# How to configure a charging plan including 300 free minutes to US and 100 to Australia

Applies to VoipNow 3 and higher!

VoipNow lets you define exception costs for certain area codes that override the costs set up in the charging plan. This article describes how to set up a charging plan including 300 free minutes for calls to US and 100 free minutes for calls to Australia.

# Step-by-step guide

To define the charging plan as mentioned above, take the following steps:

**STEP 1:** Go to **Charging plans** in the main menu.

**STEP 2:** In the **Charging Plan Management** page that opens, select a plan and click the **Charge destinations** icon in the **D** column.

**STEP 3:** Click the **Manage packages** icon.

**STEP 4:** Fill in the **Package name** (e.g. US), enter 300 the **Included minutes** field, and click **OK**.

**STEP 5:** Do the same for Australia. Fill in the **Package name** field (e.g. AU) and enter 100 in **Included minutes**.

**STEP 6:** Return to the **Charge Destination Exceptions** page and go to the **Add Costs** section:

- In the **For calls to** field, enter the 001 telephone prefix (USA).
- Select the **Free minutes every month from package** option.
- From the final drop-down list, select US(300 minutes).

**STEP 7:** Click the **+ (plus)** icon and customize the new set of options as follows:

- In the **For calls to** field, enter the 0061 telephone prefix (Australia).
- Select the **Free minutes every month from package** option.
- From the final drop-down list, select AU(100 minutes).

**STEP 8:** Click **OK** to save your settings and return to the **Charging Plan Management** page.

## Related articles

- Understanding the differences between a free and a paid channel
- How to use the prepaid charging policy
- Troubleshooting charging problems
- How to use a postpaid charging plan for an extension
- How to disable charging in VoipNow