Subscription Plans

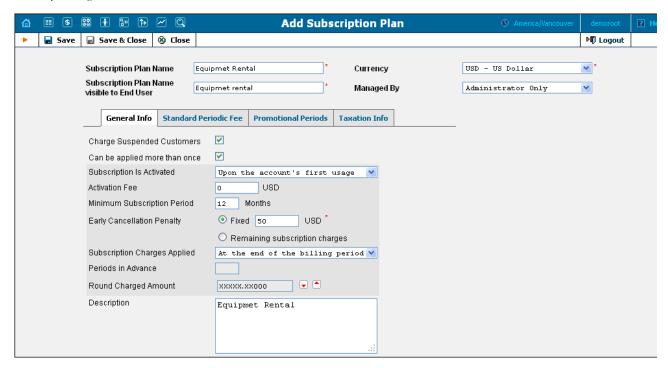
Subscription plans enable automation of recurring non-call related charges applied to your customers: for instance, basic monthly fees or fees for additional services such as voicemail or hardware rental.



Use the main Subscription Plan Management screen to list all existing plans.

Add / Edit a Subscription Plan

To add a new subscription plan to the system, select Add to go to the subscription plan creation screen. An existing subscription plan can be edited by clicking on its name in the list.



Field	Description
Subscription	The logical name of the subscription plan.
Plan Name	
Subscription	A clear subscription name shown to end users on invoices
Plan Name	and on their Self-care interfaces (e.g. the internal
Visible to End	subscription name is "Phone Book" while the name visible
User	to end users is "Telefonbuch").
Managed By	By default – administrator only. The plan can be assigned
	to a reseller (Managed by NNN) so that it is manageable
	from the Customer Self-Provisioning web interface.
Currency	Indicates which currency is used for billing calculations. All
	fee amounts in the plan are to be defined in this currency. A
	subscription plan can only be assigned to customers,
	accounts and products using the same currency.

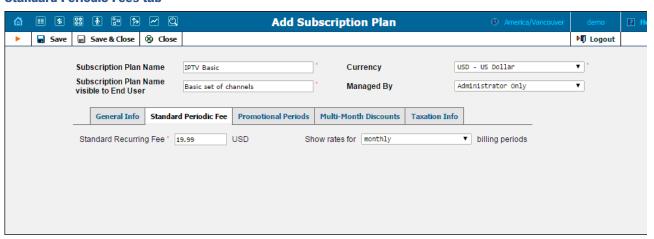
General Info tab

Field	Description

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Invoice Line Description	The subscription plan name as the end-user will see it or the invoice.	1
Charge Suspended Customers	Select this check box to enable subscription charges for suspended customers (in this case, subscription fees are always fully applied disregarding user status). Clear this check box only when applying subscription charges for those days when the customer wasn't suspended. (Note that customer's invoice will contain a transaction for the entire billing period subscription fee and a transaction showing the compensation for those days when the customer was suspended.)	
	For new subscriptions, the Charge Suspended Customers option is off by default (so that subscription charges will <i>not</i> be applied for those days when services were suspended).	1
Can Be	Select this check box to assign the same subscription	
Applied More	multiple times to one account.	
than Once	Note that you can use this option only when you are adding a new subscription plan.	
	For new subscriptions, the Can Be Applied More than Once option is off by default (so that subscription charge will not be applied multiple times for one account).	
	If the subscription is assigned to an account, this	
Activated	parameter specifies the date upon which the subscription charges will apply: At the given start date – The first billed date in the subscription start date.	
	 is the subscription start date. Upon the account's first usage – Charges a only applied from the later of the subscription start date or the account first usage date. 	
Activation Fee	A one-time fee applied when the subscription is activate	d.
Minimum	Time interval (in months) during which the subscription	
Subscription Period	must remain uninterrupted so as to avoid penalties.	
Early Cancellation	If the subscription is cancelled earlier than the minimum	1
Cancellation Penalty	subscription period a one-time fee is applied. The following options are available:	
- cruity	Fixed – A fixed charge is applied without taking account of when the subscription w cancelled.	
	• Remaining subscription charges – The charge will depend on the time when the subscription was cancelled. For example: a subscription plan has a \$30 monthly subscription fee and a 12-month minimum subscription period. A customer signs up a September 10 th and cancels the subscription	n on on
	on October 1 st (he has only used the servi for 20 days.) In this case, the subscription will be charged for 11 months and 10 days that is $$30*11 + $30/30*10 = $330 + 10 \$340.	8,
Subscription	Defines the way subscription charges are applied to a	
Charges	customer's account:	
Applied	 At the end of the billing period – The customer is charged the full subscription f at the end of the billing period. 	
	 Progressively – A prorated service charge applied on a day-by-day basis, depending of the time the service was used during this period. For example, if the monthly subscription fee is \$9.99, a progressive charge of \$0.33 will be made daily, so that on the 10th day the subscription charges w total \$3.33. 	On
	 In advance – Subscription charges are applied in a such way that when a billing period is closed, the customer is charged f N consecutive billing periods following th 	

	current one. For instance, if N is set to 2, and the customer has a monthly billing period, subscription charges for May and
	June will be made when the April billing
	period is closed.
Periods In	Only available for subscription plans charged in advance;
Advance	specifies for how many periods advance charges should be made.
Round	A pattern that defines the rounding of the amount charged
Charged	for a billing period (e.g. when the monthly subscription
Amount	amount is \$10.00, but the service was only used for 10
	days, it is desirable to round the applicable charge of
	\$3.33333). This pattern takes the form of XXX000. An X
	(to the left) means that the digit(s) in this position will be
	left unchanged, while a zero (to the right) means that this
	position will be rounded off. For example,
	XXXXX.XX000 means that the amount will be rounded
	up two decimal places, so that 1.2345 becomes 1.24. Note
	that rounding off is always done upwards.
Description	An extended description of this subscription plan.

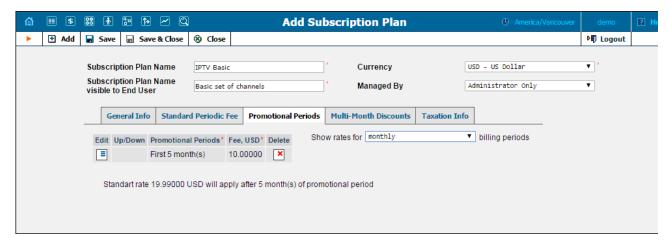
Standard Periodic Fees tab



Field	Description
Standard	The value of the recurring fee that will be applied to the
Recurring Fee	customer while a subscription is active if no special
	promotional fees or bulk discounts are defined.
Show rates for	Shows how the defined recurring fee will be applied to
	customers with a specific billing period (e.g. if a \$10
	recurring fee is defined for customers with a monthly billing
	period, a \$2.33333 recurring fee will be applied to customers
	with the weekly billing period and so on.)

Promotional Periods tab

In this tab you may define specific fees for different promotional periods.



Promotional Periods	Promotion span – the number of billing periods
	covered by this fee.
Fee	Amount of the fee.
Show rates	Shows how the defined promotional fee will be
	applied to customers with a specific billing period
	(e.g. if a \$10 promotional fee is defined for
	customers with a monthly billing period, a
	\$2.33333 promotional fee will be applied to
	customers with a weekly billing period and so on.)

Note: You can change the order of the promotional periods by clicking ♠ and ▶ arrows.

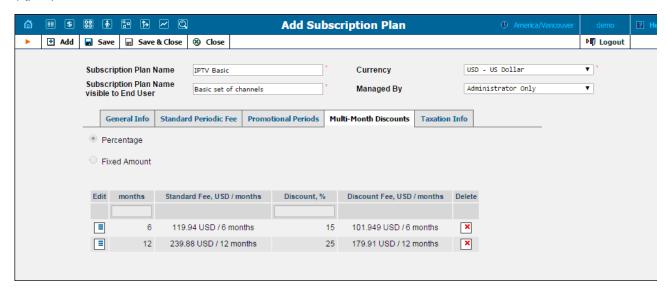
Taxation Info tab

Field	Description
Taxation	Select here Billsoft (US, Canada) method of taxation –
Method	external module from the Billsoft® company (US, Canada).
	Billsoft Taxation Method (US, Canada)
Transaction	Type of transaction (e.g. Intrastate, Interstate).
Service	Type of service (e.g. Toll, Toll Free).
Activation	The service type that is associated with activation procedure
	(e.g. activation of voicemail, cellular or PCS service).
Cancellation	The service type that is associated with cancellation
	procedure.
Usual	The service type that is associated with usual transactions
	and service.

Multi-Months Discounts tab (only available for Subscriptions charged in advance)

To improve your cash flow, you can now encourage your customers to pay monies in advance by providing them with bulk discounts for subscriptions that are charged in advance (e.g. "Pre-pay for 6 months and get 20% off for Internet" or "Pay for 12 months and save \$100 for IPTV!").

An administrator can set the number of billing periods and choose a discount value, which will either be a percentage (e.g. 20%), or a fixed sum (e.g. \$20).



Field	Description
Discount type	Defines whether a discount is based on a percentage or on a
	fixed sum:
	Percentage – the discount is provided as a defined percentage, calculated from the standard recurring fee.
	Fixed amount – the discount is provided for a defined amount.
Months	Shows the number of months this bulk discount applies to.
Standard	Shows the value of the standard recurring fee for the
Periodic fee / months	specified number of months.
Discount	The percentage discount value. It must be numeric (with a period allowed, e.g. 33.3) in the 1 – 100 range. A 100% discount means "free service."
Discount Fee	Shows the auto-calculated fee value with the defined discount applied. If Fixed amount discount type is selected, then specify the amount of the discount fee here.