

Discount Definition Wizard

The discount wizard provides users with a flexible tool for defining threshold values and corresponding discount values. A threshold defines the maximum counter value (call duration or charged amount) within which the current discount may still be applied. If the last available discount is to be applied regardless of the counter value (e.g. first 200 minutes – normal rate, up to 500 minutes – 10% discount, and 20% discount after that) then this last discount will be created with a special unlimited threshold.

Discount Wizard ?

▶
➕ Add
💾 Save
🗑 Save & Close
⌂ Close

Destination Group *

Service *

Type *

Usage Period *

Prorate Thresholds for First Usage Period

Combine With Other Discounts

US&Canada

Voice Calls

Volume, minute

Monthly

Always

Peak
Off-Peak
2nd Off-Peak

Edit	Threshold *	Discount, % *	Notify Customer		Split xDRs	Delete
			Warning	Threshold reached		
	<input type="checkbox"/> Unlimited		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	200	100	<input checked="" type="checkbox"/> 180 min	<input checked="" type="checkbox"/> 200 min	N	

Field	Description
Destination Group	Enter the name of a destination group manually, or click the column header link (Destination Group) to choose a group from a searchable list inside the pop-up window.
Service	Choose a specific service (voice calls, messaging, data transfer, etc.) that this volume discount will apply to. You can bundle discounts for multiple services into the same volume discount plan.
Type	<p>Select the threshold type: will you use thresholds based on the charged amount, or on the total call time?</p> <ul style="list-style-type: none"> Amount means the threshold is measured in currency units (e.g. USD), and the counters will go up by the amount which the customer should have been charged for the call before the volume discount was applied. Volume means the unit is minutes, and the counters will go up by the same value as the charged call duration. Note the difference between <i>call duration</i> and <i>charged call duration</i>. For instance, if a rate specifies 5 minutes rounding and a customer has spoken for 3 minutes 42 seconds, he will be charged for 5 minutes and the counter will go up by 5 minutes as well.
Usage Period	<p>This defines how often the volume discount is reset.</p> <p>For example, if you have defined a “500 minutes for free” offer for your customer then the volume discount counter will be reset when the customer’s next usage period begins. In our example, the customer will receive 500 free minutes during every usage period (day, week, month, etc.)</p> <p>The following types of usage periods are available:</p> <ul style="list-style-type: none"> One time – A volume discount is applied one time only; this option may be used in add-on products to top up user’s quota while remaining unused minutes are preserved. Daily – A volume discount is applied every day. Weekly – A volume discount is applied every week. Bi-weekly – A volume discount is applied every two weeks. Monthly – A volume discount is applied every month.
Prorate	This prorates volume discount thresholds according to the

Thresholds for First Usage Period	<p>number of days remaining in the first usage period after the volume discount assignment.</p> <p>For example, if a volume discount plan is created with a 100% discount for up to 1000 minutes, a regular rate is applied after that. If a customer has a <i>monthly</i> usage period and the volume discount plan is assigned on October 20th, then the threshold becomes 367 minutes since there are 11 days remaining in October. For the following month the threshold becomes 1000 minutes.</p>
Combine with Other Discounts	<p>Defines the possibility of combining various discount plans when more than one discount plan is applicable for the same session (call):</p> <ul style="list-style-type: none"> • Never – the full override, when the higher priority discount prevents the use of lower priority ones. • Always – the discount rate is summed up to 100% (we never give money back for the call). For example, two 30% discounts will result in 60% resulting discount, 70% + 40% discount rates will only result in 100% discount. • When discount lower than 100 is active – as long as a higher priority discount defines 100% rate, all the lower priority discounts are not applied. Only after the volume exceeds the 100% discount rate threshold of the discount, the rest of the discounts can be applied. For example, Germany 100% discounted calls for 50 minutes exclusively, followed by 1000 minutes of 50% discount rate, while another discount for EU has 30% discount rate. The EU discount will only become applicable if the 50 minutes are used up, then the total discount rate will be 30+50=80% for a call to Germany. • After reaching the last threshold limit – the higher priority discount prevents the use of lower priority ones until the last limited threshold is reached (regardless of discount rate). For example, Germany 100% discounted calls for 50 minutes exclusively, followed by 1000 minutes of 50% discount rate, while another discount for EU has 30% discount rate. The EU discount will only become applicable if the 1050 minutes are used up.
Rollover Unused Minutes to the Next Usage Period	<p>If at the end of the usage period (e.g. at the end of the month) there is unused traffic left (i.e. minutes, Internet traffic, messages, etc.), it can be rolled over to the next usage period. For example, a customer has signed up for 100 bundled monthly minutes of free calls to Canada. By the end of the month, only 90 minutes have been used up. The 10 minutes remaining are rolled over to the next month, so during the next month 110 free minutes will be available for the customer.</p> <p>Please note that if you change the customer's discount plan (e.g. change an add-on product), then the unused minutes will transfer only if the new discount plan has the same discount entry (same destination group, service and thresholds.)</p>
Allow no more than	<p>The maximum number of usage periods that unused traffic can be rolled over. For example, if the usage period is monthly and you select 2, the unused traffic left from the first month will be rolled over to the second month and if not used completely, to the third month (2 rollovers). If unused traffic is not completely used by the end of the third month, it will expire.</p> <p>Note that if unused traffic from two or more usage periods is rolled over to the next one, the quota with the earliest expiration time is used first.</p>
Threshold	<p>The threshold value is measured either in currency units or time units (minutes), according to the type of discount. The value entered must be numeric (with a period allowed) and greater than zero. To provide a special unlimited value for the threshold, select the Unlimited check box. You cannot have two discount rows with the same threshold values.</p>
Discount	<p>The percentage discount value must be numeric (with a period allowed) in the 0 – 100 range. A 0% discount</p>

	means “standard rate applied,” while a 100% discount means “free call.”
Notify Customer	This allows you to set up different notifications for your customers.
Warning	When selected, this option allows you to define an additional threshold. When that threshold is reached, an email or SMS notification is sent to your customers informing them that the volume of services consumed is approaching the discount threshold.
Threshold reached	When this option is selected, an email or SMS notification is sent to your customers informing them that the discount threshold has been crossed and the discount no longer applies.
Split xDRs	When a session spans several rating periods (e.g. covers both peak and off-peak periods) it is divided into portions. Check the Split xDRs box and then multiple xDR records will be produced for sessions like this one. Each xDR record will be linked to the applicable discount level / rate.
Service Restriction	This column is only available for services based on the Internet Access service type. In this case, when the discount period is active and the threshold has been crossed, the level of service provided can also be adjusted. The possible values are: <ul style="list-style-type: none"> • No restriction. • Limit usage (customer can still use the service, but with limits, e.g. the upload / download speed is significantly decreased). • Block service – Refuse to provide any further service. Typically, this is done to reduce the amount of available bandwidth when the data transfer quota has been reached.

The billing engine decides which discount is to be applied, depending on whether the counter for the given destination has reached one of the defined thresholds. Note that the “charged amount” counters record charges as they are defined in the tariff, i.e. before a volume discount is applied. If there is no “Unlimited” threshold discount, and the counter exceeds the last (i.e. biggest) threshold, any further calls will be billed according to the standard tariff rate.

For example:

Discount type – Volume, minutes

The discount is defined as 0..100 – 50%; 100..200 – 20%; 200..unlimited – 10%

The first 100 minutes are billed at a 50% discount (half the price specified in the tariff), the next 100 minutes are billed at a 20% discount, and thereafter all calls receive a 10% discount.

The discount is defined as 0..100 – 100%

The first 100 minutes are free; all minutes above that are billed at the tariff rate.

Discount type – Amount, USD. The tariff rate for the given destination is a flat 0.5 USD per minute.

The discount is defined as 0..10.00 – 0%; 10.00..20.00 – 10%; 20.00..unlimited – 20%

When the customer begins making calls, each call is charged according to the normal rate until the total charged amount exceeds \$10.00. After that, the customer is given a 10% discount on calls.

NOTE: Let’s look at a situation in which a customer’s balance is \$10.00 (and the volume discount counter is also \$10.00). The customer makes a 30-minute call, and the tariff rate is \$0.20/min. The call is charged as $30 * 0.20 - 10\% = \$5.40$, and this value is stored in the CDR for the call. Thus the customer’s balance will be modified by \$5.40, to become 15.40. At the same time, the volume discount counter will go up by the amount without the discount. Thus the counter will go up by \$6, to become \$16.00.