

Add Charging Exceptions

This page contains instructions on how to add exceptions to a charging plan.

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Overview

The **Charging Plans** feature is available only if [charging is enabled on the VoipNow system](#). The charging exceptions are added for certain area codes and override the general cost rules set up in the charging plan.

To navigate to the **Charging Destination Exceptions** page, go to the **Charging Plans** table and click the  icon, under the **D (Destinations)** column.

Add destination cost exception

To add/remove several destination cost exceptions at the same time, you may use the +/- buttons.

1. Fill in the area code: For calls to <area_code>, description: <description>.
2. If you're using **For Fixed Prices** as a charging method, fill in the following fields:
 - **<area_code>**: Specify the prefix of the destination phone number. This prefix indicates the geographical location for which you want to impose the charging exception.
 - **<description>**: Associate a maximum 128 characters description to the destination charging cost exception.

Depending on the **Charging method** chosen for the current charging plan, you must fill in one of the following options:

For Fixed Prices

Cost <indivisible_cost> <currency> for the first <indivisible_interval> seconds, then charge <cost> <currency> every <charging_interval> seconds

Select the checkbox if you wish to define an exception cost for the calls initiated to the chosen area code:

Option	Details
<indivisible_cost>	Set up a fixed cost that is charged even if the call duration is less than the <indivisible_interval>.
<currency>	This is the system currency, as set up in the Unified Communications Settings Zero Priority Charging tab.
<indivisible_interval>	Specify the number of seconds for which the <indivisible_cost> is charged. The account has to pay the same amount even if an outgoing call lasts less than the <indivisible_interval> specified here.
<cost>	Set up the fee that is charged for every <charging_interval> of an outgoing call.
<charging_interval>	If an outgoing call lasts more than the <indivisible_interval> previously defined, then VoipNow charges the service provider the <cost> set above for every <charging_interval>. Specify this time interval.

For Relative to Call Costs

Cost <n> x call cost + <adjustment> <currency>/ <charging_interval> seconds for call to <area_code>

Select this checkbox if you wish to define an exception cost for the calls initiated to the chosen area code:

Option	Details
<n>	Specify the call cost's multiplier based on the real cost charged by the channel provider. Usually, this parameter should be greater than 1.
<adjustment>	Specify the amount that is added to the call cost every <charging_interval> seconds.
<currency>	This is the system currency, as set up in the Unified Communications Settings Zero Priority Charging page.
<charging_interval>	Specify the number of seconds after which the <adjustment> is added to the call cost.

You can also add free minutes to your charging plan by filling in the options below:

Free minutes every month from package <free_minutes_package>

Select the text box if you wish to grant a free minutes package for the chosen area code:

Option	Description
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<free minutes package> Select a free minutes package (if defined).

You cannot add different costs for the same area code. VoipNow displays an error message if you try to override an area code that is already in the exceptions list.

Fixed prices

In the example below, all the calls to area code 021 are charged with 0.05 USD for the first 30 seconds, regardless if the call is shorter than this time interval, and with 0.025 USD for every 15 seconds when it exceeds this period.

Also, the Bucharest minutes package is offered with this rule, providing the service provider 500 free minutes.

Cost * - +

For calls to 021 , description: Bucharest

Cost 0.5 USD for the first 30 seconds then charge 0.25 USD every 15 seconds

Free minutes every month from package Bucharest (500 minutes) ▼

Relative to Call Costs

In the example below, all calls to area code 021 are charged with the channel cost multiplied with 1.2 (if the price charged by the channel provider for calls to this destination is, for example, 0.01 USD/30 seconds, then the service provider has to pay $1.2 * 0.01 = 0.012$ USD/30 seconds). To this amount, the service provider is charged an extra 0.003 USD for every 30 seconds. If we consider a 1 minute call, then the total fee charged is $2 * 0.012 + 2 * 0.003 = 0.03$ USD.

Also, the Bucharest minutes package is offered with this rule, providing the service provider 500 free minutes.

Cost * - +

For calls to 021 , description: Bucharest

Cost 12 x call cost + 0.003 USD/ 30 seconds

Free minutes every month from package Bucharest (500 minutes) ▼

Related topics

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[Manage charging exceptions](#)

[Add a new free minutes package](#)

[Manage charging plans](#)