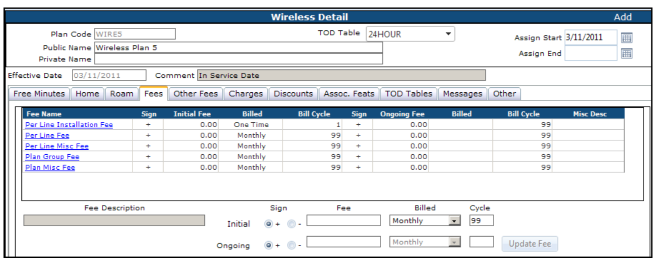
Once you have decided on the method, complete the steps as outlined above for each Preferred Rate type: Default/Off Net and Generic On Net.

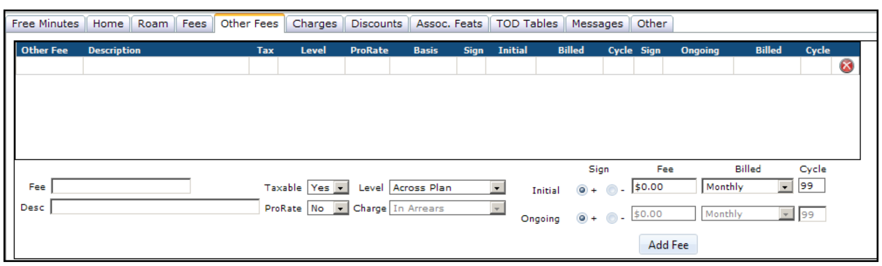
If you try to add a second rating method for an existing Preferred Rate type, you will receive a message indicating that this is not allowed.

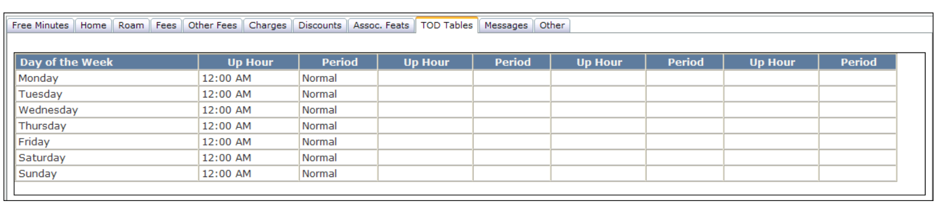


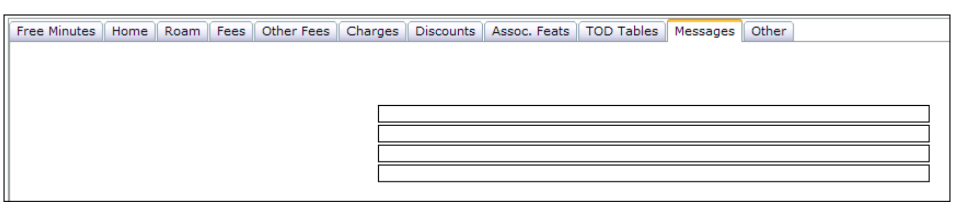
Fees, Other Fees, TOD Tables Messages and Other

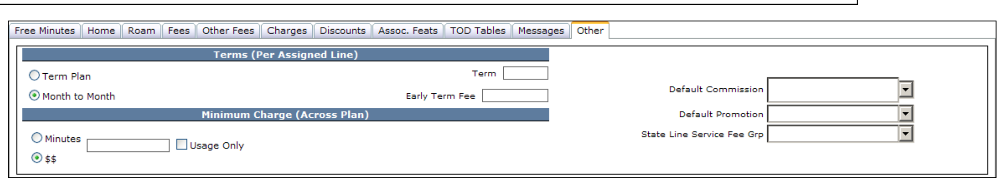
Please refer to the Internet section of this document for information on these tabs.







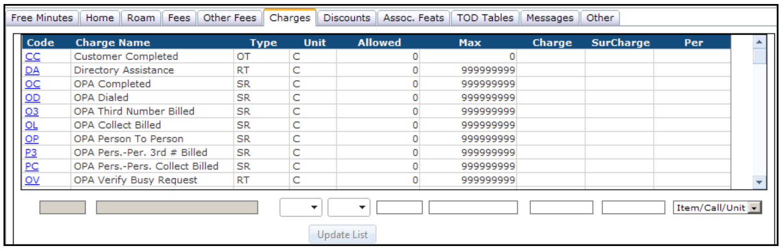




Charges

The **CHARGES** tab is made up of codes referred to as '**OPCODES**'. These codes are used to define per call surcharges or rates for **USAGE** sensitive features, such as collect call acceptance, payphone originated completion, directory assistance, and operator assisted calling. Carrier call records must contain an indicator for these charges in order for them to bill properly during the production process. If your carrier does not provide this data, charges entered in this grid will not bill.

Special coding may be required in some instances. Your assigned Billing Analyst can assist you in determining if special programming will be necessary. The following fields in the grid are hard coded and cannot be changed or deleted: **CODE**, **CHARGE NAME**, and **TYPE**.



TYPE codes are used during production to indicate how the **OPCODE** should be handled during production.

OT	Indicates an opcode is flagged for **ALLOWED** and **MAXIMUM** rules only. Used only for the **CC –** Customer Completed and **DA –** Directory Assistance opcode.
RT	Indicates the opcode will be rated straight from the charges table as a per record charge.
SR	Indicates the opcode will be rated from associated geographic table, plus the surcharge rate indicated in the charges tab.
SS	Indicates the opcode will be rated from the amount found on the source carrier data plus the surcharge indicated in the charges tab. Applies to Local Rates only.

UNIT

The **UNIT** column is used to identify how records should be rated, **C** for Call/Messages and **M** for Minutes/Kilobytes. The default value is C – Call/Messages, but can be changed.

ALLOWED

The **ALLOWED** column is used to designate the number of free units that will be given per billing cycle. Free units do not roll over to the next cycle if they are not used. The **ALLOWED** column defaults with **0** and can only be changed on the **CC** – Customer Completed and **DA** – Directory Assistance opcodes.

MAX

The **MAX** column is used to set a limit on how many units can be billed during a cycle. The default value is **999999999**, indicating an unlimited amount, (except CC – Customer Completed which defaults to zero). The **MAX** value can only be changed on the **CC** – Customer Completed and **DA** –Directory Assistance **OPCODES**.

CHARGE

The **CHARGE** column is used to define the cost associated with the opcode.

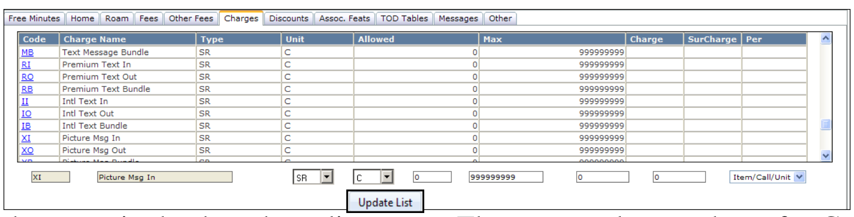
SURCHARGE AND PER

The purpose of a Surcharge is to add additional charges to an opcode charge. For example, suppose it costs .75 to send pictures on your wireless phone but it also costs .40 a kilobyte. It's another fee on top of the first fee.

ENTERING WIRELESS OPCODE CHARGES

Action	Description
1. Click an **OPCODE** from the list.	The **OPCODE** appears in the edit box below the grid. The **CODE**, **CHARGE NAME**, and **TYPE** are grayed out. The **UNIT** value defaults as **C- CALL.**

In the below example, the **XI – PICTURE MSG IN OPCODE** defaults with **C – CALLS/MESSAGES** selected as the unit, zero defaults in the allowed, max and charge fields. All values can be changed.



2. Select the **UNIT** in the drop down list. — The **UNIT** value can be **C** for Calls/Messages and **M** for Minutes/Kilobytes.

3. Enter the **ALLOWED** Units, if applicable.

4. Enter the **MAX** value, if applicable.

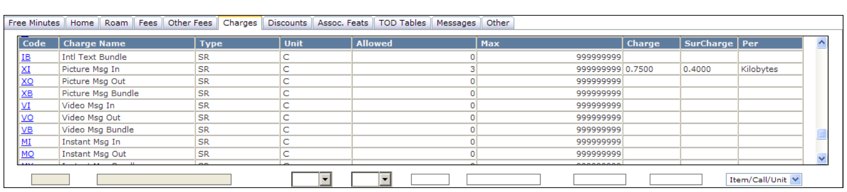
Only calls terminating in the following geographic areas are eligible for **ALLOWED** units: Intralata, Intrastate, Alaska/Hawaii, Puerto Rico/US Virgin Islands, and Interstate.

5. Enter the **CHARGE, SURCHARGE** amount and the **PER** for the surcharge if applicable.

6. Click **UPDATE CHARGES** to commit the charge to the grid. — The charge appears in the grid.

Example:

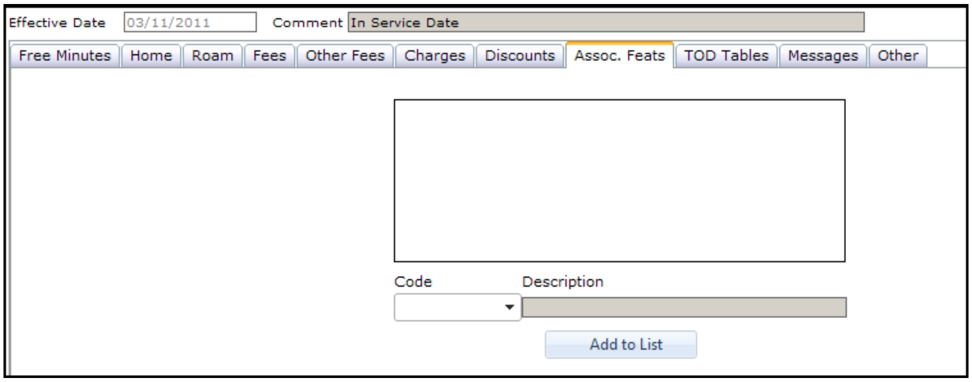
XI – Picture Msg In opcode has 3 free calls and is rated at $0.75 per call and .40 /kilobytes.



7. Repeat the above steps to define a charge for other opcodes in the grid.

Assoc Features

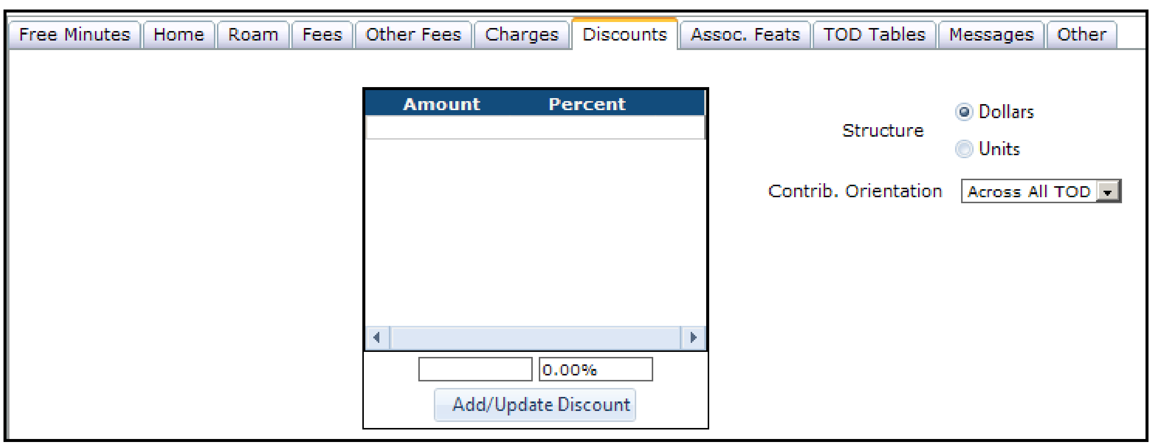
The **ASSOCIATED FEATURES** tab is used to add specific features to a Wireless Rate plan. If features are attached to a Wireless rate plan, when the rate plan is selected for a Wireless line the features associated with the plan are attached to the line automatically.



✓ Select the **FEATURE** from the Code drop down list and click **ADD TO LIST**. Features are created in System Profiles.

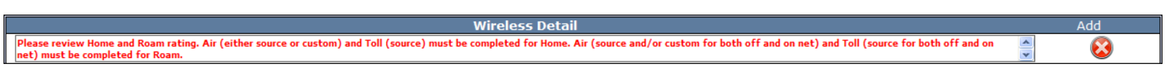
Discounts

The **DISCOUNTS** tab is used to define a discount for the Wireless Rate Plan. The **STRUCTURE** selected determines how the discounts will be calculated during production. There are two choices, **DOLLARS** or **UNITS**. Dollars is selected as the default.



Setting up a discount for Wireless plans is identical to Internet Plans.

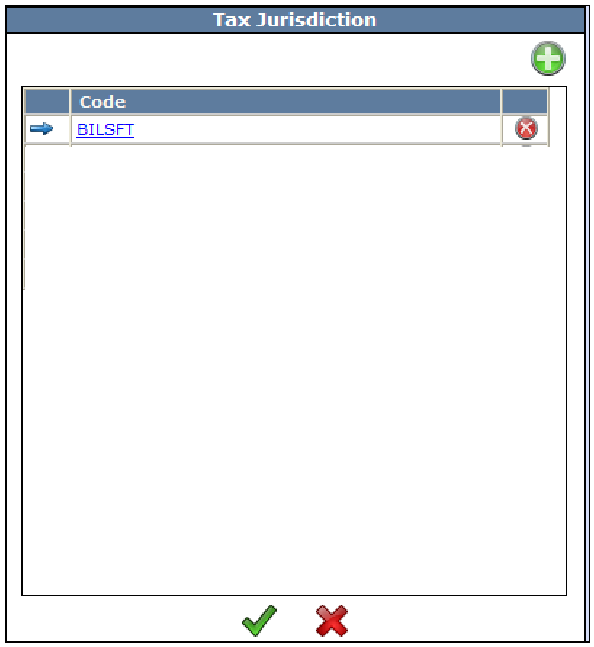
Below is a message that will display if all the required entries are not entered in your plan when you attempt to save the plan.



Tax Jurisdictions

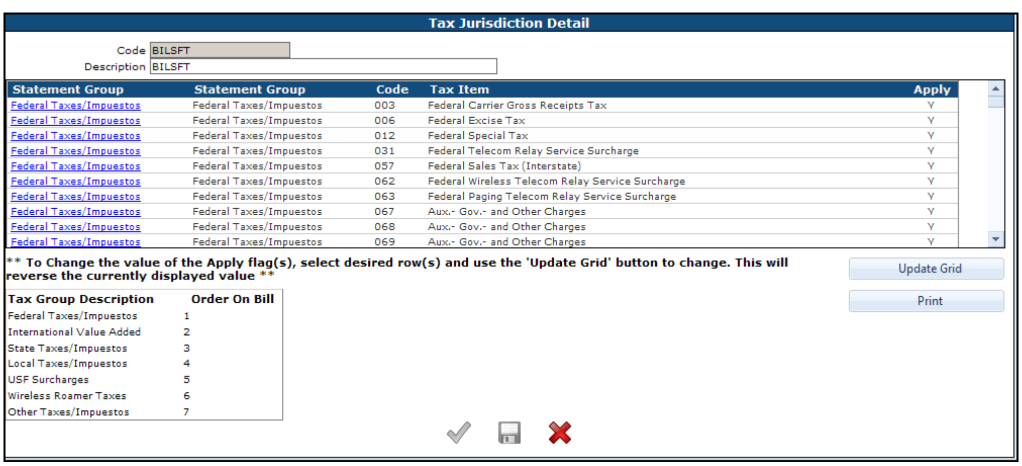
Profitec uses taxing software from a company called BillSoft to determine the taxes invoiced during a production. BillSoft is a company that provides software solutions to the telecommunications industry worldwide. The **BILSFT** code shown in the Tax Jurisdiction screen ships with the database and includes all telecommunication taxes. Please do not delete this code.

The Tax Jurisdiction module is where new tax profile codes are also created.



- Click the **BILSFT** code to view the details of the default tax profile.

All taxes are flagged in the **APPLY** column as **- Y** by default in the **BILSFT** default tax profile.



To change the value Apply Flag **(Y** to **N) OR (N** to **Y)**, select the desired row and click the **UPDATE GRID** button. This will reverse the currently displayed value.

In the below example, two tax types were selected.

APPLY TAXES – NO

Tax Jurisdiction Detail

Code: BILSFT01

Description: BILSFT01

Statement Group	Statement Group	Code	Tax Item	Apply
Federal Taxes/Impuestos	Federal Taxes/Impuestos	003	Federal Carrier Gross Receipts Tax	N
Federal Taxes/Impuestos	Federal Taxes/Impuestos	006	Federal Excise Tax	N

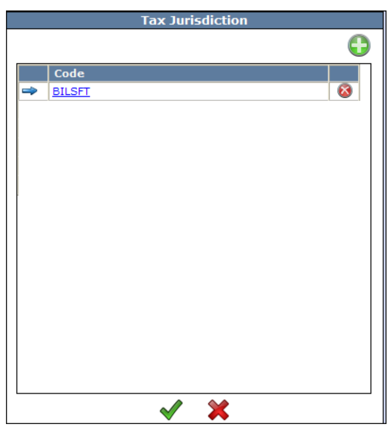
APPLY TAXES – YES

Clicking the Update Grid button changed both tax items from Taxable **NO** to Taxable **YES**.

Statement Group	Statement Group	Code	Tax Item	Apply
Federal Taxes/Impuestos	Federal Taxes/Impuestos	003	Federal Carrier Gross Receipts Tax	Y
Federal Taxes/Impuestos	Federal Taxes/Impuestos	006	Federal Excise Tax	Y

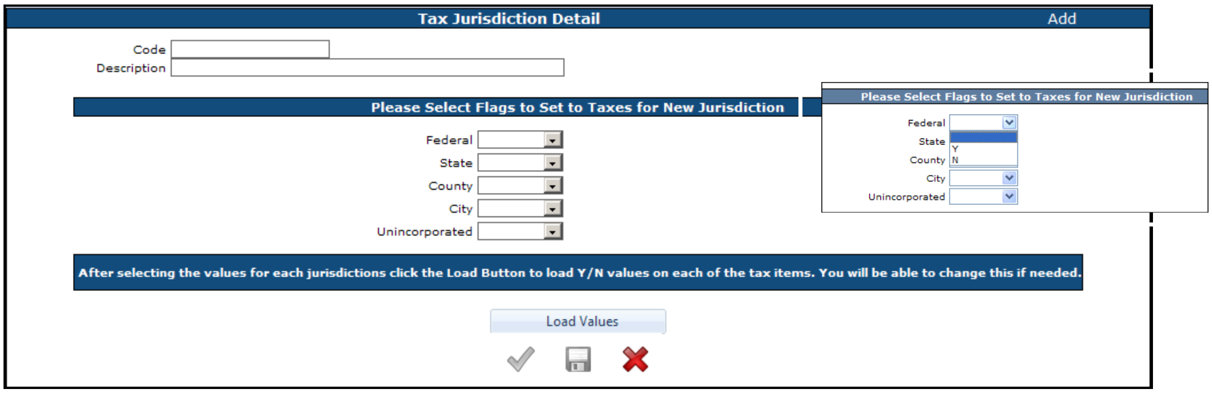
Creating a New Tax Profile

Action	Description
1. Select **TAX JURISDICTION** from the Rate Profiles drop down list.	The **TAX JURISDICTION** summary screen displays. The default tax profile **BILSFT** ships with the OmniBill database and displays in the Tax Jurisdiction list.



2. Click the **GREEN PLUS** button.	The **TAX JURISDICTION DETAIL** screen displays in add mode.

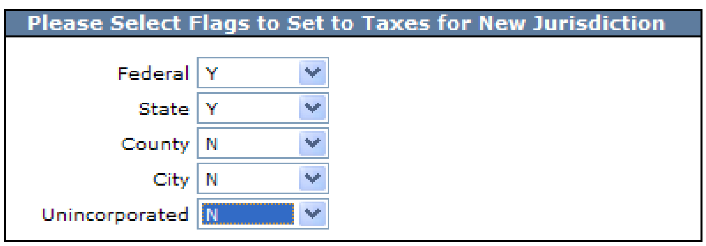
Action	Description



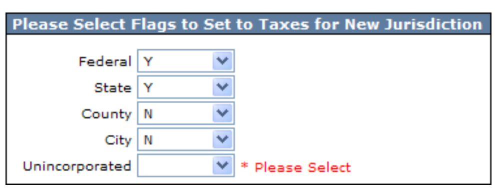
You must determine how you want to handle taxes in the five jurisdictions that display on the screen.

3. Select the appropriate tax value in each of the five tax jurisdiction fields.

- **Y** - Yes apply taxes
- **N** - Do not apply taxes in the five tax jurisdictions



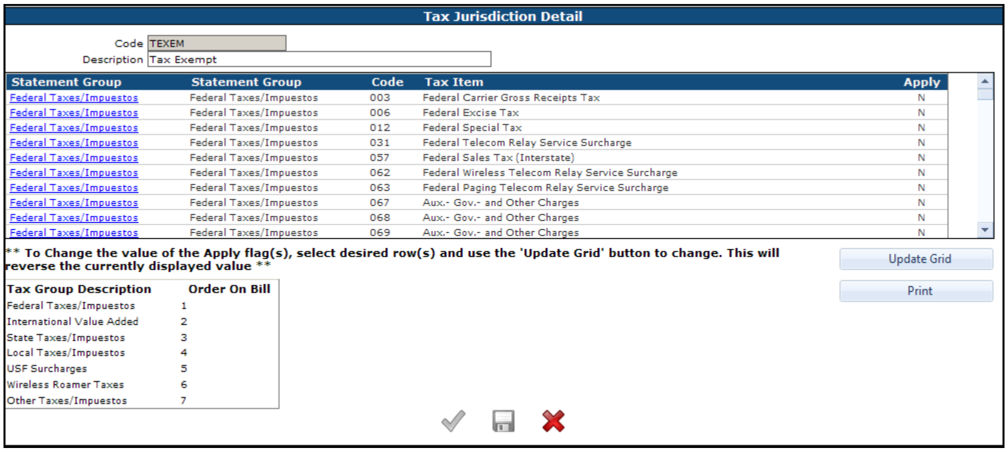
NOTE: A value (Y or N) must be selected for all five categories. If a value is not selected and the **LOAD VALUES** button is clicked a message displays:



Action	Description
4. Click the **LOAD VALUES** button to apply the selected apply flags for each tax jurisdiction.	The detail for each tax jurisdiction displays.

Action	Description

In the example below Federal Taxes will be applied. Following the instructions below the **UPDATE GRID** button can change individual taxes within a specific tax jurisdiction.



5. Click the **GREEN CHECKMARK OR** the **DISC** to save the tax profile.

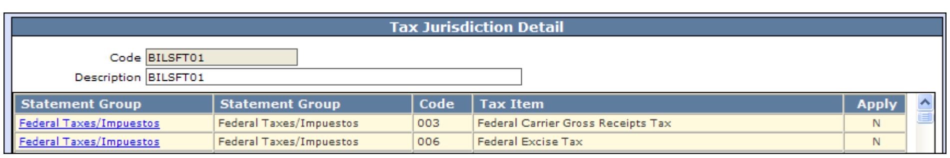
TAX GROUP DESCRIPTION AND ORDER ON BILL

The **TAX GROUP DESCRIPTION AND ORDER ON BILL** grid is informational only and informs you on order the taxes appear on the invoice. This information cannot be changed using this screen.

Tax Groups and the order taxes appear on the invoice can be changed using the **TAX GROUP MAINTENANCE UTILITY**. Refer to **SECTION 21 – SYSTEM UTILITIES** for information on the **TAX GROUP MAINTENANCE UTILITY**.

If needed each tax in the tax jurisdiction detail screen can have the **APPLY** flagged changed in the tax jurisdiction detail screen.

1. Select the individual tax you want to change.



2. Click the **UPDATE GRID** button.