

## 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.

The screenshot shows the 'Subscription Plan Management' screen. At the top, there are buttons for 'Add' and 'Close'. Below is a search bar with a dropdown for 'Managed By' set to 'ANY' and a 'Search' button. The main area is a table with columns: Name, Currency, Managed By, Description, and Delete. The data rows are:

Name	Currency	Managed By	Description	Delete
Follow-me	USD	Administrator only		
Voice Mail	USD	Administrator only	Voice mail	X
Call Display	USD	Administrator only		X
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.

The screenshot shows the 'Add Subscription Plan' screen. At the top, there are buttons for 'Save', 'Save & Close', and 'Close'. Below is a form with fields:

Subscription Plan Name	Equipment Rental	Currency	USD - US Dollar
Subscription Plan Name visible to End User	Equipment rental	Managed By	Administrator Only

Below the form are tabs: General Info, Standard Periodic Fee, Promotional Periods, and Taxation Info. The General Info tab is selected and shows the following settings:

- Charge Suspended Customers:
- Can be applied more than once:
- Subscription Is Activated: Upon the account's first usage
- Activation Fee: 0 USD
- Minimum Subscription Period: 12 Months
- Early Cancellation Penalty:  Fixed 50 USD  Remaining subscription charges
- Subscription Charges Applied: At the end of the billing period
- Periods in Advance:
- Round Charged Amount:  XXXXX.XX000
- Description: Equipment Rental

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

	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.
<b>Periods In Advance</b>	Only available for subscription plans charged in advance; specifies for how many periods advance charges should be made.
<b>Round Charged Amount</b>	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 <b>always</b> done upwards.
<b>Description</b>	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 'Subscription Plan Name' is 'IPTV Basic', 'Currency' is 'USD - US Dollar', and the 'Standard Recurring Fee' is '19.99' USD. The 'Show rates for' dropdown is set to 'monthly'.

Field	Description
<b>Standard Recurring Fee</b>	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.
<b>Show rates for</b>	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. A promotional period is defined for 'First 5 month(s)' at a fee of '10.00000' USD.

Field	Description

<b>Promotional Periods</b>	Promotion span – the number of billing periods covered by this fee.
<b>Fee</b>	Amount of the fee.
<b>Show rates</b>	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
<b>Taxation Method</b>	Select here <b>Billsoft (US, Canada)</b> method of taxation – external module from the Billsoft® company (US, Canada).
<b>Billsoft Taxation Method (US, Canada)</b>	
<b>Transaction</b>	Type of transaction (e.g. Intrastate, Interstate).
<b>Service</b>	Type of service (e.g. Toll, Toll Free).
<b>Activation</b>	The service type that is associated with activation procedure (e.g. activation of voicemail, cellular or PCS service).
<b>Cancellation</b>	The service type that is associated with cancellation procedure.
<b>Usual</b>	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
<b>Discount type</b>	Defines whether a discount is based on a percentage or on a fixed sum: <ul style="list-style-type: none"> <li><b>Percentage</b> – the discount is provided as a defined percentage, calculated from the standard recurring fee.</li> <li><b>Fixed amount</b> – the discount is provided for a defined amount.</li> </ul>
<b>Months</b>	Shows the number of months this bulk discount applies to.
<b>Standard Periodic fee / months</b>	Shows the value of the standard recurring fee for the specified number of months.
<b>Discount</b>	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.”
<b>Discount Fee</b>	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.

