

## Charging

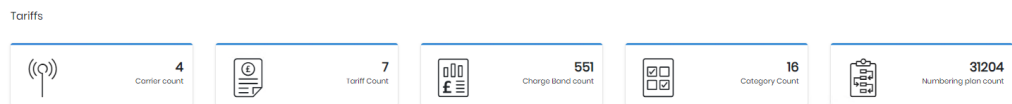
### Overview

This module allows import, review and adjustment of the telephone call tariffs available on the Prism system.

### Landing Page Dashboard

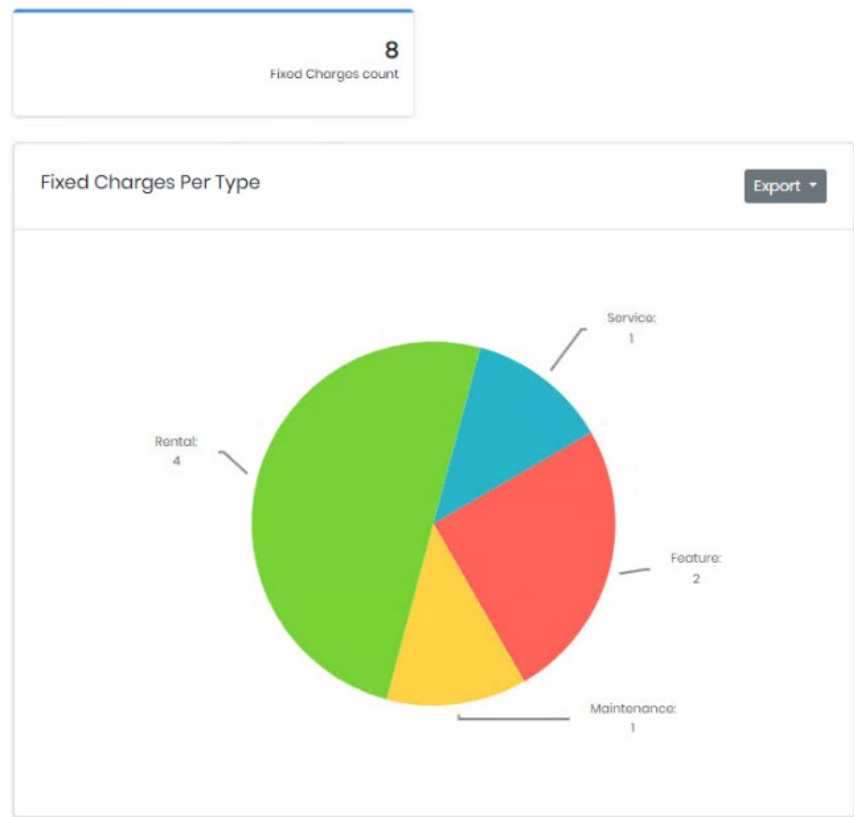
The Charges landing page has several sections relating to tariffs, fixed charges and taxation. The landing page can be returned to by clicking Charging in the navigation menu.

The top row of tiles details the numbers of each tariff element currently defined.

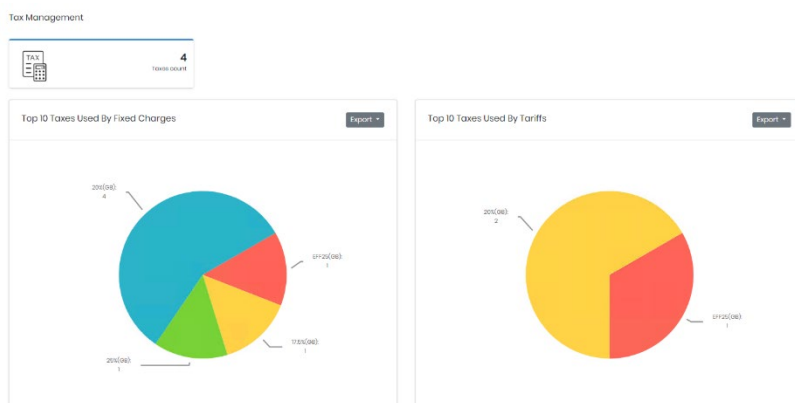


The next part shows the number of defined fixed charges, and how they are split by type

### Fixed Charges



The last set of items shows defined taxes and displays how they are currently used.



### Reference Terms

The following terms related to tariffs are used frequently in this section.

- **Carrier** – A telephony service provider which has provided one or more tariffs.
- **Tariff** – A set of destinations and the rates which should be applied. This, as a whole, determines how a call is charged.
- **Charge Band** - Broadly defines what the charge for a call will be. Each charge band has one or more charge periods, each of which has a rate defined against it.
- **Charge Period** – Part or all of a 24 hour day. There should be sufficient charge periods to cover 24 hours for all 7 days of the week for every charge band. For example, a weekday may have Charge Period “Economy” from midnight to 7am, followed by “Standard” until 6pm, then back to “Economy” until midnight.
- **Charge Rate** – The charge rate is the combination of charge period and rate which match the time and day of the week of the call.
- **Rate** – The details of how much to charge, and how to charge, for a call. These can be quite complex, and can change part way into a call, for example changing to a lower price per minute after the first 60 minutes.
- **Numbering Plan** – An incoming or dialled PSTN number may be shown differently when presented as a national call, or with its E164 prefix. The number plan allows the variations to be treated and labelled identically.

## Tariffs

### Carriers

The carriers section provides information on the service providers whose tariffs are configured in Prism. A single carrier may have multiple tariffs, or even historical versions of the same tariff if charges have been updated over time.

### Search

The search page shows a list of all existing carriers configured in the system. From here you can filter the carriers and select one to view or edit the [Detail](#) page. For grid controls see common features.

**TIGERPRISM**

Charging

Tariffs

- Carriers
- Search
- Create
- Recycle Bin
- Tariffs
- Charge Bands
- Categories
- Numbering Plans
- Fixed Charges
- Fixed Charges
- Taxation
- Taxes

Carriers | Search

Filter

Country	Carrier name	Description	UseCount
United Kingdom	BT	British Telecom	1
United Kingdom	Example Carrier		2
United Kingdom	Private		1
United Kingdom	Tiger	Tiger	3

1-3 of 3 items

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### Create

Creation of a new carrier is simple, as it requires only a name, description and country. If a carrier provides tariffs for more than one country, it will need multiple carrier entries.

Carriers | Create

Create

Country\*

United Kingdom

Carrier\*

Example carrier

Description\*

New Carrier


### Recycle Bin

Carriers have a recycle bin. For usage details see Common Features.

## Detail Page

The detail page for a carrier displays three tabs of information. The first is the entered details from the carrier's creation, the name, description, and country, as well as the number of times that carrier is assigned against

Carriers | BT



Details Tariffs Audit

Details

Country

United Kingdom

Description

Carrier

BT

UseCount

1

The second tab shows the individual tariffs imported for the carrier. Detail links from these records go to the tariff record's [Detail](#) page.

Details Tariffs Audit

Tariffs

Filter

	Tariff	Tariff Description	Charge method	Currency name	Default charge band	Default category name
	Standard_Business	Standard_Business	Rated	Pound sterling	b	National

The final tab, Audit, shows the creation and last modified details for the carrier record.

## Tariffs

### Search

The search page shows a list of all existing tariffs configured in the system. From here you can filter the tariffs and select one to view or edit the [Detail](#) page. For grid controls see common features.

TIGERPRISM

Charging

Tariffs

Carriers

Search

Recycle Bin

Import

Charge Bands

Categories

Numbering Plans

Fixed Charges

Fixed Charges

Tariffion

Taxes

Tariffs | Search

Filter

	Carrier name	Country	Currency	Default Category Name	Default Charge Band	Tariff	Tariff Description	Charge method
	Private	United Kingdom	Pound sterling	Free	f			Rated
	BT	United Kingdom	Pound sterling	National	b	Standard_Business	Standard_Business	Rated
	Example Carrier	United Kingdom	Pound sterling	National	b	Stripe Prime	Example tariff for manual	Rated
	Example Carrier	United Kingdom	Pound sterling	National	b	Stripe Retail Uplift	Uplifted rates for recharging	Rated
	Tiger	United Kingdom	Pound sterling	Free	Free	Tiger Free	Tiger Free	Rated
	Tiger	United Kingdom	Pound sterling			Tiger Markup	Tiger Markup	Markup
	Tiger	United Kingdom	Pound sterling			Tiger Unit	Tiger Unit	Unit

1 - 7 of 7 Items

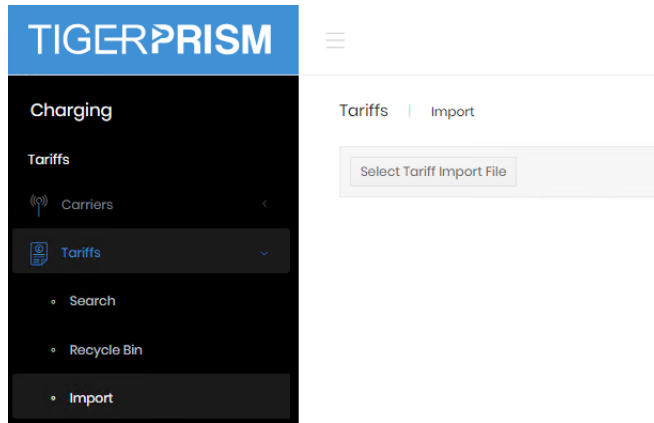
### Recycle Bin

Tariffs have a recycle bin. For usage details see Common Features.

## Import

Tariffs cannot be created within Prism. Instead the details are imported from a prepared file.

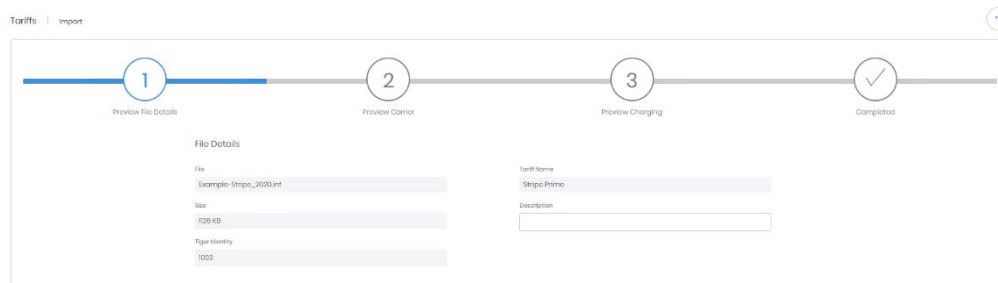
The first step is to select the file containing the tariff information. This will normally have been provided by Tiger, although most often it will also be imported by the team as well. Import files have the extension .INF.



Clicking Select Tariff Import File will open a file browser window to find and select the file. Once a tariff file has been selected the first window in the import wizard will show.

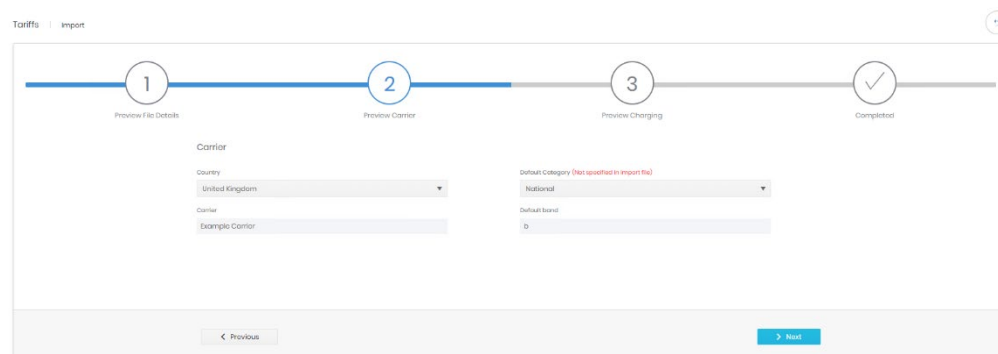
## Preview File Details

This shows mainly details about the file but has a space for a description to be added.



## Preview Carrier

This step shows information from within the file. If the Carrier does not exist within Prism already it will be created as part of the tariff import. The country can be changed at this stage, as can the default category for calls. The default category and charge band are used for calls which cannot be matched fully to the dial codes contained in the tariff file.



## Preview Charging

Step 3 contains some important information which is not supplied in the tariff file.

The screenshot shows the 'Preview Charging' step (Step 3) of a four-step process. The steps are: 1. Preview File Details, 2. Preview Carrier, 3. Preview Charging, and 4. Completed. The 'Preview Charging' step is active. It contains the following fields:

- 1** Currency: Pound sterling (£)
- 2** Charge start: 28/06/2020 00:00
- 3** Tax 1: (dropdown menu)
- 4** Tax 1 from: (date/time picker)
- 5** Tax 2: (dropdown menu)
- 6** Tax 2 from: (date/time picker)

Navigation buttons: '< Previous' and '> Next'.

1. Currency – Select the correct currency for the tariff. This will default to the system's currency.
2. Charge start – This field is the tariff's activation date and time, and defaults to midnight on the day of the import. If the rates need to be applied to calls prior to this date the charge start needs to be pushed further back. If the rates are due to activate after the date of import then the Charge start can be set in the future.
3. Tax 1 – The first tax applied to calls can be selected here. Taxation is detailed in its own section.
4. Tax 1 from – The date on which tax 1 became, or becomes, valid for calls on the tariff.
5. Tax 2 selection and start date – In case a concurrent tax rate is also valid (eg state and local US tax).

## Completed

The initial tariff information is now entered.

The screenshot shows the 'Completed' step (Step 4) of the four-step process. The steps are: 1. Preview File Details, 2. Preview Carrier, 3. Preview Charging, and 4. Completed. The 'Completed' step is active. It displays a 'Summary' of the information entered in the previous steps:

- 1. Preview File Details:**
  - File: Example-Stripe\_2020.inf
  - Size: 1026 KB
  - Tiger identity: 1022
  - Tariff name: Stripe-Primo
  - Description:
- 2. Preview Carrier:**
- 3. Preview Charging:**

Navigation buttons: '< Previous' and a blue button '✓ Proceed with tariff import evaluation'.

The next step is to move into the actual import of the charging structure. This step can take a few minutes

Evaluating Tariff Title



Tariff evaluation started

Tariff Evaluation

Following the tariff loading a summary with eight tabs is displayed. Each of these tabs contains substantial information about an aspect of the tariff structure.

Tariff Details. Shows a summary of the information entered in the first steps of the import wizard.

Tariffs | Import

Tariff Details

OverviewCategoriesCharge BandsCharge PeriodsCharge RatesNumbering Plan Charge BandsLoading Errors

File:

Example-Stripe\_2020.inf

Size:

1126 KB

Tiger Identity:

1002

Country:

United Kingdom (GB)

Carrier:

Example Carrier

Tariff:

Stripe Prime

Tariff Description:

Tariff import for manual

Default band:

National calls (b)

Currency:

Pound sterling

Charge start:

01/01/2020 00:00:00

Tax 1:

Not specified

Tax 1 from:

Tax 2:

Not specified

Tax 2 from:

Overview. Shows a table detailing the various records which are affected by the import. Each of these is covered in its own section.

Tariffs | Import

Tariff Details

Overview

CategoriesCharge BandsCharge PeriodsCharge RatesNumbering Plan Charge BandsLoading Errors

Description	Total	Existing			Now
		Total	NotUsed	Roused	
Categories	17	17	2	15	0
Charge Bands	183	0	0	0	183
Charge Periods	4	0	0	0	4
Charge Period Time Of Days	26	0	0	0	26
Charge Rates	260	0	0	0	260
Rates	260	0	0	0	260
Numbering Plans	31203	31203	414	30789	0
Numbering Plan Charge Bands	30789	0	0	0	30789

Categories. Shows the call categories on the system already, plus any which will be created by the import. Each category is shown along with the count of charge bands that will be applied.

Charge Bands. Shows the [charge bands](#) which will be used for this tariff and how they fit into the [numbering plans](#) for the system. An arrow to the left of each charge band expands a sub table detailing the numbering plans which will be created.

Tariffs | Import

Tariff Details | Overview | Categories | Charge Bands | Charge Periods | Charge Rates | Numbering Plan Charge Bands | Loading Errors

Charge Band Name	Charge Band Description	Total Charge Rates	Total Numbering Plan Charge Bands	Status	Action			
▶ fwt	WiFi Services (fwt)	3	3	Now	Create			
▼ fwt	WiFi Services (fwt)	3	4	Now	Create			
Numbering plan charge bands for charge band								
Charge Band No.	Category Name	Country Dialing Code	E164	National Code	Local Code	Dialing Code Label	Status	Action
fwt	Mobile	44	+447440	07440		Mobile Mirodial	Now	Create
fwt	Mobile	44	+447405	07405		Mobile Premium O	Now	Create
fwt	Mobile	44	+447098	07098		Mobile TextAuto EV	Now	Create
fwt	Mobile	44	+4470744	070744		Mobile Citrus Telecom	Now	Create
1 - 4 of 4 items								

Charge Periods. Shows a summary of the charge periods defined by the tariff. An arrow to the left of each row expands a sub table breaking down the days and times that each period covers. The charge periods should cover all hours of every day of the week.

Tariffs | Import

Tariff Details | Overview | Categories | Charge Bands | Charge Periods | Charge Rates | Numbering Plan Charge Bands | Loading Errors

Charge Period Name	Charge Period Short Code	Total Charge Period Time Of D...	Total Charge Rates	Status	Action	
▼ Allday	A	7	144	Now	Create	
Charge Period Time Of Days For Charge Period						
Weekday Name	From Utc	To Utc	From Time	To Time	Status	Action
Sunday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Monday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Tuesday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Wednesday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Thursday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Friday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
Saturday	06/07/2020 00:00	Ongoing	00:00:00	23:59:59	Now	Create
1 - 7 of 7 items						

➤ Economy	E	12	39	Now	Create
➤ Standard	S	5	39	Now	Create
➤ Weekend	W	2	38	Now	Create

Charge Rates. The charge rate is determined by the number dialled and the time of day (and week). Hence each Charge Band/Charge Period combination has a charge rate, although these may be shared. The image below shows the three charge rates applicable to charge band 'b' – national rate for the tariff.

Tariffs | Import

Tariff Details | Overview | Categories | Charge Bands | Charge Periods | Charge Rates | Numbering Plan Charge Bands | Loading Errors

Charge Band Name Ref	Charge Period Name Ref	FromRate	ToRate	Total Rates	Status	Action
B	Allday	06/07/2020 00:00	Ongoing	1	Now	Create
9	Allday	06/07/2020 00:00	Ongoing	1	Now	Create
B	Economy	06/07/2020 00:00	Ongoing	1	Now	Create

Rates For Charge Rate

Rate Gr.	FixedFee	Charge Factor	Rate Factor	Grace Milliseconds	Setup Rate	Charge Rate	Apply min	MinRate	Apply max	Max Rate	Apply rounding
1	<	60000	60000	0	28000	28000	<	0	<	0	✓

1 - 1 of 1 items

B

Standard

06/07/2020 00:00

Ongoing

1

Now

Create

Rates For Charge Rate

Rate Gr.	FixedFee	Charge Factor	Rate Factor	Grace Milliseconds	Setup Rate	Charge Rate	Apply min	MinRate	Apply max	Max Rate	Apply rounding
1	<	60000	60000	0	28000	28000	<	0	<	0	✓

1 - 1 of 1 items

B

Weekend

06/07/2020 00:00

Ongoing

1

Now

Create

Rates For Charge Rate

Rate Gr.	FixedFee	Charge Factor	Rate Factor	Grace Milliseconds	Setup Rate	Charge Rate	Apply min	MinRate	Apply max	Max Rate	Apply rounding
1	<	60000	60000	0	28000	28000	<	0	<	0	✓

1 - 1 of 1 items

1 - 50 of 260 items

Import Tariff



The rates under charge rates are shown in milliseconds and millipence. For more detail see the tariff [detail page](#).

Numbering Plan Charge Bands. These entries show variants to dialled numbers based on the output CDR information. For example, calls made to a national UK number from within the UK may be dialled with the international '+44' prefix, or with the national '0'. This allows the system to handle all alternatives from a single rate set. An arrow to the left of the row expands details of the Charge Band used for the number plan.

Tariffs | Import

Tariff Details	Overview	Categories	Charge Bands	Charge Periods	Charge Rates	Numbering Plan Charge Bands	Loading Errors
Country Dialling Code	E164	National Code	Local Code	Dialling Code Label	Total Numbering Plan Charge Bands	Status	Action
44	+44159	0159		Nottingham	1	Original	Rolls
Numbering plan charge bands for numbering plan							
Charge Band Name Ref	Category Name Ref	Status	Action				
b	National	Now	Create				

Items Per Page: 10 1-1 of 1 items

Loading Errors. The final tab shows any anomalies or errors detected during analysis of the import file. These may not be enough to prevent the installation of the tariff.

Tariffs | Import

Tariff Details	Overview	Categories	Charge Bands	Charge Periods	Charge Rates	Numbering Plan Charge Bands	Loading Errors
Section Message							

If you want to go ahead after reviewing the import preview, then click the Import Tariff button in the bottom right corner. After Prism has processed the import you should see a success message.

Tariffs | Import

Tariff imported successfully

Detail Page

The detail page for a tariff has a set of tabs which allow review and access to the various aspects.

## Tariff details

The first tab shows basic information about the tariff; name, description, currency, defaults charging information.

## Charge Bands

The charge bands tab lists all charge bands used in the tariff, the arrow to the left of each row (1) allows expansion of charge rate and period information relating to each band; while the detail button next to it (2) links to the [charge band's own detail page](#).

Charge Band	Description
IDD 9	
b	National calls (b)

Charge Period	FromUtc	ToUtc	FixedFee	Charge Factor	Rate Factor	Grace Milliseco...
Economy	01/01/2020 00:00:00		x	60000	60000	0
Standard	01/01/2020 00:00:00		x	60000	60000	0
Weekend	01/01/2020 00:00:00		x	60000	60000	0

Each charge period has a from and a to UTC shown (3). As tariffs are updated the prior values are retained to ensure that older calls are costed correctly, and to show a historical trail of previous versions.

## Categories

Dialled numbers are grouped into categories based on their destination type. The categories tab lists all those in use, along with how many times they are used in the system. Both the category name and short code are used in reports and analytics. The detail icon on the left of each row will open the [detail page](#) for the [category](#). For grid controls see Common Features.

Tariff Details

Charge bands

Categories

Charge periods

Taxes

Numbering Plans

Audit

Categories

Filter

	Category Name	Category Short Code	Is user defined	UseCount
	Directory Enquiries	DQ	×	756
	Emergency Services	ES	×	4
	Free	F	×	255
	International	I	×	585
	International Free	IF	×	6
	International Mobile	IM	×	14096
	Local	L	×	25
	Mobile	M	×	10932
	National	N	×	1803
	Non Geographic Local	LR	×	16
	Non Geographic National	NR	×	24

1

50

Items Per Page

1 - 15 of 15 items

Charge Periods

Charge periods help to define which rate should be used, based on the time of day and day of the week. This tab shows the periods defined for the current tariff. Clicking the arrow to the left of each row expands the detail for each period. For grid controls see Common Features.

Tariff Details

Charge bands

Categories

Charge periods

Taxes

Numbering Plans

Audit

Charge Periods

Filter

Charge Period Name				
▶ Allday				
▶ Economy				
▼ Standard				
Charge Period Time Of Days For Charge Period				
Weekday Name	From Utc	To Utc	From Time	To Time
Monday	01/01/2020 00:00:00		07:00:00	18:59:59
Tuesday	01/01/2020 00:00:00		07:00:00	18:59:59
Wednesday	01/01/2020 00:00:00		07:00:00	18:59:59
Thursday	01/01/2020 00:00:00		07:00:00	18:59:59
Friday	01/01/2020 00:00:00		07:00:00	18:59:59

1

50

Items Per Page

1 - 5 of 5 items

▶ Weekend

1

50

Items Per Page

1 - 4 of 4 items

▶ Weekend

1

50

Items Per Page

1 - 4 of 4 items

There is a from and to UTC value for each detail row. As tariffs are updated carriers may vary the timing of their own periods. The prior values are retained to ensure that older calls are costed correctly, and to show a historical trail of previous versions.

Taxes

The taxes tab shows currently applied (and previous) taxes to tariffs. The import allowed up to 2 taxes to be applied, but you can also change these at any time here.

Tariff Details

Charge bands

Categories


Charge periods

Taxes

Numbering Plans

Audit


Tax 1








From	To	Tax
01/01/2020 00:00	Ongoing	Tax 20% ( 20.00% )





Clicking the edit button allows you to alter the from or to date of a tax (1). This affects the calls that will have that tax applied.

Edit Charge Tax 1

 Add, edit or delete Taxes and click Save. There should only be 1 current Tax at a point in time. Any rows violating this rule will be indicated in the Overlap column.

 Add Tax 



Row	Status	Overlap	From	To	Tax Name	
1	New		29/06/2020 00:00  	Ongoing		
2			01/01/2020 00:00	Ongoing	Tax 20%	

A new tax can also be added by clicking the add tax button (2), only one ‘Tax 1’ and one ‘Tax 2’ can be in effect at any time. Dates for from and to can be set into the future, in preparation for scheduled changes to taxation. An existing tax can be deleted altogether (3). Once changes have been made, click save (4), or click cancel (5) to return to the detail page.

The taxes themselves are defined in the Charging \ Taxation section.

## Numbering Plans

These entries show variants to dialled numbers based on the output CDR information. For example, calls made to a national UK number from within the UK may be dialled with the international '+44' prefix, or with the national '0'. This allows the system to handle all alternatives from a single rate set. The detail button on the left of each row will open the detail page for the specific [Numbering Plan](#). For grid controls see Common Features.

Tariff Details   Charge bands   Categories   Charge periods   Taxes <b>Numbering Plans</b> Audit					
Numbering Plans					
Filter					
	Country Dialling Code	E164	National Code	Local Code	Dialling Code Label
	44	+4413880	013880		Bishop Auckland
	44	+4413881	013881		Bishop Auckland
	44	+4413882	013882		Stanhope
	44	+4413883	013883		Bishop Auckland
	44	+4413884	013884		Bishop Auckland
	44	+4413885	013885		Stanhope
	44	+4413886	013886		Bishop Auckland
	44	+4413887	013887		Bishop Auckland
	44	+4413888	013888		Bishop Auckland
	44	+4413889	013889		Bishop Auckland
	44	+441389	01389		Dumbarton
	44	+441392	01392		Exeter

3751 - 4000 of 30789 Items

The final tab, Audit, shows information on tariff creation and modification dates.

Tariffs	Stripe Primo	...
Tariff Name Stripe Primo		
<div> <div>Tariff Details   Charge bands   Categories   Charge periods   Taxes   <b>Numbering Plans</b>   <b>Audit</b></div> <div> <div>Audit</div> <div> <div>Created By</div> <div>Piers Anderson</div> </div> <div> <div>Created (GMT Standard Time)</div> <div>29/06/2020 14:15:16</div> </div> <div> <div>Updated By</div> <div>Piers Anderson</div> </div> <div> <div>Updated (GMT Standard Time)</div> <div>29/06/2020 14:45:25</div> </div> </div> </div>		

## Charge Bands

A charge band broadly defines what the charges for a call will be. Each charge band is unique to a tariff, and will have one or more charge periods, each of which has a rate defined against it. A charge band might provide the charging information for a single dialled number, or for hundreds of them (e.g. national rate).

### Search

The search screen shows all charge bands defined within Prism, across all tariffs, but not at the same time. For grid controls see Common Features.

Charge Bands | Search

Filter

Country: United Kingdom | Carrier: BT | Tariff: Standard\_Business

Charge Band Name	Description
5	IDO 5
6	IDO 6
7	IDO 7
8	IDO 8
9	IDO 9
b	National calls (b)

Charge Rates

Charge Period	From Utc	To Utc	Fixed Fee	Charge Factor	Rate Factor	
Economy	01/01/2020 00:00:00		x	60000	60000	0
Standard	01/01/2020 00:00:00		x	60000	60000	0
Weekend	01/01/2020 00:00:00		x	60000	60000	0

1 - 3 of 3 items

1 - 50 of 183 items

In addition to the standard grid controls are three dropdown filters (1). These allow selection by country, carrier, and tariff but only a single tariff's charge bands will be displayed at one time. The arrow to the left of each row (2) expands the charge rate detail for the band.

### Detail Page

Each charge band has a detail page with three tabs. The first shows the properties of the band, showing the country, carrier and tariff it applies to. The edit button allows the name and description to be changed.

Charge Bands | b

Details | Charge Rates | Audit

Details

Charge Band Name: b

Description: National calls (b)

Carrier: BT

Tariff: Standard\_Business

Country: United Kingdom

The second tab contains the charge rate details for the band. Charge rates are a combination of a charge period and a rate. For grid controls see Common Features.

Charge Rates

Filter

Charge Period	From Utc	To Utc	FixedFee	Charge Factor	Rate Factor	Grace Milliseco.	Setup Rate	Charge Rate
Economy	01/01/2020 00:00:00		×	60000	60000	0	28000	28000
Standard	01/01/2020 00:00:00		×	60000	60000	0	28000	28000
Weekend	01/01/2020 00:00:00		×	60000	60000	0	28000	28000

1 - 3 of 3 items

Whilst the charge rates cannot be edited here, this page will show the history of charge rates if they have been updated by subsequent tariff imports. The from and to UTC fields will show when the charge periods were active.

The fields most commonly used in the rate definitions are:

- **Fixed Fee.** The call has a single fixed charge, rather than a per minute or per second rate.
- **Charge Factor.** Milliseconds per unit of charge. For example, 60000 (60 seconds) would indicate that the charge rate applies to each 60 seconds of call time.
- **Rate Factor.** Millisecond measured duration between charge units. For example, 60000 (60 seconds) would indicate that the total price for the call increments in 1 minute units, while 1000 (1 second) would be “per second” billing.
- **Setup Rate.** Millipence value added to the price of the call immediately on connection. This is in addition to any charge accruing from the duration of the call.
- **Charge Rate.** Millipence value indicating the charge accruing for a single Charge Factor duration.
- **Apply Min.** Whether or not there is a minimum charge for a connected call. Commonly used instead of a setup charge, but both can apply.
- **Min Rate.** The minimum duration-based charge for the call. The total charge will only increase once the duration of the call causes the charge to increase beyond this value.

The audit tab shows creation and last modification date and user details.

## Categories

Dialled numbers are grouped into categories based on their destination type.

## Search

The categories tab lists all those in use, along with how many times they are used in the system. Both the category name and short code are used in reports and analytics. For grid controls see Common Features.

TIGERPRISM

Charging

Tariffs

Carriers

Tariffs

Charge Bands

Categories

Search

Numbering Plans

Fixed Charges

Fixed Charges

Taxation

Taxes

Categories | Search

Filter

	Category Name	Category Short Code	Is user defined	UseCount
	Directory Enquiries	DQ	✖	1134
	Emergency Services	ES	✖	6
	Free	F	✖	364
	International	I	✖	877
	International Free	IF	✖	9
	International Mobile	IM	✖	2844
	Local	L	✖	33
	Mobile	M	✖	10598
	National	N	✖	2704
	Non Geographic Local	LR	✖	24
	Non Geographic National	NR	✖	36
	On-Net	ON	✔	0
	Premium	P	✖	34647
	Satellite	SA	✖	255
	Services	SE	✖	14778
	Special Rate	SR	✖	0

1

50

Items Per Page

1 - 10 of 18 items

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There are a set of categories which are predefined on Prism (showing in the picture above with 'Is user defined' as 'x'). User defined categories can be created by tariff imports. The button on the left of each row directly opens the detail page for the category.

## Detail Page

The category detail page shows three tabs. The first shows the basic information for the record.

Categories | National

National

Details

TariffsAudits

Category Name  
National

User Count  
1503

Category Short Code  
N



The tariffs tab shows all imported tariffs which use the category. The button on the left of each row directly opens the detail page for the tariff.

Tariffs						
Filter						
	Tariff	Tariff Description	Charge method	Currency name	Default Charge Band	Default Category Name
	Standard_Business	Standard_Business	Rated	Pound sterling	b	National
	Stripe Primo	Example tariff for manual	Rated	Pound sterling	b	National

The audit tab shows creation and last modification date and user details.

Tariff Details		Charge bands	Categories	Charge periods	Taxes	Numbering Plans	Audit
Audit							
Created By		Created (GMT Standard Time)					
Boris B. B. B.		29/06/2020 14:15:16					
Updated By		Updated (GMT Standard Time)					
Boris B. B. B.		29/06/2020 14:45:25					

## Numbering Plans

A numbering plan contains all variations of a single dialling code. An individual code may be shown differently when presented as a national call, or with its E164 prefix. The number plan allows the variations to be treated identically.

### Search

Each number plan shows the country for which it is valid, the E164 prefix for numbers, the national prefix (if any), and the local prefix (if any) and the label. This label is shown as the source or destination for PSTN calls in analytics, exports, and reports. The button on the left of each row opens the [detail page](#) for the number plan. For grid controls see Common Features.

TIGERPRISM

Charging

Tariffs

Charge Bands

Categories

Numbering Plans

Search

Create

Fixed Charges

Fixed Charges

Taxation

Taxes

Numbering Plans

Search

Filter

	Country	Dialling Code	E164	National Code	Local Code	Dialling Code Label
	44				9070	Outbound Secure Contact Calls
	44				9071	Outbound Secure Contact Calls
	44				9072	Outbound Secure Contact Calls
	44				9073	Outbound Secure Contact Calls
	44				908	Access to 900 service for disabled customers
	44				909	Emergency Services
	44		+44	0		National
	44		+44			United Kingdom
	44		+44		1	Services
	44		+44		12	Emergency Service
	44		+44		188	Directory Enquiries
	44		+44		2	Local
	44		+44		3	Local
	44		+44		4	Local
	44		+44		5	Local
	44		+44		6	Local
	44		+44		7	Local

12

50

Items Per Page

900 - 950 of 23424 items

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Interact

## Create

Most numbering plans are created by tariff imports but individual plans can be created for specific numbers. The most specific number match will be used to label the call source or destination.

In the example below an entry for the Tiger main office number range is being created. Although +441425 (Ringwood, UK) is E164 code for the tariff created numbering plan, this new one is more specific and so will be used in reporting.

Numbering Plans | Create

Create

Country Dialling Code\*

44 - United Kingdom

E164\*

+441425589

National Code

01425589

Local Code

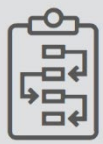
Dialling Code Label\*

Tiger Office

## Detail Page

The numbering plan detail page provides no more information than the search grid, but does allow the Dialling Code Label to be edited.

Numbering Plans | 1201



Country Dialling Code: 1201

Details

Country Dialling Code

1201

E164

+1201

National Code

Local Code

Dialling Code Label\*

New Jersey

Both import created and user created Numbering plans can be deleted with the correct rights, there is no recycle option however, so care should be taken.

# Fixed Charges

## Overview

Fixed charges allow Prism to apply single or recurring costs to cover a variety of charging and recharging options for systems. They can be assigned at the enterprise level to organizations and at the topology level to endpoints, number groups, channels, channel groups, and CDR sources. How to assign then is covered in the Enterprise and Network manual sections.

## Search

The search page shows all configured fixed charges, whether they are currently assigned or not, active or not. The button on the left of each row directly opens the [detail page](#) for that fixed charge. For grid controls see Common Features.

Fixed Charges | Search

Filter

Charge Type	Charge Name	Charge Description	Currency	Time Zone Code	From	To	Charge Period	Charge Periodicity	Charge Model	Handover Day Rule
Rental	£1 a day	£1 a day	Pound sterling	GMT Standard Time	15/06/2020 12:44	15/06/2020 12:44	1	Day(s)	Apportioned	First Party
Maintenance	Engineer Fee	Fee for the Cluster upgrade	Pound sterling	GMT Standard Time	03/06/2020 00:00	03/07/2020 00:00	1	Month(s)	Pay-as-you-go	Equal Split
Feature	FCD433	Daily FCD433 charge	Pound sterling	GMT Standard Time	24/06/2020 00:00	Ongoing	1	Day(s)	Single	Not Applicable
Service	Handset	DECT Handset monthly charge	Pound sterling	GMT Standard Time	03/06/2020 00:00	Ongoing	1	Month(s)	Pay-as-you-go	First Party
Rental	Monthly Rental	Office space	Pound sterling	GMT Standard Time	03/06/2020 00:00	Ongoing	1	Month(s)	Pay-as-you-go	First Party
Rental	System Rental	System Rental - Split between departments	Pound sterling	GMT Standard Time	03/06/2020 00:00	Ongoing	1	Month(s)	Apportioned	Last Party

1 - 6 of 6 items

## Create

Fixed charge creation is a process with 7 stages.

## Charge details

The first stage is to name and describe the new charge

Fixed Charges | Create

1

2

3

4

5

6

✓

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Charge Name\*

Example Fixed Charge 1

Charge Type\*

Feature

Charge Description

Created to display in the manual

Next

## Charge Schedule

The second stage determines when the charges should start and end, and how frequently the charge should be applied through that period. There are a number of options on this page.

Fixed Charges | Create

Charge Schedule

From\* 30/06/2020 To\* 30/07/2020 Ongoing NO

Is end of month NO Always apply charge on last day of the month

Start Time\* 00:00 Time Zone\* GMT Standard Time - (UTC) Charge Period\* 1 Charge Periodicity\* Month(s)

Start of charge period Charge 1 - 30/07/2020 00:00 Charge 2 - 30/08/2020 00:00

June 2020 July 2020 August 2020 September 2020

< Previous Next >

1. The From date for this charge. Prior to this date no charges will be applied to the object to which the charge is assigned.
2. Is end of month is a contextual control. If the date selected in (1) is not the last day of the month it will not appear. If enabled the charge will always apply on the last day of the calendar month (28<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> as appropriate). If the charge periodicity is not months it will not appear.
3. The To date ends the fixed charge. Regardless of assignment, no further charges will apply to objects after this date.
4. If Ongoing is enabled the fixed charge has no To date and will continue until unassigned from objects.
5. Start Time governs the time of day that the charge is applied.
6. How many units of the charge periodicity (8) pass between charges.
7. Along with the charge period (7) determines how frequently charges are applied. Options are days, weeks, months and years.
8. This is a graphical representation of the next charge application dates as a check that the settings are working as expected.

## Charge Model

The charge model governs how a charge is made if the object assigned the charge changes hands within the charge period. For example, a phone is swapped from one department to another halfway through the month.

There are four models available, using a monthly charge assigned to a phone as an example

- Single – The full charge is levied to the owner at the time and date of the billing point.
- Apportioned – the full monthly charge is applied to owners based on the proportion of the charge period that they own the phone. This means that the full charge is applied even if the object is not owned by anyone for a part of the period.
- Pay-as-you-go – the monthly charge is calculated to a daily rate and applied for the days that each party owns the object. This means that the full charge will not be made if the phone is not owned for part of the month.

- **Accumulative** – The full monthly charge is applied to all owners of the phone.

For apportioned and pay-as-you-go there is often a day on which more than one party owns the phone. The Handover Day Rule determines how this is charged out.

- **First Party** – The first owner has the full charge for the handover day
- **Last Party** – The last owner has the full charge for the handover day
- **Equal Split** – The handover day's charge is split between all owners.

The page has a graphical representation of exactly how an example charge would be split with the currently selected options.

Fixed Charges | Create

1

2

3

4

5

6

✓

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Charge Model

Charge Model\*  
Apportioned

Handover Day Rule\*  
First Party

Example of a Monthly Charge

~ The full charge is apportioned between all assignees within the billing period.  
~ The handover day is charged to the First Party.

APRIL 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 MAY 1 2 3

Not assigned 5 days

John: 10 + Handover day = 11 days  
 $\frac{11}{25} \times £30 = £13.20$

Sarah: 14 days  
 $\frac{14}{25} \times £30 = £16.80$

Total = £30.00

Previous Next

## Charge Rates

In the fourth tab you can set the currency and costs for the charge. Each fixed charge has three values, Net cost, Net wholesale, and Net retail. Which of these is displayed depends on the report.

Fixed Charges | Create

1

2

3

4

5

6

✓

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Currency

Currency\*  
Pound sterling (£)

Charge Rates

Net Rate (Cost)  
10.00

Net Rate (Wholesale)  
15.00

Net Rate (Retail)  
25.00

Previous Next

Charge Taxes

Up to two taxes can be selected to apply to a fixed charge. Taxes are defined in Charging \ Taxation.

Fixed Charges | Create

1

2

3

4

5

6

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Charge Taxes

Tax 1

20% (08@20.00%)

Tax 2

Notes

A field is available for detailed notes about the Charge.

Fixed Charges | Create

1

2

3

4

5

6

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Notes

Paragraph

Notes can go here

Pictures, links and tables are available

< Previous

Next >

Summary

A summary of all entered information is shown before the Charge is created.

Fixed Charges | Create

1

2

3

4

5

6

Charge Details

Charge Schedule

Charge Model

Charge Rates

Charge Taxes

Notes

Completed

Summary

Expand All

1. Charge Details

Charge Name

Example Fixed Charge 1

Charge Description

Created to display in the manual

Charge Type

Foatura

2. Charge Schedule

3. Charge Model

4. Charge Rates

5. Charge Taxes

6. Notes

After the submit button is pressed the charge is created and the detail page for the new charge is opened.

## Detail Page

The detail page has two main sections.

The first part (1) is a summary overview of the fixed charge, showing the charge model and schedule, along with the dates of the next few charges.

The screenshot displays the 'Fixed Charges' detail page for 'Example Fixed Charge 1'. It is divided into two main sections:

- Section 1 (Summary Overview):** Located on the left, it contains:
  - Charge Type:** Feature
  - Charge Model Overview:** Apportioned/First Party
  - Time Zone:** GMT Standard Time - (UTC+00:00) Dublin, Edinburgh, Lisbon, London
  - Charge Schedule Overview:** From 30/06/2020 Ongoing, Every 1 Month(s)
  - Next Charge Dates:** A vertical timeline showing dates from 2020-06-30 00:30 to 2020-11-30 00:30.
- Section 2 (Detailed Information):** A larger area on the right with a tabbed interface. The 'Charge Details' tab is active, showing:
  - Charge Name:** Example Fixed Charge 1
  - Charge Type:** Feature
  - Charge Description:** Created to display in the manual
 Other tabs include Charge Schedule, Charge Model, Charge Rates, Charge Taxes, Rate Calculations, Notes, and Audit.


The second part is a set of tabs, most of which summarise the information gathered in the creation wizard and allow that to be edited. There are two tabs which differ from their creation wizard equivalents, and one new tab.

## Charge Rates




Once a fixed charge is created it may, over time, require the charges to be increased or decreased. The charge rates tab displays the rates, and a from and to date for each one. Initially the dates will match the ones entered in the charge schedule stage of creation, with one row per charge rate entered. However, these rows can be edited. You can simply adjust the net rate or, to maintain a record of the changes over time, you can set a to date on the current row and create a new one for the rate type. The dates involved must not overlap, but the changeover can be set in the future, allowing preparation for planned changes.

Charge Details Charge Schedule Charge Model **Charge Rates** Charge Taxes Rate Calculations Notes Audit


**Charge Rates**

 Add, edit or delete Charge Rates and click Save. There should only be 1 current Charge at a point in time for each Rate Type. Any rows violating this rule will be indicated in the Overlap column.

Currency: Pound sterling (£) Current Tax 1: Tax 20% (20.00%) Current Tax 2:

 Add Rate  

Row	Status	Overlap	Rate Type	From	To	Net Rate (£)	
1	New		Cost Rate	01/08/2020 00:00	Ongoing	11.50	×
2	Updated		Cost Rate	30/06/2020 00:30	31/07/2020 00:00	10.00	🗑️
3			Retail Rate	30/06/2020 00:30	Ongoing	25.00	🗑️
4			Wholesale Rate	30/06/2020 00:30	Ongoing	15.00	🗑️




In this example the cost is due to increase on the 1<sup>st</sup> August 2020. The old Cost Rate row has had a 'to' date of the 31<sup>st</sup> July 2020 set (1) and a new Cost Rate row has been added (2) with the 1<sup>st</sup> August as its 'from' date.

Also note that rows which are no longer required can be deleted here (3).

The fixed charge's currency can also be edited from the Charge Rates tab.

Charge Details Charge Schedule Charge Model **Charge Rates** Charge Taxes Rate Calculations Notes Audit

Currency

Currency: Pound sterling (£) 






## Charge Taxes



The taxes applied to the fixed charge (if any) can be edited here. In the same way as for charge rates either the existing tax selection can be changed, or the historical record can be preserved by adding a 'from' date to the existing row (1) and creating a new entry (2) with the new tax starting from the next date (3).

Charge Details Charge Schedule Charge Model Charge Rates Charge Taxes Rate Calculations Notes Audit

Edit Charge Tax 1

 Add, edit or delete Taxes and click Save. There should only be 1 current Tax at a point in time. Any rows violating this rule will be indicated in the Overlap column.

+ Add Tax 2  

Row	Status	Overlap	From	To	Tax Name	
1	New		01/09/2020 00:00 3	Ongoing	25% (GB@25.00%)	
2	Updated		30/06/2020 00:30	31/08/2020 00:00 1	Tax 20%	

## Rate Calculations

This tab's grid shows all combinations of rates and taxes, based on the from and to dates defined for each. This means that the actual rate used at any point in time can be determined easily. For grid controls see Common Features.

Charge Details Charge Schedule Charge Model Charge Rates Charge Taxes Rate Calculations Notes Audit

Rate Calculations

Cost Rate ▾

From	To	Net Rate	Tax 1	Tax 2	Gross Rate
01/09/2020 00:00	Ongoing	10.00	25% (25.00%)		12.50
31/08/2020 00:00	01/09/2020 00:00	10.00			10.00
30/06/2020 00:30	31/08/2020 00:00	10.00	20% (20.00%)		12.00

## Notes



This tab allows viewing and editing of the any notes applied against the charge at creation or since.

## Audit

The Audit tab displays creation and last updated information.

Charge Details Charge Schedule Charge Model Charge Rates Charge Taxes Rate Calculations Notes Audit

Audit

Created By 	Created (GMT Standard Time) 30/06/2020 13:04:44
Updated By 	Updated (GMT Standard Time) 30/06/2020 14:04:33

## Recycle Bin

Fixed charges have a recycle bin. For usage details see Common Features.

## Assignment

Once defined, Fixed charges are assigned to records within the record's own configuration.

# Taxation

## Overview

The taxation module allows taxes to be set for each country. Once configured these tax records can be applied to tariffs or fixed charges.

## Search

The search page shows a list of all existing taxes configured in the system. From here they can be filtered and selected to view or edit the [Detail](#) page. For grid controls see common features.

Taxes | Search

	Tax Code	Tax Name	Country code	Country Name	Curre...	Tariffs Count	Fixed Charges count
	17.5%	Pre 2011 Tax Rate	GB	United Kingdom		0	2
	20%	Tax 20%	GB	United Kingdom	20.00%	2	5
	25%	Tax 25%	GB	United Kingdom	25.00%	0	2

1 - 3 of 3 items

## Create

Tax records are simple enough that a multistep wizard is not required. Each tax has a name (1) and a code (2), which can be freely defined, a country (and time zone) in which it applies (3), and the dates from and to which it is active (4). If the to date is left blank the tax is ongoing. Finally, the tax rate (5) is defined.

Taxes | Create

Tax Details

Tax Code\*

EFF25

2

Country Name\*

United Kingdom

3

Time Zone Name\*

GMT Standard Time - (UTC+00:00) Dublin, Edinburgh, Lisbon, ...

Tax Name\*

Exemplo Tax

1

From\*

01/02/2020 00:00

To

4

Initial Rate\*

25.00 %


5

## Detail Page

The detail page for a tax shows three areas.

1. The first shows the tax's name and tax rate that is currently applied.

Taxes | EFF25



Tax Name  
Example Tax

Current Rate  
25.00%

2. The second, Tax Details, shows country and historical rate details about the tariff, as well as an audit log of creation and modification.
3. The last section, Tax Usage, shows items which have the selected tax record applied to them.

## Tax details

There are three tabs in this section

		Tax Details	Tax Rates	Audit
<div>Tax Details</div> <div><div>Tax Code EFF25</div><div>Country Name United Kingdom</div></div> <div><div>Tax Name Example Tax</div><div>Time Zone Name (UTC+00:00) Dublin, Edinburgh, Lisbon, London</div></div>				

The first shows the remaining details set when the tax was created country, time zone. These can be edited if necessary.

The second displays the history of the tax rate, which dates the tax was active and at what rate.

Tax DetailsTax RatesAudit

Tax Rates

ONShow Future Rates

From	To	Rate
01/02/2020 00:00	Ongoing	25.00%
01/03/2010 00:00	01/02/2020 00:00	20.50%

150Items Per Page

1 - 2 of 2 items

The edit function here allows the from and to dates of existing entries to be adjusted, and creation of new rows. The from date of these can be set in the future, allowing preparation for tax changes ahead of time. If this is done, then an end date must also be set for the current tax rate, otherwise it would result in two ongoing rates which is not allowed. Overlaps are highlighted.

Edit Tax Rates

Add, edit or delete Tax Rates and click Save. There should only be 1 current Tax Rate at a point in time. Any rows violating this rule will be indicated in the Overlap column.

There is an overlap in assignment dates

+Add Rate

Row validation			From	To	
Row	Status	Overlap			
1	Now	Rows: 2	01/08/2020 00:00	Ongoing	
2		Rows: 1	01/02/2020 00:00	Ongoing	
3			01/03/2010 00:00	01/02/2020 00:00	

The ‘Show Future Rates’ slider determines whether these rates are shown in the grid or not.

The audit tab shows details of creation and modification of the tax record.

The screenshot shows the 'Audit' tab selected. It displays the following information:

Field	Value
Created By	[User Name]
Created (GMT Standard Time)	06/07/2020 10:11:37
Updated By	[User Name]
Updated (GMT Standard Time)	06/07/2020 11:03:57

## Tax Usage

The usage section shows a tab each for Fixed Charges and Tariffs. These tabs show a list of all the items that have been assigned, (for past, present or future use) the tax record.

Tax Usage

Fixed Charge Usage		Tariff Usage	
Fixed Charge Type	Fixed Charge Name	From	To
Feature	Example Fixed Charge 1	01/09/2020 00:00	Ongoing

At the bottom right of the table, there are icons for filter, view, and refresh.

## Recycle Bin

Taxes have a recycle bin. For usage details see Common Features.