

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.

Subscription Plan Management				
Managed By	Search			
ANY				Search
Name	Currency	Managed By	Description	Delete
Follow-me	USD	Administrator only		
Voice Mail	USD	Administrator only	Voice mail	✘
Call Display	USD	Administrator only		✘
Traveller's Plus	USD	Administrator only		

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.

Add Subscription Plan

Subscription Plan Name: * Currency: *

Subscription Plan Name visible to End User: * Managed By:

General Info | Standard Periodic Fee | Promotional Periods | Taxation Info

Charge Suspended Customers:

Can be applied more than once:

Subscription Is Activated:

Activation Fee: USD

Minimum Subscription Period: Months

Early Cancellation Penalty: Fixed USD * Remaining subscription charges

Subscription Charges Applied:

Periods in Advance:

Round Charged Amount:

Description:

Field	Description
Subscription Plan Name	The logical name of the subscription plan.
Subscription Plan Name Visible to End User	A clear subscription name shown to end users on invoices and on their Self-care interfaces (e.g. the internal subscription name is "Phone Book" while the name visible 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
-------	-------------

Invoice Line Description	The subscription plan name as the end-user will see it on the invoice.
Charge Suspended Customers	<p>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.)</p> <p>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).</p>
Can Be Applied More than Once	<p>Select this check box to assign the same subscription multiple times to one account.</p> <p>Note that you can use this option only when you are adding a new subscription plan.</p> <p>For new subscriptions, the Can Be Applied More than Once option is off by default (so that subscription charges will <i>not</i> be applied multiple times for one account).</p>
Subscription Is Activated	<p>If the subscription is assigned to an account, this parameter specifies the date upon which the subscription charges will apply:</p> <ul style="list-style-type: none"> • At the given start date – The first billed day is the subscription start date. • Upon the account's first usage – Charges are 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 activated.
Minimum Subscription Period	Time interval (in months) during which the subscription must remain uninterrupted so as to avoid penalties.
Early Cancellation Penalty	<p>If the subscription is cancelled earlier than the minimum subscription period a one-time fee is applied. The following options are available:</p> <ul style="list-style-type: none"> • Fixed – A fixed charge is applied without taking account of when the subscription was 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 on September 10th and cancels the subscription on October 1st (he has only used the service for 20 days.) In this case, the subscription will be charged for 11 months and 10 days, that is $\\$30 \times 11 + \\$30/30 \times 10 = \\$330 + \\$10 = \\$340$.
Subscription Charges Applied	<p>Defines the way subscription charges are applied to a customer's account:</p> <ul style="list-style-type: none"> • At the end of the billing period – The customer is charged the full subscription fee at the end of the billing period. • Progressively – A prorated service charge is applied on a day-by-day basis, depending on 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 will total \$3.33. • In advance – Subscription charges are applied in a such way that when a billing period is closed, the customer is charged for N consecutive billing periods following the

	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 Advance	Only available for subscription plans charged in advance; specifies for how many periods advance charges should be made.
Round Charged Amount	A pattern that defines the rounding of the amount charged for a billing period (e.g. when the monthly subscription 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

The screenshot shows the 'Add Subscription Plan' interface with the 'Standard Periodic Fee' tab selected. The form includes the following elements:

- Subscription Plan Name:** IPTV Basic
- Currency:** USD - US Dollar
- Subscription Plan Name visible to End User:** Basic set of channels
- Managed By:** Administrator Only
- Standard Recurring Fee:** 19.99 USD
- Show rates for:** monthly billing periods

Field	Description
Standard Recurring Fee	The value of the recurring fee that will be applied to the 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.



The screenshot shows the 'Add Subscription Plan' interface with the 'Promotional Periods' tab selected. The form includes the following elements:

- Subscription Plan Name:** IPTV Basic
- Currency:** USD - US Dollar
- Subscription Plan Name visible to End User:** Basic set of channels
- Managed By:** Administrator Only
- Promotional Periods Table:**

Edit	Up/Down	Promotional Periods*	Fee, USD*	Delete
		First 5 month(s)	10.00000	
- Show rates for:** monthly billing periods
- Standard rate:** 19.99000 USD will apply after 5 month(s) of promotional period

Field	Description

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 Method	Select here Billsoft (US, Canada) method of taxation – 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).

Home
Add Subscription Plan
America/Vancouver
demo
Help

▶ Add
Save
Save & Close
Close
Logout

Subscription Plan Name

Subscription Plan Name visible to End User

Currency

Managed By

General Info
Standard Periodic Fee
Promotional Periods
Multi-Month Discounts
Taxation Info

Percentage

Fixed Amount

Edit	months	Standard Fee, USD / months	Discount, %	Discount Fee, USD / months	Delete
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	6	119.94 USD / 6 months	15	101.949 USD / 6 months	<input type="text" value="✗"/>
<input type="text"/>	12	239.88 USD / 12 months	25	179.91 USD / 12 months	<input type="text" value="✗"/>

Field	Description
Discount type	Defines whether a discount is based on a percentage or on a fixed sum: <ul style="list-style-type: none"> 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 Periodic fee / months	Shows the value of the standard recurring fee for the 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.

