

VoIP Reseller

Build your own business using the newest technologies and Worldcall's original solutions

- VoIP network ready solution
- All categories of possible customers: Callshops, Offices, Hotels, Call Centers, Calling Card distributors, Home users etc.
- Possibility to have multiple customers and even sub-resellers
- Telephone traffic reselling
- Equipment reselling
- Easy administrative and financial management
- Flexible price policy
- No initial fees

Worldcall Reseller guide

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Worldcall Reseller guide, March 2007

V1.0.0

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1. Preface

This document provides Resellers with the most common examples and guidelines for setting up a VoIP network.

Where to get the latest version of this guide?

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: www.worldcall.be/documentation/

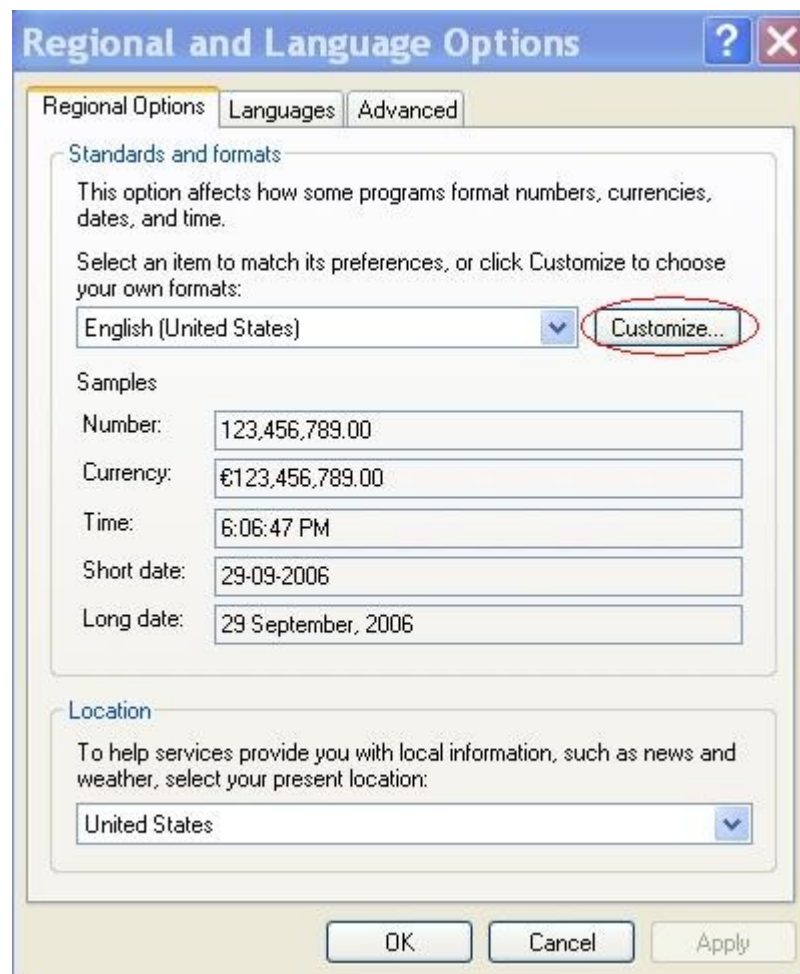
2. Hardware and software requirements

- Browser: Internet Explorer 6.0 or higher, Firefox 1.5 / Netscape 7.2 / Mozilla 1.7 or higher with Macromedia Flash plug-in installed
- Any Internet connection to connect to Self-Care WEB interfaces
- An Internet connection in each point of installation of customer's VoIP equipment (gateways/IP phones/softphones) with upload/download bandwidth of at least 13 Kbps per each VoIP simultaneous call
- Spreadsheet processor (MS Excel) for effectively processing Tariffs
- Display settings: Minimum screen resolution: 1024 x 768, Color palette: 16 bit color (minimum)

3. Regional settings and parameters of Reseller's computer to ensure correct operation of Spreadsheet processor

To view downloaded CSV (Comma-Separated Values) files in Windows, please do the following to match Systems' default list separator:

Start -> My Computer -> Control Panel -> Regional Settings and click "Customize" button



3.1. Customize Regional Options -> “Numbers” tab

Customize Regional Options

Numbers Currency Time Date

Sample
Positive: 123456789.00 Negative: -123456789.00

Decimal symbol: . "DOT" symbol

No. of digits after decimal: 2

Digit grouping symbol: Blank or "space" symbol

Digit grouping: 123456789 Without separators

Negative sign symbol: -

Negative number format: -1.1

Display leading zeros: 0.7

List separator: , "Comma" symbol

Measurement system: Metric

OK Cancel Apply

- “Decimal symbol” must be set to “.” (dot symbol)
- “Digit grouping symbol” must be blank (or “space” if your system doesn’t provide you this possibility)
- “Digital grouping” must be without any separator
- “List separator” values must be set as “,” (Comma symbol)

3.2. Customize Regional Options -> “Date” tab

The screenshot shows the 'Customize Regional Options' dialog box with the 'Date' tab selected. The 'Calendar' section has a range from 1930 to 2029. The 'Short date' section shows a sample '2006-10-09', a format of 'yyyy-MM-dd', and a separator of '-'. The 'Long date' section shows a sample 'Monday, October 09, 2006' and a format of 'dddd, MMMM dd, yyyy'. Red circles highlight the 'Short date format', 'Date separator', and 'Long date format' fields.

- Set the short data format like “yyyy-MM-dd”
- Set the date separator like “-“ (the “dash” symbol)
- Set long data format like “dddd, MMMM dd, yyyy”

After configuring these parameters, don't forget to push “Apply” in two levels: both in “Customize Regional Settings” and in “Regional and Language Options”

Now the system is ready to operate correctly with .csv files

4. System Overview

This solution is created to help you to easily launch, manage and develop your Telephony and VoIP business. Features included out of the box are reseller billing model, automatic invoicing operations, statistic and many others. There is no need to install any specific hardware or software to start working with the system. All you need is a web browser to connect to Self-Care WEB interface and equipment for the customers to call from (gateways, IP phones and even freeware softphones).

System allows:

- Both post-paid and pre-paid call scenarios for end users
- Multi-currency billing – Reseller can charge his customers using his preferred currency
- Multi-language interface and supports operations in different time zones for every user
- Connection of any standard SIP or H.323 VoIP equipment customers are calling from as well as classic PSTN customers in some European areas

4.1. Billing Objects

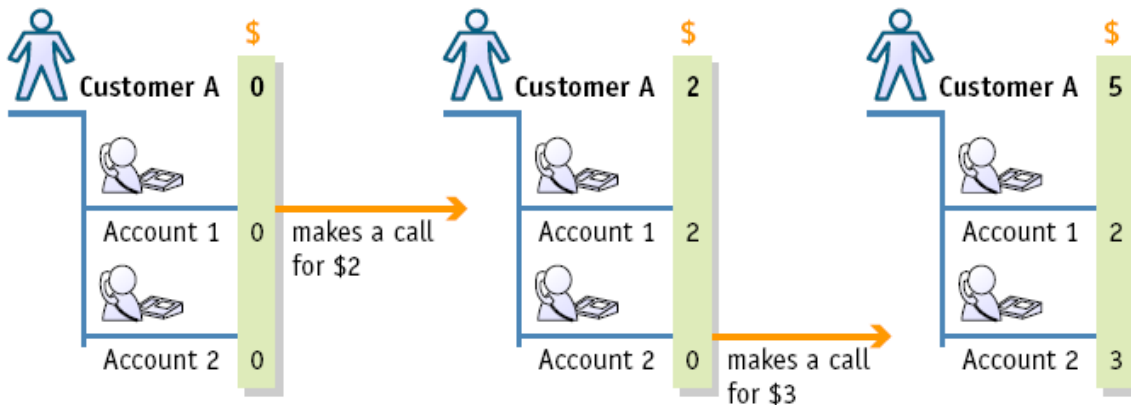
System provides VoIP business with different user account levels with associated levels of responsibility. Each account type is given different appropriate multiple features on their web interface. Users of accounts of higher responsibility are allowed enter and view the web interface of those at a lower level under their responsibility.

- Retail customers
- Resellers
- Accounts

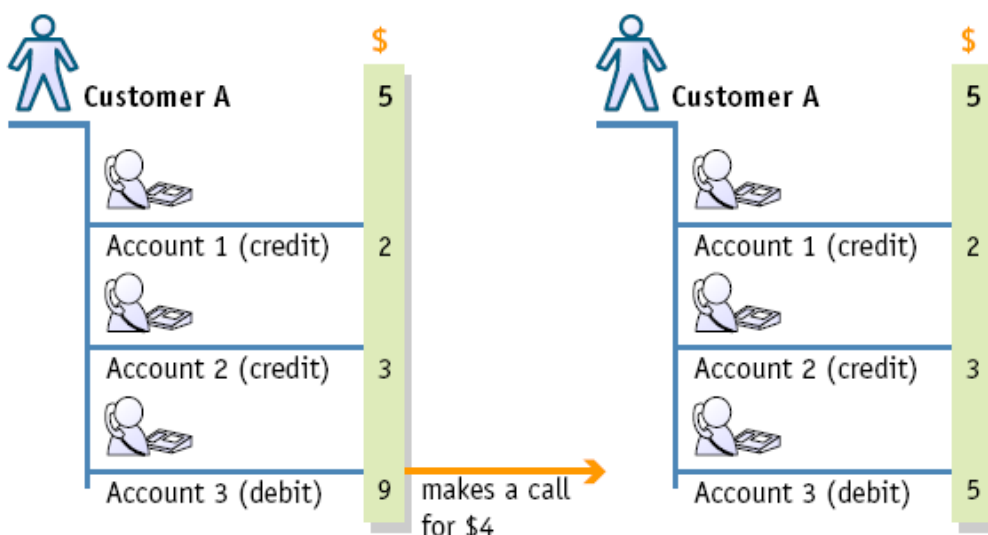
4.2. Retail customer model description

The customer is an owner of accounts with whom you interact in your business. If, for example, you are selling thousands of prepaid cards (each card being represented in Billing System as an account), you do not have to create a customer for each of the cards. Rather, the cards will be owned by the customer, who represents the dealer or distributor of the cards. You can have many such

customers if you use multiple distributors. Even if you do not use distributors at all, and sell all of your cards directly to end users, it is still a good idea to create a separate customer object for this purpose, so that these accounts will not be mixed with others. For each call made by a credit account, the customer's balance is charged for exactly the same amount by which the account was billed (retail customer accounts must use the same currency as the customer). This provides an easy way to track the total balance for a group of postpaid accounts.



NOTE: If a call was made by a debit (prepaid) account, this does not affect the retail customer's balance (see below), since prepaid accounts (cards) are normally paid for by your customer at the time of purchase. This also allows your prepaid card distributor to have postpaid accounts (for example, for internal office use) and to be billed for them. Or, your postpaid customer with multiple IP phones can purchase additional prepaid cards for his temporary workers.

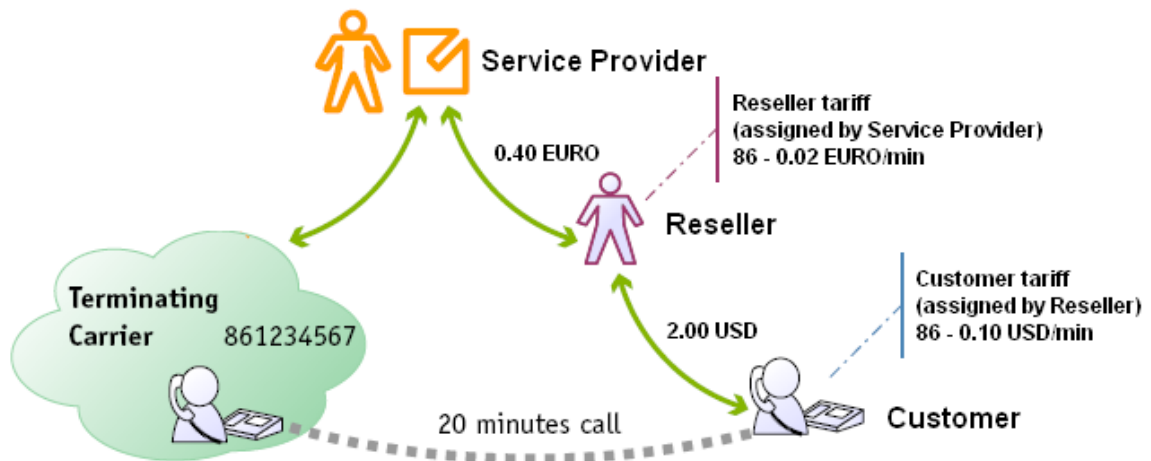


Typically used for: business end-customers (when more than one account per customer is required)

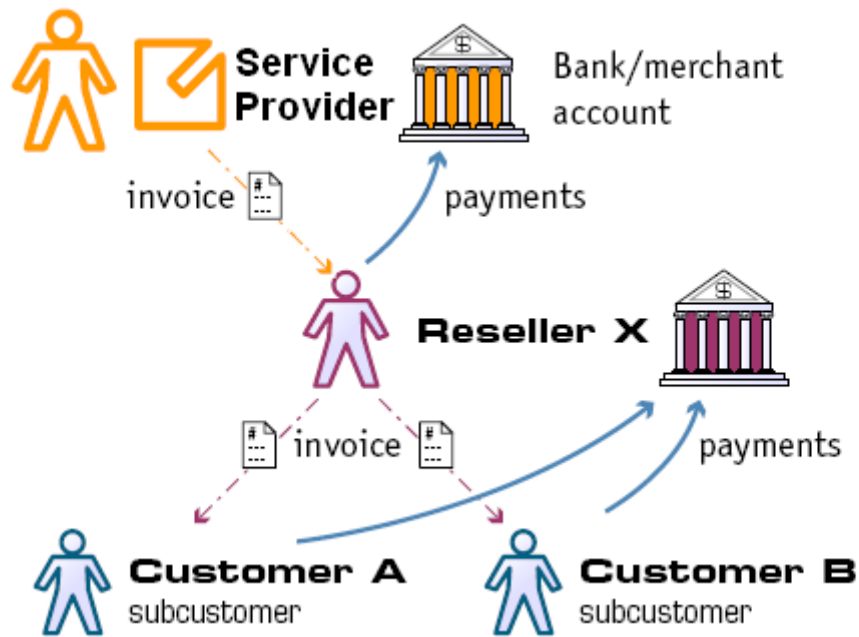
4.3. Reseller model description

A Reseller is a partner of Service Provider who resells its services, and for whom Service Provider perform service provisioning and the billing of his subscribers. He owns retail customers (also called sub-customers), who in turn own individual accounts.

When a call is made by an account (end user), the reseller is billed using his own tariff (wholesale rates). Thus the end user (account+retail customer to whom it belongs) and reseller are billed separately; they may even be in different currencies. So if, for instance, a partner is reselling services, he will pay Service Provider 0.02 EURO/min for each call made to China by his subscribers. At the same time, he can charge his customers any rate he wishes (e.g. 0.10 USD/min).



Reseller acts as an independent service provider: he will be able to assign his own rates to his subscribers, Billing System can automatically generate invoices for his customers with reseller's name on them, sub-customers may go to the specific domain to access their self-care interface and see reseller's name and logo on these pages, etc. Reseller collects money from his sub-customers and is responsible for paying invoices, issued by the Service Provider. If reseller exceeds his credit limit – this automatically blocks all activities of his sub-customers.



Typically used for: Service resellers, customers who would like to offer service under their own brand name and all the billing of their accounts using different tariffs is done in Billing System

Reseller can:

- Have unlimited number of customers
- Have different types of customers (SIP and H.323) connected at the same time
- Sell services using any currency to each his customer regardless of the currency used by his Service Provider
- Change selling Tariff attached to any customer
- Manage any of Reseller's selling Tariffs (Upload/Download or modify online)

Both retail customers and resellers are billed according to the credit model. Their balance reflects the amount they owe you; thus it starts from a certain value (typically 0) and goes up with each call made, or down with each refund or payment. If the customer's balance reaches the maximum credit amount (credit limit), no further calls for this customer's accounts will be authorized. The only exception are a retail customer's debit accounts – since these are prepaid, and their calls do not affect the customer's balance, they can still make calls even if the customer has exceeded his credit limit.

4.4. Accounts

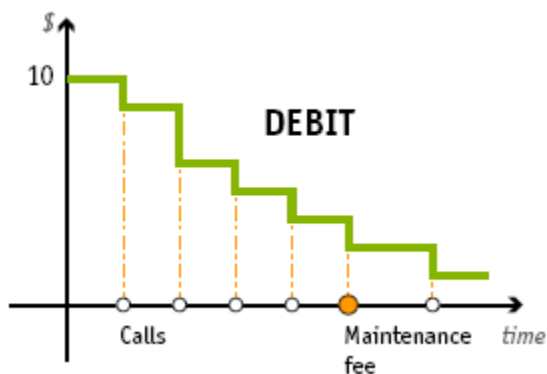
An account identifies the end-user who is using the service. For example, a prepaid calling card is an account identified by a PIN, while a customer's VoIP gateway could be an account identified by its IP address, and a SIP phone is identified by its phone number. There are two main types of accounts (debit and credit) plus an auxiliary one (voucher).

4.4.1. Account types

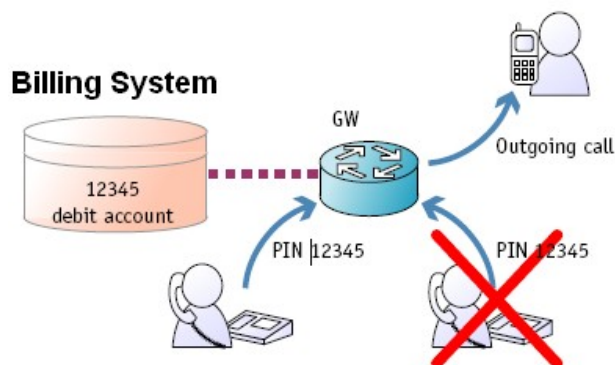
Debit:

Typically used for: prepaid calling cards.

- The balance shows the available funds on the account. Initially, the balance is equal to the "opening balance" (typically the prepaid amount), and decreases with every call made.



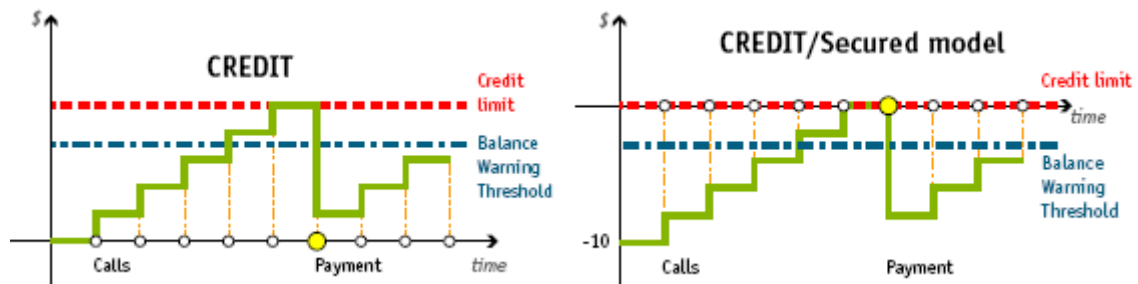
- The account is unusable when the balance hits zero.
- A fraud protection feature prevents simultaneous calls to the same debit account.



Credit:

Typically used for: postpaid services.

- The balance reflects how much the account owner owes you. It starts with the “opening balance” and goes up with every call made, and decreases when a payment is received.



- The account is unusable when the balance reaches the “credit limit”.
- The balance can also be negative – this means you owe money to the customer (e.g. the customer has made a deposit). By setting the credit limit to zero you can provide “secured” services (as described earlier), in which case a customer can only make calls when there is a deposit remaining in his account.
- Unlimited number of simultaneous calls.

Voucher:

Typically used for: refill debit or credit accounts for a customer using the same account over a long time, e.g. ANI-based authentication.

This can be used to “recharge” (increase the available amount of) a credit or debit account. In this case, the balance of the voucher account is transferred to the main account. An account of this type cannot be used for making calls. Recharging may be done on the account self-care pages or via a special IVR script.

4.4.2. Account batches

Accounts can be grouped into batches. Each batch has its own descriptive name, giving you two ways to identify an account:

- By Account ID
- By a combination of Batch Name and the account’s Control Number (a sequential number within the batch)

When creating new accounts, you can either create them in a new batch or add them to an existing batch. In addition to better account tracking, this also permits easy modifications of a large number of accounts. You can block or unblock, change the balance, or perform other operations for either the whole batch or a portion of the batch. Note that a batch always belongs to a customer, so you cannot mix different customers' accounts within the same batch, and you cannot have two batches of the same name under two different customers.

4.4.3. Account life cycle

Three parameters define the life cycle of an account:

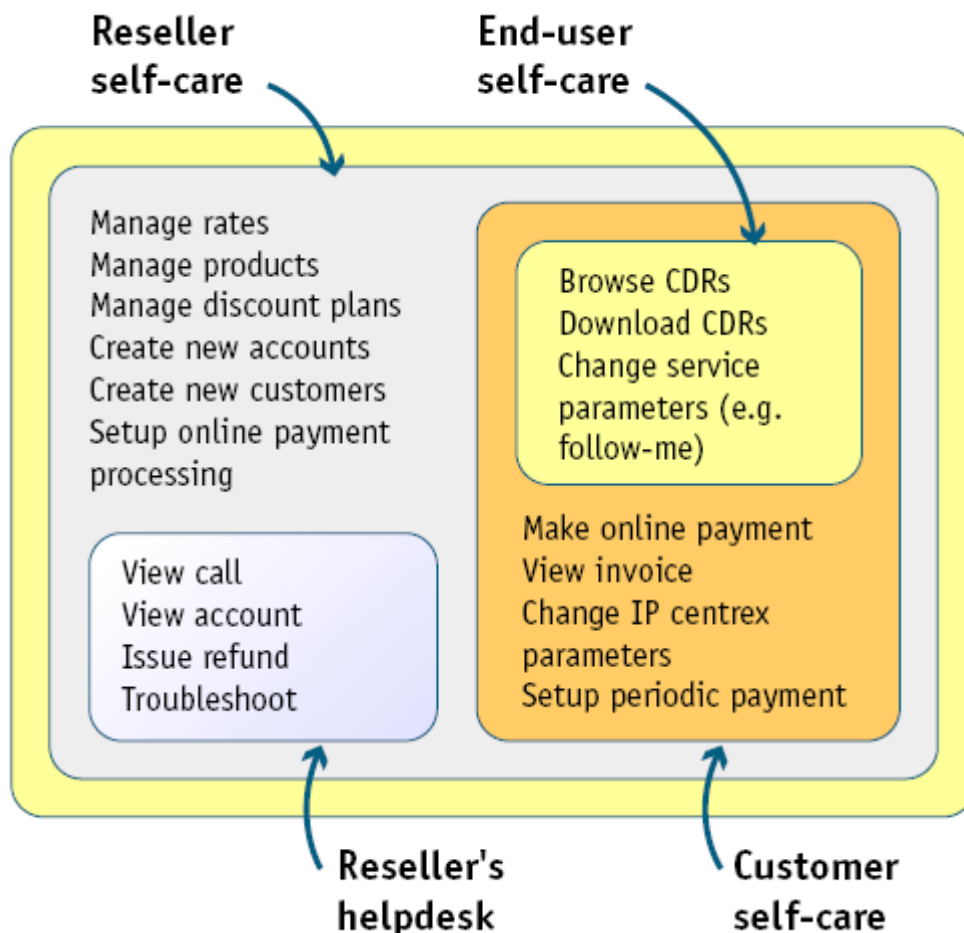
- Every account has an activation date. This defines the earliest date of activation (e.g. you print Christmas promotion cards in November, but set the activation date for December 23rd, so that no one can start using them earlier).
- Expiration date defines the date after which the account can no longer be used (e.g. your Christmas promotion cards expire on January 1st). Expiration date is optional, so you may also create accounts which never expire.
- Finally, there is the lifetime parameter, which defines the number of days the account remains active after its date of first use. If, for instance, an account has a lifetime of 90 days and is first used on May 1st, then it cannot be used after July 30th. Lifetime is also an optional parameter. If you wish to allow your customers to use the service perpetually, leave this parameter blank.

Lifetime and expiration date work in conjunction – whichever comes earlier defines the end of the service. If an account has an expiration date of 01-Jan-2007 and a lifetime of 60 days, and is first used on 09-Dec-2006, then the account has only 23 days of service left, and will expire on January 1st.

Another important point regarding lifetime is that a voucher recharge operation extends the life cycle of an account.

5. WEB interface

Different operations are available for different types of users who access the system (also, the abilities of an individual user can be adjusted via his access level settings). In general, administrators (Billing System users) can potentially perform all possible configuration tasks, while others are limited to their own entity and related objects only. For instance, a reseller can access any of his sub-customers or their accounts, while a sub-customer can only access information about himself and his accounts on his self-care pages. The self-care interface imposes multiple security-related limitations on a user's activity, e.g. a sub-customer can view his own balance on the self-care pages, but cannot modify it.



For improved security, the Billing System100 web interface is divided into several separate areas, each serving its own purpose. Thus a login name and password which allow a user to access the customer self-care interface cannot be used to log in to the admin interface; the login name and password for the account's (end-user's) self-care interface are not applicable to customer self-care; and so forth.

5.1. Security

System is compliant to Visa Security Standards.

User Interface:

- Inactivity logout
- Unconditional logout

User Passwords:

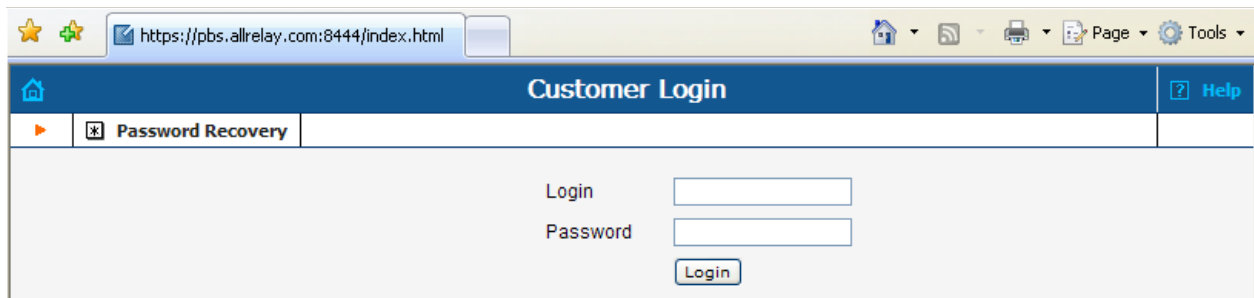
- A minimum password length of six (6) characters.
- Passwords include both alphabetical and numerical components.
- Passwords are stored under irreversible encryption.
- It's required that the current password be used before allowing a new password to become effective.
- User's last four (4) passwords can't be re-used.
- It's prohibited changing a password within one (1) day of a previous change.
- Initial password must be change on first login.
- Passwords to be changed at least once in 30 days.
- Use dictionary checking to restrict selection of password

Credit Card information:

- Credit card information is displayed as 1234xxxxxxx567
- Credit card information is stored using same encryption as merchant account password.

5.2. Reseller's user interface

Both, Resellers and Retail Customers use the same link for their access to WEB-based user interface: <https://pbs.allrelay.com:8444/> . The following page will be displayed:



Service Provider provides to each Reseller its personal User name and Password required for access to the system.

After successful login (as Reseller) the following page will be displayed:



The front-end design and functionality of Billing System are simple and intuitive. The pure web interface of the Billing System Customer Self-Care home page is the main door to all the objects and tools of this part of the system. Divided into four functional blocks, the links load pages containing tools for managing the system, helping customers, and generating statistics. Each second level page contains a link back to the home page.




Normal system maintenance tasks, such as the addition of users, payment systems, representatives and so on.



Tasks related to billing, such as customer, vendor and account management, and rate plan definition.



Tasks available to members of the Customer Care to help troubleshoot problems which clients may inquire about.

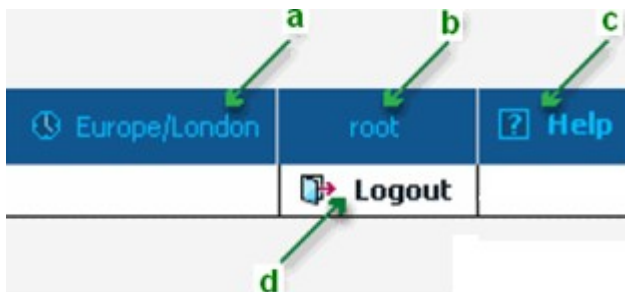
 A variety of statistics and reports available, which reflect on the status of the system or information provided about call records, costing, and revenue.

5.3. Common Features

All of the functions available from the home page are also available from the drop down menus:



The right top side of the interface provides user with following information:



A – Time Zone where the current user operates

B – Login name of the currently logged in user

C – Context help for the current screen. Clicking this link will pop-up help window

D – Logout button. Used to finish current session or when necessary to re-login as another user

Also on the toolbar is often a list of available actions to take relevant to the current page:



This toolbar acts as the equivalent of the “File” menu of the application as it is the usual location for “Save”, “Close”, and “Add New” operations.

5.4. *Sorting Tables*

on	▼ Connect Time	↕ Disconnect Time	↕ Duration, min:sec	↕ Acc
atch es	24 Aug 2002 01: Adobe Systems	24 Aug 2002 :35:35	0:00	
atch es	23 Aug 2002 20:51:50	23 Aug 2002 21:30:12	38:22	
atch	23 Aug 2002	23 Aug 2002		

This feature is available for all CDR browsers where it is necessary to sort viewed information by different criteria. Table header cell with orange triangle shows the sorted row. Triangle down represents descending order, and triangle directed up means ascending.

The sorting is available for all columns with bi-directional white arrow in the top left corner of the header cell. To sort a column, simply click on the header. Click the same column again for the opposite sorting order.

Another cool feature of sorting tables is that table header is always visible.

5.5. *Graphs*

The default time frame for all graphs is 30 hours. The dates above the graph are the boundary time frame for the current graph. If a graph is presented in more than one color, the legend for the color usage will be displayed under the graph. If there are two graphs, captions on the left side will be provided. Usage of the navigation is explained in the table below.



Zoom Out. Click the icon or the top part of the Graph to see 50% longer time interval



Zoom In. Click the icon or the bottom part of the Graph to see 50% shorter time interval, and more detailed graph



Back in time. Click the icon or the left part of the Graph to move back in time for 50% of the current time frame



Forward in time. Click the icon or the right part of the Graph to move forward in time for 50% of the current time frame

5.6. Reports

The middle portion of report screens is a one-year calendar. Billing System keeps reports for one year, and after that the reports are removed from the system. The current month is displayed in the bottom-right hand corner of the calendar.

Consider the following legend for the calendar:



A – If present, this arrow notifies the user that the report for this month is available for download by clicking the month link

B – Three-letter abbreviation of the month, followed by the year

C – If present, this arrow notifies the user that two half-monthly reports are available and may be downloaded by clicking the links on the right

D – Click this icon to download statistics for the first half of the month

E – Click this icon to download statistics for the second half of the month

F – Number of the week in the current year. No report was generated for this week, so there's no link

G – Same as 6, but the report was generated and can be downloaded by clicking the link

H – Day of the month. No report was generated. Link is inactive

I – Day with linked reports are set off in bold and underscored. Click to download the report

The right hand portion of the screen may contain links to Quarterly and semi-annual reports. If a report is available, the corresponding link is set off in bold and underscored.

Note: the links are not displayed if the reports are not configured.

5.7. Customer Info

The Customer Info screens allow the administrator to maintain the corporate information relating to your firm. This data will be included on reports such as Invoices.

Address Info:

The Customer Info screens allow maintaining the corporate information relating to your firm. This data will be included on reports such as Receipts, Invoices, etc.

Field	Description
Company Name	The conventional form of your firm's name.
Address	Street address of the firm.
Country	The country may be selected from a drop-down list.
Phone	Primary telephone number for the firm.
Fax	Primary fax telephone number.
Email	Primary email contact for the firm. (For example, "info@yourcompany.com".)
Send Statistics	When checked, the customer will receive periodical emails with reports

Additional Info:

Customer Info		Europe/Brussels	.Planet Telecom	Help
<input type="button" value="Save"/> <input type="button" value="Save & Close"/> <input type="button" value="Close"/> <input type="button" value="Objects"/>		<input type="button" value="Logout"/>		
Customer Name	.Planet Telecom	Opening Balance	0.00000 EUR	
Blocked	<input type="checkbox"/>	Balance	63.44378 EUR	
Type	Reseller	Customer Class	default class	
<input type="button" value="Address Info"/> <input type="button" value="Additional Info"/> <input type="button" value="Payment Info"/> <input type="button" value="User Interface"/> <input type="button" value="Payment Systems"/> <input type="button" value="Subscriptions"/>				
Tariff	Business_Belgium			
Incoming Tariff	WCall_collect_General			
Routing Plan	Business			
Discount Plan	None			
Subscription Discount Rate	<input type="text"/> %			
Categorizing and Defaults				
Billing Period	monthly			
Tax ID	<input type="text"/>			
Callshop Enabled	<input type="checkbox"/>			
Creation Date	<input type="text"/>			

Using this page Reseller can review and download its current buying Tariff (applied by Service Provider).

Payment Info:

Customer Info		Europe/Brussels	.Planet Telecom	Help
<input type="button" value="Save"/> <input type="button" value="Save & Close"/> <input type="button" value="Close"/> <input type="button" value="Objects"/>		<input type="button" value="Logout"/>		
Customer Name	.Planet Telecom	Opening Balance	0.00000 EUR	
Blocked	<input type="checkbox"/>	Balance	63.44378 EUR	
Type	Reseller	Customer Class	default class	
<input type="button" value="Address Info"/> <input type="button" value="Additional Info"/> <input type="button" value="Payment Info"/> <input type="button" value="User Interface"/> <input type="button" value="Payment Systems"/> <input type="button" value="Subscriptions"/>				
Credit Limit	100.00000			
Balance Warning Threshold	<input type="text"/>			
Preferred Payment Method	MasterCard Not set Cash Cheque MasterCard VISA			
Credit Card No.	<input type="text"/>		1	2007
CWV	<input type="text"/>			
Name on Card	<input type="text"/>			
Address	<input type="text"/>			
City	<input type="text"/>			
State	Not set			
Country	Not set			
Postal Code	<input type="text"/>			
<input type="button" value="Same As Address Info"/>				

Using this page Reseller can review its current Balance and Credit Limit (applied by Service Provider) and set Balance Warning Threshold level for E-mail notifications. Data contained within the Payment Info tab is used to store information about the Customer's Credit Card that will be used for payments

User Interface:

Using this page Reseller can define its WEB interface according to personal preferences.

Customer Info Europe/Brussels Planet Telecom Help

Save Save & Close Close Objects Logout

Customer Name Planet Telecom Opening Balance 0.00000 EUR
 Blocked Balance 63.44378 EUR
 Type Reseller Customer Class default class

Address Info Additional Info Payment Info **User Interface** Payment Systems Subscriptions

Login planettelecom Time Zone Europe/Brussels
 Password ***** Auto Web Interface Language en - English

Output Format

Date YYYY-MM-DD 2003-12-31
 Time HH24:MI:SS User Defined
 Date & Time YYYY-MM-DD HH24:MI:SS User Defined

Input Format

Date YYYY-MM-DD 2003-12-31
 Time HH24:MI:SS User Defined

Payment Systems:

Resellers, direct retail customers, and their accounts are allowed to use a company's payment systems and payment methods for e-commerce payments, both manual and periodic. A reseller should define at this page its own payment systems these to the appropriate currencies in his self-care, so that those payment systems will be used by his sub-customers and their accounts.

Customer Info Europe/Brussels Planet Telecom Help

Add Save Save & Close Close Objects Logout

Customer Name Planet Telecom Opening Balance 0.00000 EUR
 Blocked Balance 63.44378 EUR
 Type Reseller Customer Class default class

Address Info Additional Info Payment Info User Interface **Payment Systems** Subscriptions

Edit	Name *	Processor	Login *	Password	AMERICAN EXPRESS	ECHECHEC	DIRECT DEBIT	VISA	MASTERCARD	JCB	WISA	Test Mode	Recurring Enabled	Delete
		2CheckOut			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Subscriptions:

The Subscriptions module allows you to charge your customers periodic fees for using the service.

5.8. Representatives

You may need to track income associated with people with whom you have a business relationship. These people may sometimes be employees, while in other cases they are dealers, partners at a law firm, or independent contractors.

NOTE: Representatives do not participate in billing or revenue sharing. They are listed for information purposes only, as required when Billing System is integrated into back-office CRM for calculating commissions and the like.

Each sales representative is assigned initials. Their names and initials appear on sales forms, allowing you to associate specific sales reps with specific sales in order to track their income.

Representatives use the following link for their access to WEB-based user interface: <https://pbs.allrelay.com:8448/> .

5.9. Make Payment

Make Payment screen allows Reseller to see the current balance and top it up with a credit card. When the screen is loaded, the Amount field contains the amount necessary to equalize the balance. The credit card set up in the Customer Info screen is used by default.

The screenshot displays the 'Make Payment' interface. At the top, there are navigation icons and a title bar with 'Make Payment', 'Europe/Brussels', 'Planet Telecom', and 'Help'. Below the title bar, there are 'Close' and 'Objects' buttons. The main content area shows the following details:

- Current balance: 63.44 EUR
- Pay to the order of: WorldCall
- A red note: *Please note, there is an additional charge of 2% and 0.50 per every online transaction.*
- Amount: 63.44 EUR (1.00 EUR minimum)
- Payment Method: MasterCard (dropdown)
- Credit Card No.: [input field]
- Exp. Date: 01 / 2007 (dropdowns)
- Issue No.: [input field]
- Start Date: -- / ---- (dropdowns)
- CVV: [input field]
- Name on Card: [input field]
- Address: [input field]
- City: [input field]
- State: Not set (dropdown)
- Country: Not set (dropdown)
- Postal Code: [input field]
- Pay Now button

Change the Amount if needed and click Pay now button to proceed with the payment.

5.10. Currencies

Using this page Reseller can review the detailed information about currency he/she can use for his/her Products for the moment. Reseller is not able to add new currency himself/herself and must ask Service Provider for this service.

Edit	ISO 4217 alpha	ISO 4217 num	Name	Dec. digits	Major	Minor	Payment System	Payment Method	Minimum Payment	Delete
	BGN	975	Bulgarian Lev	2						
	BIF	108	Burundi Franc	0	franc	centime				
	EGP	818	Egyptian Pound	2	pound	piaster				
	EUR	978	euro	2	Euro	euro-cent				
	GBP	826	Pound Sterling	2	pound	pence				
	GHC	288	Cedi	2						
	HRK	191	Croatian Kuna	2	kuna	lipa				
	KES	404	Kenyan Shilling	2	shilling	cent				
	LKR	144	Sri Lanka Rupee	2	rupee	cent				
	MAD	504	Moroccan Dirham	2	dirham	centime				
	MKD	807	Denar	2	denar	deni				
	MTL	470	Maltese Lira	2						
	PYG	600	Guarani	0	guarani	centimo				X
	TRL	792	Turkish Lira	0	lira	kurup				X
	USD	840	US Dollar	2	dollar	cent				
	XAF	950	CFA Franc BEAC	0						
	XOF	952	CFA Franc BCEAO	0						

5.11. Tariffs

Using this page Reseller can manage its Tariffs.

Name	Currency	Description	Rates
._nigeriatest	XOF		
._Pascal	BIF		
._Planet_Telecom_5	EUR		
._pluto	EUR		
._testtt	EUR		
Planet_Telecom_1	EUR	Planet Telecom Tariff 1	
Planet_Telecom_2	XOF	Planet Telecom Tariff 2	
Planet_Telecom_3	USD	Planet Telecom Tariff 3	
Planet_Telecom_4	EUR	Planet Telecom Tariff 4	

For the detailed info concerning Tariffs please see paragraph 7 (Tariff and Dialplan).

5.12. Volume Discount Plans

Volume discount plans allows you to dynamically modify your rates depending on how much traffic a customer has already sent you. For instance, after he makes calls for 200 minutes (charged at the normal rate) he will get a 10% discount for every minute he calls over this limit.

A discount plan includes one or more discount schemes applicable to a certain destination group. “First 200 minutes for free, then normal rate with 10% discount over 500 minutes” is one such discount scheme, and it may be applied to the destination group “Asia”, which includes China, Hong Kong, Singapore, Thailand and other countries.

5.13. 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.

5.14. Products

A product is a combination of services that you provide to a customer for a price. For example, you decide to sell calling cards with 10 cents/minute calls to the Czech Republic for calls to a local access number in New York, and 15 cents/minute + 50-cent connection fee for calls to a toll-free line. In this case, your product will include two types of service:

- access via the local New York number, and
- access via the toll-free line,

with price parameters associated with each service.

Using this page Reseller can review and edit the Products he/she can sell for the moment. Reseller is not able to add new Product himself/herself and must ask Service Provider for this service.

The screenshot shows the 'Product Management' interface. At the top, there is a navigation bar with 'Product Management' in the center, 'Europe/Brussels' on the right, and 'Planet Telecom' on the far right. Below the navigation bar, there are buttons for 'Close' and 'Objects'. A search box is located at the top center of the main content area. Below the search box is a table with the following columns: '\$?', 'Name', 'Currency', and 'Description'. The table contains five rows of data:

\$?	Name	Currency	Description
	Planet Telecom 1	EUR	
	Planet Telecom 2	XOF	
	Planet Telecom 3	USD	
	Planet Telecom 4	EUR	
	Planet Telecom BizBelg	EUR	

5.15. Customer Classes

A customer class is a definition of various properties (e.g. invoice terms) which can be easily applied to a large number of customers.






5.16. Subcustomers

On the Customer Management screen, you can view a list of all registered customers, or use search filters to display a specific set of customers only.

The screenshot shows the 'Subcustomer Management' interface. At the top, there is a navigation bar with 'Subcustomer Management' in the center, 'Europe/Brussels' on the right, and 'Planet Telecom' on the far right. Below the navigation bar, there are buttons for 'Add', 'Close', and 'Objects'. A search box is located at the top center of the main content area. Below the search box is a table with the following columns: 'CDRs', 'Name', 'Accounts', 'Currency', 'Type', 'Credit limit', 'Balance', 'E-mail', 'Status', and 'Delete'. The table contains ten rows of data:

CDRs	Name	Accounts	Currency	Type	Credit limit	Balance	E-mail	Status	Delete
	.Earth		EUR	Retail	2.00000	0.00000			
	.irenetest230307		BIF	Retail	5.00000	0.00000			
	.Jupiter		EUR	Retail	50.00000	-137.34450			
	.Mars		EUR	Retail	30.00000	-97.22321			
	.Mercury		EUR	Retail	500.00000	-19.74166			
	.Neptune		EUR	Retail	10.00000	0.00000			
	.Pascal1		BIF	Retail	100.00000	-99.96866			
	.Pluton		EUR	Retail	120.00000	-200.00000			
	.Saturn		USD	Retail	50.00000	14.36945			
	.Uranus		EUR	Retail	0.00000	-12.11132			
	.venera		EUR	Retail	0.00000	0.00000			
	.Venus		EUR	Retail	1.00000	-105.00000			

Using this page, the Reseller can access each of its Customers to:

- Check the status (normal/operational: blank, blocked: , Credit exceeded: , services to this customer have been suspended: , frozen: , customer was closed: )
- Set/Update Credit Limit
- Add customer's payments
- Change Product attached to each of customer's Accounts
- Block/Unblock Customer


Add/Edit Customer:

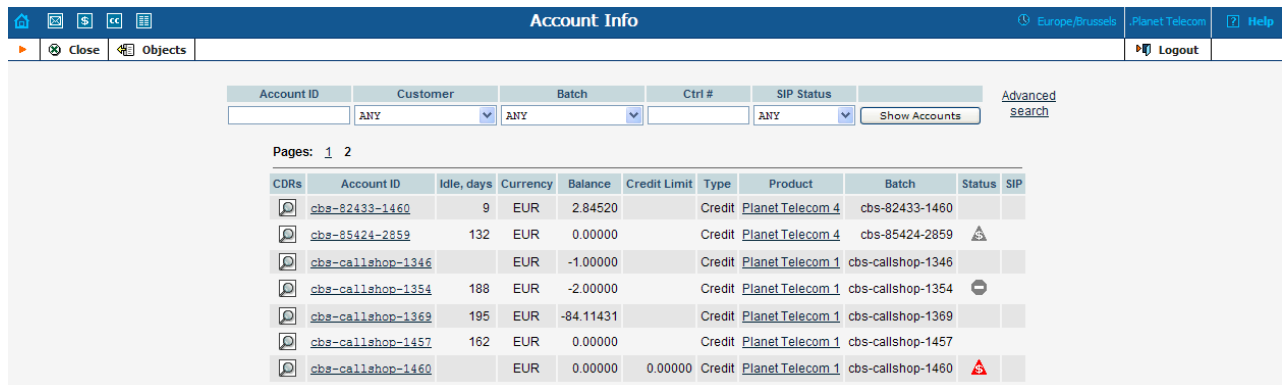
The Add Customer page allows you to define a new client entity within Billing System. The information required is divided into four tabbed sections: Address Info, Additional Info, Payment Info, and Self-Care Info. The information on the top of the form is required. Information on all the other tabs is optional, and need not be provided when creating the customer.

Field	Description
Customer Name	Defines the customer name as it will appear in the Billing System system. This is distinct from the Company Name field in the Address Info tab.
Blocked	Blocks all accounts of this Customer.
Currency	The currency must be specified by selecting it from the drop-down list of available currencies. Once saved, the currency cannot be changed.
Opening Balance	The starting balance for this customer.
Customer Class	The customer class assigned to this customer.

5.17. Account Info

The Account Info page is provided for Help Desk staff responsible for answering questions from account holders. The interface requires the account holder to give the

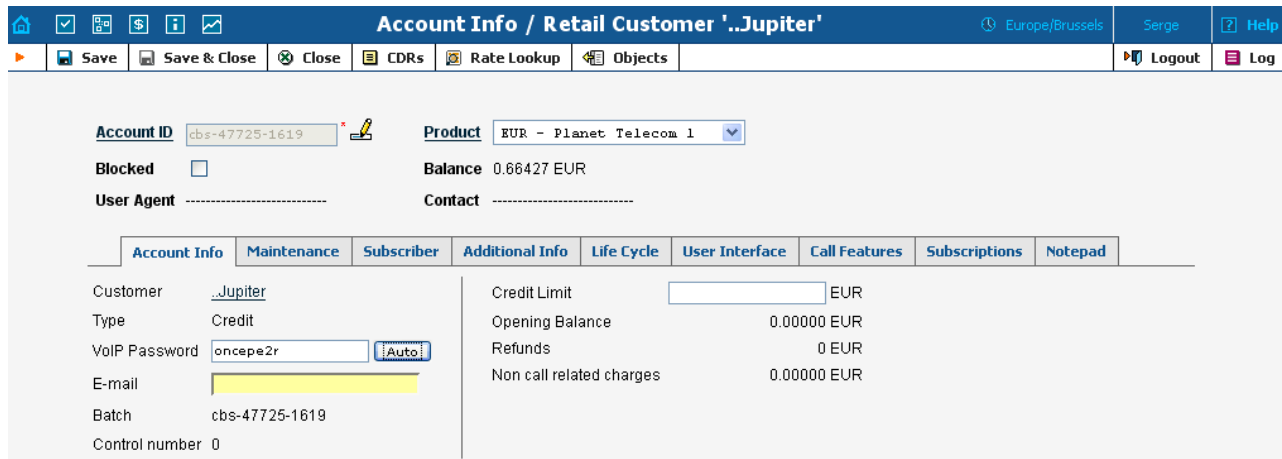
Help Desk an account ID or a batch and control number. The Help Desk operator can also browse CDRs for this account by selecting the Browse  CDRs icon.





The screenshot shows the 'Account Info' page with a search bar and a table of CDRs. The search bar has fields for Account ID, Customer, Batch, and SIP Status, all set to 'ANY'. A 'Show Accounts' button is visible. The table below lists several CDRs with columns for CDRs, Account ID, Idle, days, Currency, Balance, Credit Limit, Type, Product, Batch, Status, and SIP.

CDRs	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	Status	SIP
	cbs-82433-1460	9	EUR	2.84520		Credit	Planet Telecom 4	cbs-82433-1460		
	cbs-85424-2859	132	EUR	0.00000		Credit	Planet Telecom 4	cbs-85424-2859		
	cbs-callshop-1346		EUR	-1.00000		Credit	Planet Telecom 1	cbs-callshop-1346		
	cbs-callshop-1354	188	EUR	-2.00000		Credit	Planet Telecom 1	cbs-callshop-1354		
	cbs-callshop-1369	195	EUR	-84.11431		Credit	Planet Telecom 1	cbs-callshop-1369		
	cbs-callshop-1457	162	EUR	0.00000		Credit	Planet Telecom 1	cbs-callshop-1457		
	cbs-callshop-1460		EUR	0.00000	0.00000	Credit	Planet Telecom 1	cbs-callshop-1460		

Once specified, clicking on Account ID will take the user to the Account Info for that account.



The screenshot shows the 'Account Info / Retail Customer' page for 'Jupiter'. The Account ID is cbs-47725-1619 and the Product is EUR - Planet Telecom 1. The page includes fields for Blocked status, User Agent, and Contact. Below these are tabs for Account Info, Maintenance, Subscriber, Additional Info, Life Cycle, User Interface, Call Features, Subscriptions, and Notepad. The Account Info tab is active, showing details for Customer (Jupiter), Type (Credit), VoIP Password (oncepe2r), E-mail, Batch (cbs-47725-1619), and Control number (0). On the right, there are fields for Credit Limit, Opening Balance, Refunds, and Non call related charges, all in EUR.

The majority of account details on the Account Info page are read-only. This interface is similar to the one accessible via the customer's Accounts. Help Desk staff has the ability to modify only Web Password, VoIP Password, Account Balance, Time Zone, Redirect Number, Blocked Status, and Preferred Language. When making such changes, Help Desk staff should also provide a comment detailing the reason for these changes (for example, "user unable to call due to network outage, credited \$5"). Changes may be confirmed by clicking  Save or  Save & Close.

5.18. CC Staff

The CC Staff screen shows existing Customer Care users registered for the current customer. It also allows the CC Staff member to edit current user information, and the ability to add and delete users. To add a new user, click the Add New button.

CC Staff Management						
						Logout
Login	Description	Tr. Allowance, EUR	Daily Allowance, EUR	E-mail	Status	Delete
demo_cc_staff	Demo CC Staff	150.00000	400.00000	demo@ccstaff.com		

The user list table contains the following information and operations:

Field	Description
Login	The user name used for logon and user identification. The user name is a link to the edit screen for the particular user.
Description	A short description associated with the user.
Transaction Allowance	Maximum refund per one transaction.
Daily Allowance	Maximum refund per day.
E-mail	E-mail contact for the user. For convenience, it is provided as a link, so you may send email to the user directly from this screen.
Status	limit exceeded, expired not active
Delete	A delete button will appear next to all users. This will permanently delete the user from the system.

Add/Edit CC Staff:

The Add/Edit CC Staff screen allows creation and editing Customer Care users registered for the current customer, as well as allowing editing current user information, and the ability to add and delete users.

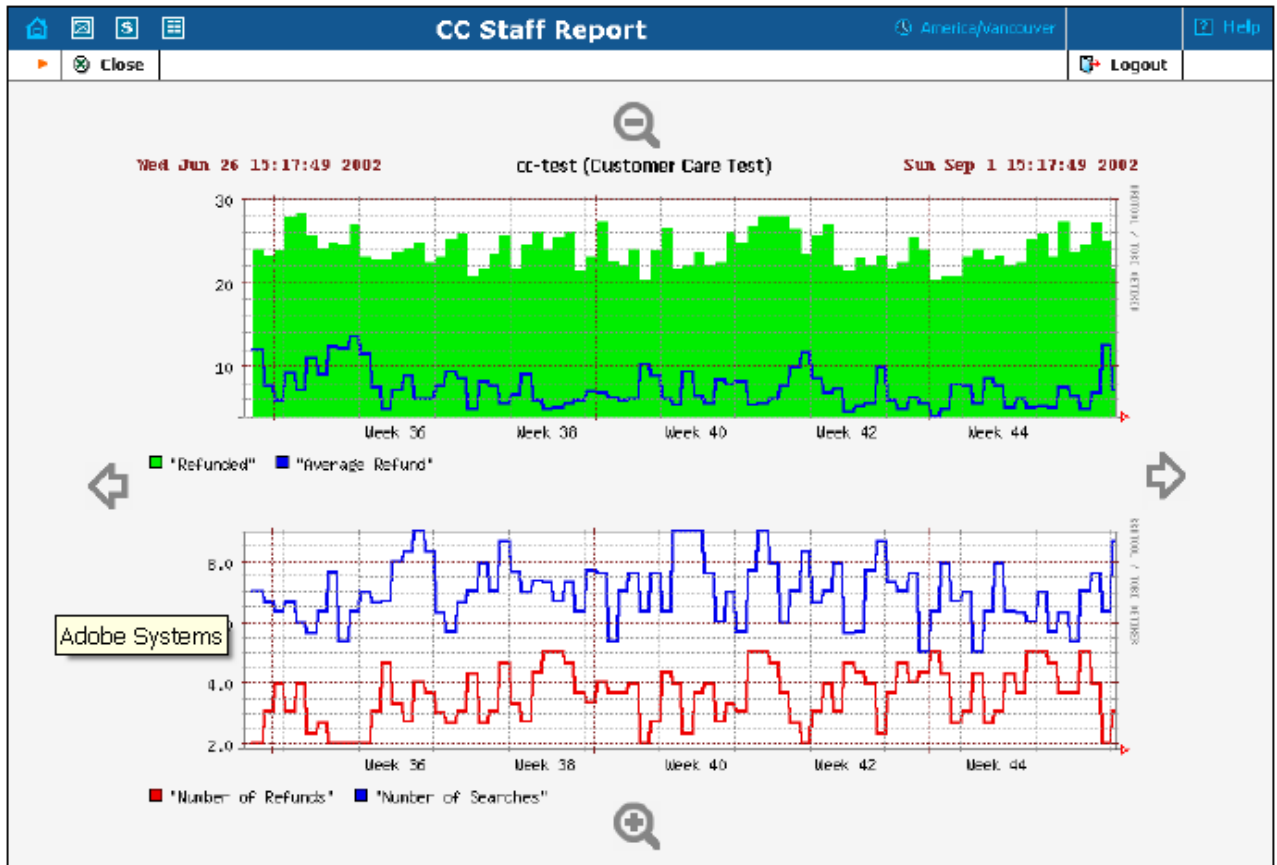
If not normal CC Staff member's status will be indicated on the top of the screen by one of the following icons: Limit exceeded; Expired; Not active.

Default status for new user is limit exceeded.

5.19. CC Staff Reports


CC Staff Reports screen provides user with access to CC Staff Graphs.

Click CC Staff member name to see the graphs. If the desired name is not present on the screen, use pager or search functionality. For the search, the wild card symbol "%" can be used.



For each Customer Care Staff member, two graphs are generated. The top graph containing two curves displays refunded amount, and average refund; the bottom graph shows number of refunds during the last week.

5.20. CDR Browser

The Call History screens allow the user to view and download CDRs for any desired period of time. Set dates by clicking the icon  and press **Show CDRs** button.

The screenshot shows a web application window titled "Call history for '.Planet Telecom'" for "Europe/Brussels". The main content area displays a search form with "From Date" (2007-03-01) and "To Date" (2007-03-29) fields, and a "Show CDRs" button. The interface includes a search bar, navigation icons, and a "Close" button.

The results page contains a summary displayed on the top of the screen and table listing all calls and charges during the specified time period.

Call history for '.Planet Telecom'						
Customer	.Planet Telecom		Balance	63.44378 EUR		
Total Charged Time, min:sec	624:33		Opening Balance	0.00000 EUR		
Total Charged	61.01600 EUR		Charged by	'Business_Belgium' tariff		
Total Credits	0 EUR		Type	'Reseller'		
Total Transactions	259		From	2007-03-01 00:00:00		
			To	2007-03-30 00:00:00		


Pages: 1 2 3 4 5 6

From	To	Country	Description	Date/Time	Charged time, min:sec	Amount, EUR
8780101369002	3224659261	BELGIUM	Belgium-Brussels	2007-03-23 16:25:56	0:51	0.02700
8780101369002	3224659261	BELGIUM	Belgium-Brussels	2007-03-23 16:23:49	0:23	0.01900
8780101369002	3224659261	BELGIUM	Belgium-Brussels	2007-03-22 14:26:13	0:12	0.01600
8780101457003	3224659261	BELGIUM	Belgium-Brussels	2007-03-21 15:57:03	17:51	0.31500
8780101457003	3224659261	BELGIUM	Belgium-Brussels	2007-03-21 15:54:33	0:22	0.01900
8780101457003	78125671867	RUSSIAN FEDERATION	Russia-St. Petersburg	2007-03-21 15:51:38	2:33	0.02000
8780101457003	32479787868	BELGIUM	Belgium-Mobile-Proximus	2007-03-21 15:49:04	2:04	0.41700
8780101457001	491712704062	GERMANY	Germany-Mobile-T-Mobile	2007-03-21 15:30:46	0:44	0.10400
8780101457001	22505992491	COTE D'IVOIRE	Cote d'Ivoire-Mobile-MTN	2007-03-21 15:26:10	3:59	0.66200
8780101457001	22522485158	COTE D'IVOIRE	Cote d'Ivoire-Abidjan	2007-03-21 15:24:07	0:14	0.03600
8780101457001	33476339572	FRANCE	France-Lyon Marseille Grenoble	2007-03-21 15:11:26	11:18	0.15200

Click  **Download** button to download CDRs in .CSV format

5.21. Reports

The Report screen presents the user with access to easy download of all reports that have been set for the Customer.

Customer reports		Europe/Brussels	.Planet Telecom	Help																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																											
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The left part of the of the screen is a one-year calendar. Billing System keeps reports for one year, and after that the reports are removed from the system. The current month is displayed in the bottom-right corner of the calendar.

Consider the following legend for the calendar:



A – If present, this arrow notifies the user that the report for this month is available for download by clicking the month link

B – Three-letter abbreviation of the month, followed by the year

C – If present, this arrow notifies the user that two half-monthly reports are available and may be downloaded by clicking the links on the right

D – Click this icon to download statistics for the first half of the month

E – Click this icon to download statistics for the second half of the month

F – Number of the week in the current year. No report was generated for this week, so there's no link


G – Same as F, but the report was generated and can be downloaded by clicking the link

H – Day of the month. No report was generated. Link is inactive

I – Day with linked reports are set off in bold and underscored. Click to download the report

The right part of the screen contains links to Quarterly and semi-annual reports. If report is available corresponding link is set off in bold and underscored.

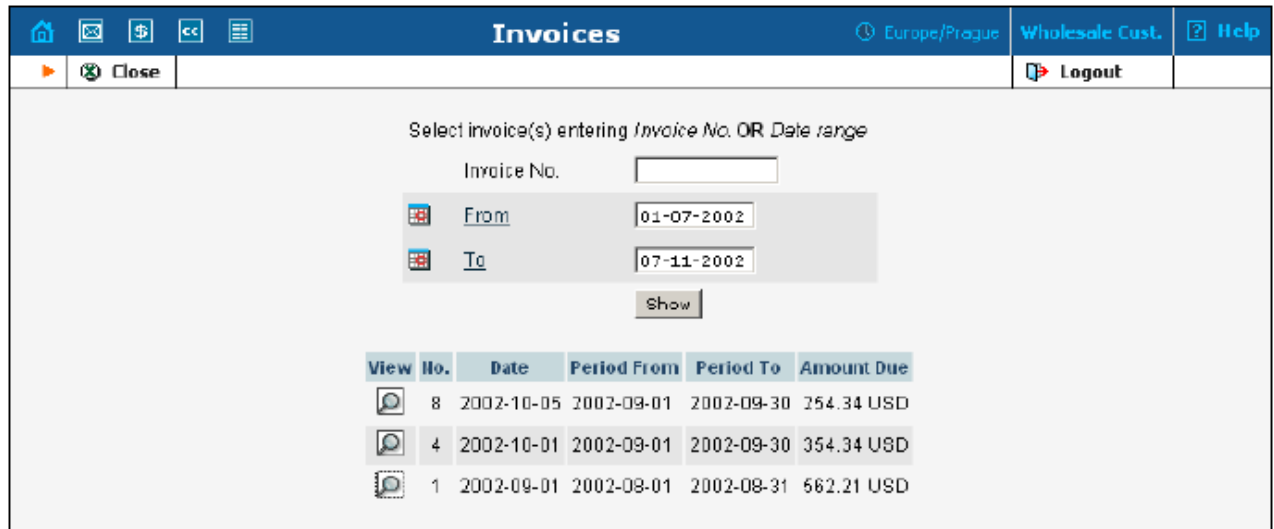
Download Options

Default download format is CSV. Some reports, especially quarterly and semi-annually can get pretty big, and for fast download it's recommended to check ZIP  box, to download zipped file.

NOTE: the links are not displayed if the reports are not set.

5.22. Invoices

The Invoices screen allows viewing of all invoices received by the Customer. Desired Invoice can be found by entering its number. Group of invoices can be searched by selecting the invoice number or a date range.







Select invoice(s) entering Invoice No. OR Date range

Invoice No.

From

To

View	No.	Date	Period From	Period To	Amount Due
	8	2002-10-05	2002-09-01	2002-09-30	254.34 USD
	4	2002-10-01	2002-09-01	2002-09-30	354.34 USD
	1	2002-09-01	2002-08-01	2002-08-31	662.21 USD

Select Preview  icon to preview the invoice in browser window. The Invoice can be also printed selecting Ctrl-P on your keyboard.

5.23. Exit from Reseller's user interface (Logout)

To quit your Reseller's user interface click on "logout" button on the right top corner of the window before closing browser window.



6. Equipment configuration

The equipment configuration for each Account depends on the authentication and the connection type used and is slightly different for SIP, H323 or PSTN ones.

6.1. Authentication types

For the moment system supports three different authentication methods:

- Digest authentication (used only for SIP connection)

- CLI (ANI) authentication (used for H.323 and PSTN connections)
- Remote IP authentication (used for SIP and H.323 connections)

The number and name of configuration parameters for each account depend on the connection and authentication types are the following:

6.2. SIP

Digest authentication:

- sip login/username - must be equal to Account ID (a)
- sip password - must be equal to VoIP Password of that account (b)
- SIP Proxy - must be equal to SIP Proxy server name (sip.allrelay.com) or to its IP address (87.238.224.40)
- Codec preference – the first: G.723, the second: G.729

Account Info	Maintenance	Subscriber	Additional Info	Life Cycle	User Interface	Call Features	Subscriptions	Notepad
Customer	..Jupiter							
Type	Credit							
VoIP Password	2788822	Auto						
E-mail								
Batch	cbs-25033-1619							
Control number	0							
Credit Limit								
Opening Balance								
Refunds								
Non call related charges								

Remote IP authentication:

- Account ID must be equal to the public static IP address of the customer's SIP gateway (c)
- VoIP Password must be blank for that account (d)
- SIP Proxy - must be equal to SIP Proxy server name (sip.allrelay.com) or to its IP address (87.238.224.40)
- Codec preference – the first: G.723, the second: G.729

Account Info / Retail Customer '..Jupiter'		Europe/Brussels	Serge																		
<input type="button" value="Save"/> <input type="button" value="Save & Close"/> <input type="button" value="Close"/> <input type="button" value="CDRs"/> <input type="button" value="Rate Lookup"/> <input type="button" value="Objects"/>		<input type="button" value="Logout"/>																			
Account ID <input type="text" value="1.2.3.4"/> c	Product EUR - Planet Telecom 1	Balance 61.99123 EUR																			
Blocked <input type="checkbox"/>	User Agent -----	Contact -----																			
<table border="1"> <thead> <tr> <th>Account Info</th> <th>Maintenance</th> <th>Subscriber</th> <th>Additional Info</th> <th>Life Cycle</th> <th>User Interface</th> <th>Call Features</th> <th>Subscriptions</th> <th>Notepad</th> </tr> </thead> <tbody> <tr> <td> Customer ..Jupiter Type Credit d VoIP Password <input type="text"/> <input type="button" value="Auto"/> d E-mail <input type="text"/> Batch cbs-25033-1619 Control number 0 </td> <td colspan="3"> Credit Limit <input type="text"/> EUR Opening Balance 0.00000 EUR Refunds 0 EUR Non call related charges 0.00000 EUR </td> <td colspan="5"></td> </tr> </tbody> </table>				Account Info	Maintenance	Subscriber	Additional Info	Life Cycle	User Interface	Call Features	Subscriptions	Notepad	Customer ..Jupiter Type Credit d VoIP Password <input type="text"/> <input type="button" value="Auto"/> d E-mail <input type="text"/> Batch cbs-25033-1619 Control number 0	Credit Limit <input type="text"/> EUR Opening Balance 0.00000 EUR Refunds 0 EUR Non call related charges 0.00000 EUR							
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6.3. H.323

CLI (ANI) authentication:

- CLI/ANI (the number of calling party) sent by H.323 gateway must be equal to Account ID (e)
- VoIP Password must be blank for that account (f)
- H.323 Gateway - must be equal to its IP address (87.238.224.13)
- Codec preference – the first: G.723, the second: G.729
- Fast Start – must be ON

Account Info / Retail Customer '..Jupiter'		Europe/Brussels	Serge																		
<input type="button" value="Save"/> <input type="button" value="Save & Close"/> <input type="button" value="Close"/> <input type="button" value="CDRs"/> <input type="button" value="Rate Lookup"/> <input type="button" value="Objects"/>		<input type="button" value="Logout"/>																			
Account ID <input type="text" value="87800064666464"/> e	Product EUR - Planet Telecom 1	Balance 61.99123 EUR																			
Blocked <input type="checkbox"/>	User Agent -----	Contact -----																			
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Remote IP authentication:

- Account ID must be equal to the public static IP address of the customer's H.323 gateway (g)
- VoIP Password must be blank for that account (h)

- H.323 Gateway - must be equal to its IP address (87.238.224.13)
- Codec preference – the first: G.723, the second: G.729
- Fast Start – must be ON

Account Info / Retail Customer 'Jupiter'

Save Save & Close Close CDRs Rate Lookup Objects Logout

Account ID: 9.8.7.6 Product: EUR - Planet Telecom 1

Blocked: Balance: 61.99123 EUR

User Agent: ----- Contact: -----

Account Info Maintenance Subscriber Additional Info Life Cycle User Interface Call Features Subscriptions Notepad

Customer: ..Jupiter Credit Limit: _____ EUR

Type: Credit Opening Balance: 0.00000 EUR

VoIP Password: _____ Auto Refunds: 0 EUR

E-mail: _____ Non call related charges: 0.00000 EUR

Batch: cbs-25033-1619

Control number: 0

NOTE: In case of using IP authentication method (for SIP and H.323), Reseller have to provide to Service Provider customer's IP address in advance in order to activate it into the system for IP authentication

6.4. PSTN

- Account ID must be equal to customer's CLI/ANI - real PSTN line telephone number (i)
- VoIP Password must be blank for that account (j)

Account Info / Retail Customer 'Jupiter'

Save Save & Close Close CDRs Rate Lookup Objects Logout

Account ID: 24659261 Product: EUR - Planet Telecom 1

Blocked: Balance: 61.99123 EUR

User Agent: ----- Contact: -----

Account Info Maintenance Subscriber Additional Info Life Cycle User Interface Call Features Subscriptions Notepad

Customer: ..Jupiter Credit Limit: _____ EUR

Type: Credit Opening Balance: 0.00000 EUR

VoIP Password: _____ Auto Refunds: 0 EUR

E-mail: _____ Non call related charges: 0.00000 EUR

Batch: cbs-25033-1619

Control number: 0

NOTE: PSTN connection type is available in very limited country numbers. Service Provider can give Reseller more detailed information concerning the possibility to collect calls in Reseller's area via CS/CPS services.

7. Tariff and Dialplan

7.1. Destinations, rates and tariffs

Destinations, rates and tariffs are the essential parameters which define how a call should be billed. The call is billed according to the destination number (Called-Station-Id, or CLD, or DNIS)

7.2. Destinations

Destinations are a list of all possible phone number prefixes to be used in your system. You generally need a new phone prefix when you have a new service area for calls which are to be treated differently than others.

For example, if you like to provide calls to Belgium, you should add destination 32 to your Tariff. Later, if you plan to charge calls to Brussels differently than calls to the rest of Belgium, you might need to add another destination with the phone number prefix 322. All of your prefixes must be defined in the E.164 format (starting with the country code without international and long distance prefixes).

It is virtually impossible to have an “ultimate” destination list that would contain all prefixes for the entire world. First of all, it is quite difficult to gather and maintain such information. Second, and even more important, is the fact that having “all possible” prefixes would not offer us any real benefits, and would only make rate maintenance more difficult. We recommend that you follow a list of destinations provided by your supplier.

7.3. Rates

A rate is a combination of billing parameters for a specific destination. For example, you can specify that calls to 32 are charged 0.09 USD/min during peak time and 0.07 USD/min during off-peak time e.t.c.

7.4. Tariffs

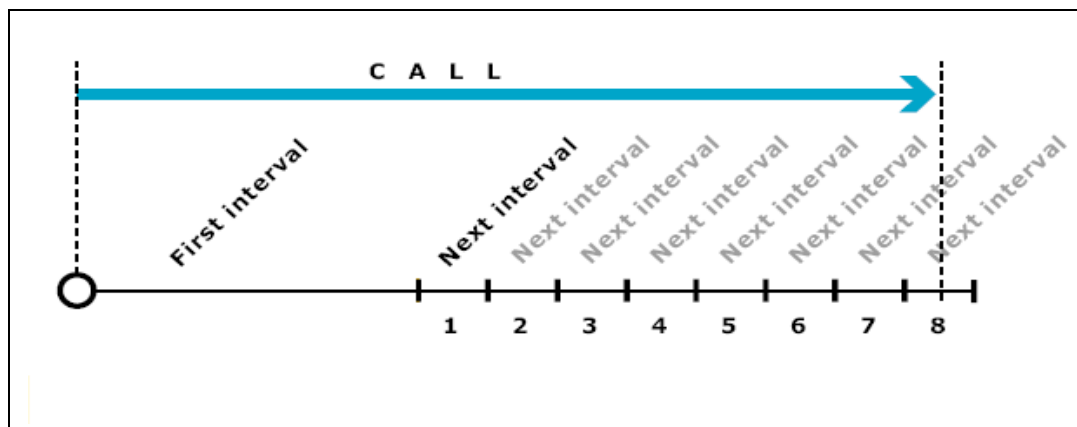
A tariff is a complete set of rates for your customers. Thus it should include every possible destination to which you want to let him call.

It may be that the tariff will contain some prefixes that are part of more generic ones (for example, you will have a rate for the 32 prefix and for the 322 prefix). In this case, the longest prefix match takes priority. If a destination is not included in the tariff, the customer will not be authorized to call this destination.

7.5. *Peak and Off-peak prices*

It is possible to have two different sets of prices – for peak and off-peak time. By default, everything is considered to be peak time. A call will be billed the off-peak rate only if it begins and ends within the off-peak period. For example, if the off-peak period covers the time from 8 pm until 8 am, and the call started at 7:50 am and lasted for 13 minutes, it will be billed at the peak rate.

7.6. *Charging calls*



The figure above demonstrates how calls are charged. All calls shorter than the First interval will be rounded to First interval seconds. Calls longer than First interval will be rounded up to multiple Next interval seconds. The call illustrated in the figure above will be charged using the following formula:

$$\text{Amount_Charged} = (\text{First_Interval} * \text{Price_First}/60 + 8 * \text{Next_Interval} * \text{Price_N}/60)$$

Parameters such as First interval, Next interval, Price First and Price Next can be specified per destination.

Attention: The billing unit may be any length, but price must always be entered on a per-minute basis. This allows better operations with tariffs, for example, comparing two tariffs with different billing intervals or entering rates into the system from an external source.

Example

Resellers are mostly concerned about getting revenue. Revenue can be collected through difference between incoming (buy) and outgoing (sell) tariffs. Tariff is a pricelist that contains prices (rates, tariff records) and other billing parameters for different telephony destinations. For example a rate that contains the following information:

- Destination code: 322
- First Interval: 30
- Price per minute: 1.36
- Next interval (see): 6
- Price per next minute: 1.00
- Country: BELGIUM
- Destination: Belgium-Brussels
- Forbidden: NO

means that this rate is configured for prefix (Destination code) 322, so calls that match this rate, for example a call with CLD 3224659262, will use this rates billing parameters.

First interval and Next interval define billing increments for the call in seconds. Usually 60/60, 60/30, 30/6 and 1/1 values are used.

Price per minute and price per next minute define the cost of the call, in accordance to billing increments.

Let us examine billing increments usage schemes in System using the above rate example:

If a call was established for 25 seconds: call will be billed for 30 seconds of the call, because the first billing increment is 30 seconds. User will pay 0.68 units for the call, because the first interval price is 1.36 and user was billed for 1/2 minutes

Call lasted 32 seconds: call will be billed for 36 seconds, because first interval is fully covered, and next one is partially covered. Call will be billed for $1/2 \times 1.36 = 0.68$ for the first interval and $6/60 \times 1.0 = 0.1$ units for next interval. The total cost of the call will be 0.78 units

Call lasted 61 second: call will be billed for 66 seconds. 30 seconds of the first interval will cost $1/2 \times 1.36 = 0.68$ and 6 next intervals $6 \times 6/60 \times 1.0 = 0.6$ units. The total cost of the call will be 1.28 units

7.7. Tariff file format

When the tariff file is downloaded and opened with a spreadsheet processor (i.e. Microsoft Excel) it looks like this:

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	Name	Currency	De Sh	Off-Peak	Description												
2	Planet Telecom 3	USD			Planet Telecom Tariff 3												
3																	
4	Off-peak Period	Destinat	Fr	Pe	Login	Fe	Connect	Fee									
5	startstop: hr{19-8}		0	0	0	0											
6																	
									Off-peak	Off-peak							
									First	Next	Off-peak	Off-peak					Effective
7	Destination	Destinat	Co	De	Interval	Interval	Price	Price	First	Next	First	Next	Forbidden	Hidden	Discontinued	From	Formula
8	93		AF	Af	1	1	0.363	0.363	1	1	0.33275	0.33275	N	N	N	immediately	MIN= SE
9	930		AF	Af	1	1	22.5	22.5	1	1	20.625	20.625	Y	N	N	immediately	MIN= SE
10	9370		AF	Af	1	1	0.366	0.366	1	1	0.33578	0.33578	N	N	N	immediately	MIN= SE
11	9371		AF	Af	1	1	0.366	0.366	1	1	0.33578	0.33578	N	N	N	immediately	MIN= SE
12	9372		AF	Af	1	1	0.366	0.366	1	1	0.33578	0.33578	N	N	N	immediately	MIN= SE
13	9379		AF	Af	1	1	0.366	0.366	1	1	0.33578	0.33578	N	N	N	immediately	MIN= SE
14	355		AL	Al	1	1	0.133	0.133	1	1	0.12224	0.12224	N	N	N	immediately	MIN= SE
15	3550		AL	Al	1	1	22.5	22.5	1	1	20.625	20.625	Y	N	N	immediately	MIN= SE
16	35538		AL	Al	1	1	0.254	0.254	1	1	0.2332	0.2332	N	N	N	immediately	MIN= SE
17	3554		AL	Al	1	1	0.079	0.079	1	1	0.07274	0.07274	N	N	N	immediately	MIN= SE

There are two major parts:

In rows 1-6 are main pricelist parameters such as pricelist name (cell A2) and the prices currency (B2)

In rows 8 onwards are rates

The most important columns are:

- A - Destination (Destination prefix)
- E - First Interval (First billing unit in seconds)
- F - Next Interval (Next billing unit in seconds)
- G - First Price (Per minute price for first interval)
- H - Next Price (Per minute price for next interval)
- I - Off-peak First Interval (First billing unit in seconds for off-peak time)
- J - Off-peak Next Interval (Next billing unit in seconds for off-peak time)
- K - Off-peak First Price (Per minute price for first interval in off-peak time)
- L - Off-peak Next Price (Per minute price for next interval in off-peak time)
- M - Forbidden (This means that no calls are authorized for this particular destination). Value is Y or N or blank
- N - Hidden. Value is Y or N or blank
- O - Discontinued (Note that marking a rate as discontinued takes effect immediately; you cannot discontinue a rate sometime in the future). Value is Y or N or blank

P - Effective From (Exact time when the rate becomes effective. Put there “immediately” to make the rate effective immediately)

Less important columns:

B - Destination Group

C - Country

D - Description

Q - Formula

NOTE: Don't forget to save your completed tariff in the .csv format! System doesn't accept .xls files format