

Setting a Charging Plan

This page includes detailed instructions on how to manage your charging plans.

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Overview

Charging plans describe how a service provider, organization or user is charged for their calls.

Charging plans are very flexible since they support prepaid and postpaid calls, therefore, it is necessary to understand them very well. To read more on charging plans, read the [Charging](#) area in the VoipNow User Guide.

Access

First, access the [Charging Plans](#) link in the Navigation Area. Then, click the [Add Charging Plan](#) icon and you will be redirected to a new page where you can configure the **new Charging Plan**.

Charging Plan Description

Name *

Low Cost

Set as default charging plan ☐

Outgoing routing rules group *

Default routing rule ▼

Allow incoming calls

☒

Allow calls to public network

☒

Allow local calls to extensions

☒

Allow extended local calls to extensions

☒

Charging Policy

Charging plan type *

☐ Prepaid ☒ Postpaid

Limit calls to public network to amount *

1500

USD

☐ Unlimited

Limit calls from public network to amount *

USD

☒ Unlimited

Limit calls to public network to minutes *

in time interval

Anytime ▼

- + (monthly, resets on first day of the month)

Charging Segments

Charge outgoing calls indivisible for the first *

60

seconds (applies to internal and public network calls)

After the first segment charge every *

10

seconds

Charge incoming calls indivisible for the first *

60

seconds (applies only to calls from public network)

After the first segment charge every *

10

seconds

Screenshot: Charging Plan Input Form Example

Charging plans

VoipNow offers two types of charging plans: prepaid and postpaid.

Prepaid

The credit is limited. Once the credit is over, the client is no longer allowed to place or receive calls.

Postpaid

The client pays a monthly fee, which includes a predefined number of minutes. The minutes exceeding the included minutes are charged according to predefined rates.

To allow external calls to use the **Outgoing routing rules group**, select a [routing rule group](#) from the drop-down list.

Charging methods

The charging method defines how calls are charged.

When choosing the appropriate charging method, you must know that they are mutually exclusive and they must be used based on the system application.

There are two charging methods: fixed prices and relative to call costs.

Fees

Charging method	<input checked="" type="radio"/> Fixed prices	<input type="radio"/> Relative to call cost
Charge incoming calls *	<input type="text" value="0"/>	USD/second
Minimum price per outgoing call	<input type="text" value="0"/>	USD
Charge outgoing calls *	<input type="text" value="0.35"/>	USD/second in time interval - (Anytime) (destination is in public network)
Charge local calls to extensions *	<input type="text" value="0.25"/>	USD /second
Charge extended local calls to extensions *	<input type="text"/>	USD/second

Fixed prices

This method charges the same price for all the calls made in the same [time interval](#). It does not take into consideration the real cost of the calls (i.e. the price charged by the channel provider or the call destination).

Relative to call cost

This method calculates the call costs by using the real amount charged by the channel provider, based on call destination. It uses the following cost function:

$$n * \text{call cost} + \text{adjustment}$$

Where:

n and **adjustment** are parameters that can be set.

The **call cost** variable depends on the accounts's level in the system hierarchy (system administrator, service provider, organization or user):

- If the charging plan is applied to a service provider, the call cost is the amount charged by the telephony channel;
- If the charging plan is applied to an organization, the call cost is the price paid by the service provider that owns the [organization account](#);
- If the charging plan is applied to an user, the call cost is the price paid by the organization that owns the [user account](#).

Watch the video below to learn how to create a charging plan and define call destination exceptions.

Video tutorial

Related topics

[Charging plans](#)

[Add charging exceptions](#)