

TARIFF MENU

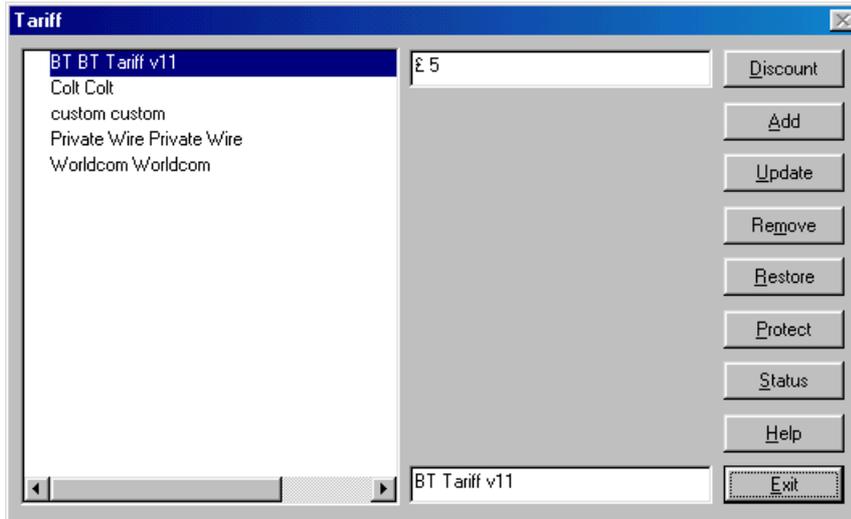
A full explanation of setting up a tariff from scratch, of importing and exporting tariff information is set out under Section 5 of this manual.

The tariffs are split into Tariff provider, Band, Rate, Area Code and Bank Holiday.

If you have taken tariff maintenance, your contract will cover you for a certain amount of updates per year. These will be sent to you on disk or via modem according to your agreement.

NOTE: TARIFFS SHOULD NOT BE CHANGED UNLESS YOU HAVE CONFIRMATION FROM **FOCOM LIMITED** OR YOUR TARIFF PROVIDER.

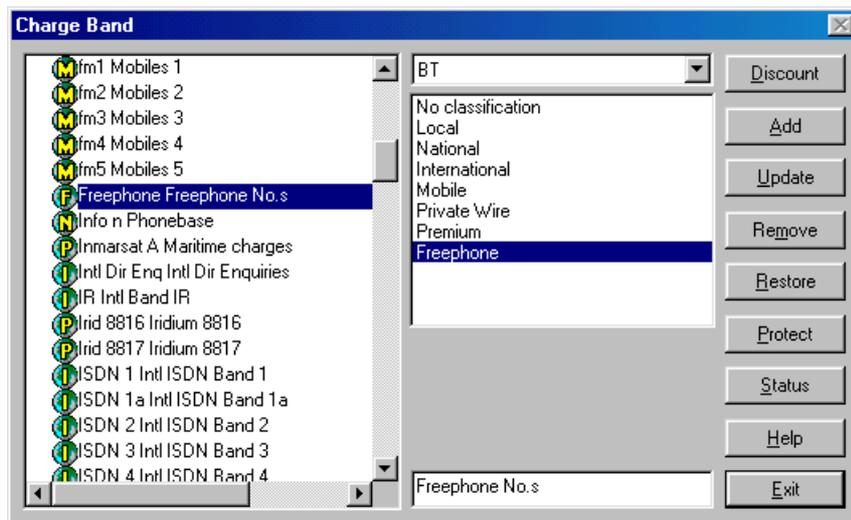
TARIFF



This lists the tariffs that have been installed on the system. A new tariff is normally loaded via the Scheduler, although it can be built from scratch using these windows (see page 147 of the System Management section). To install a complete tariff from a .CSV file, see page 151.

The Currency display refers to the denomination and the number of decimal places set for the charge rates. This is generally three places. Insert the currency as you want it to appear, i.e. 3 € would be appropriate for Euros to three decimal places.

CHARGE BAND



Select the Tariff in the top centre box, and the list on the left hand side will show the appropriate Bands.

The box below shows the category of each of these Bands. These categories are used in some of the Report options as flag types.

LUMBERJACK

The Charge Band Discount Level shows the rate of discount allocated by your carrier. This will be set automatically when the tariff is installed.

CHARGE RATE

Charge Rate

Mobile Call Day Mobile Call Days (W/D 8am to 6pm)
Mobile Call Evg Mobile Call Evgs (W/D 6pm to 11pm)
Mobile Call Wkkn Mobile Call Wknd (Weekend)

BT
m07
08:00:00 17:59:59
Monday
Tuesday
Wednesday
Thursday
Friday
00:00:09 00:00:01
Slot 1
£ 0.04200 23:59:59
£ 0.16993 00:01:00
Mobile Call Days (W/D 8am to 6p

Add
Update
Remove
Restore
Protect
Status
Help
Exit

This sets out all the Rates appropriate to the tariff Bands.

TIMES: The Start and End Times for the Rate.

DAYS VALID: Select the days on which these times will be valid.

CONNECTION TIME: The estimated delay prior to connection. E.g. three rings takes approx. nine seconds. If this is set to 00:00:09, the system will allow nine seconds before starting to charge for a call. Modern switches generally give the actual talk time. If, in PBX>Cost Style, the Ignore Connection Delay check box is checked, then this box is ignored (see page 124 of this section).

TIME UNIT: The time unit to be used for costing. If calls are to be costed to the nearest second, this should read 00:00:01.

SLOTS: Some tariff companies charge multiple rates for long calls. E.g. the first five minutes is at 5p per minute, the next 10 minutes is a 4.5p per minute, the rest of the call is at 4p per minute. In this case you will need to use the Slots. There are three available. Leave this set at Slot 1 for a standard rate. If there is a Connection charge Slot 1 would be used for this and set to 1 second duration, Slot 2 would then be used for the standard rate.

MINIMUM COST: There is usually a minimum cost for calls over any carrier. This is inserted in the minimum cost box. If this is set at £0.000, calls will be charged at the set rate according to the time period.

DURATION: The slot duration applies if you are setting up more than one slot. Otherwise this should be set to 23:59:59. This means that this cost is applicable for the whole charge rate period.

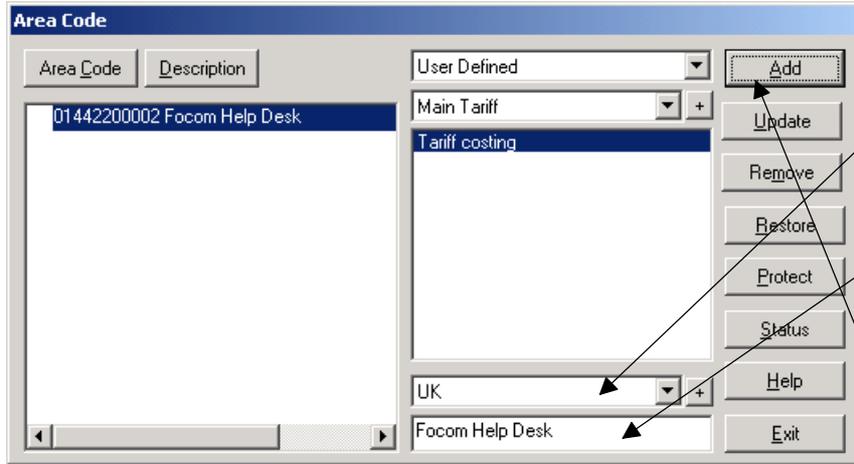
COST: This is the cost per time period - as set out in the adjacent box.

PERIOD: This is the time period by which calls will be costed.

DESCRIPTION: The description is for amplifying the Rate name.

AREA CODE

When you first go into Tariff>Area Code you will see the User Defined section, which is now a global feature that will allow you to put your own description against the number. For example you might make lots of calls to a local taxi firm and rather than wonder who the number belongs to you can add a name to the number.



Lumberjack will still cost the call in the normal way

Select the Country where the number is

Type in the name you want against the number

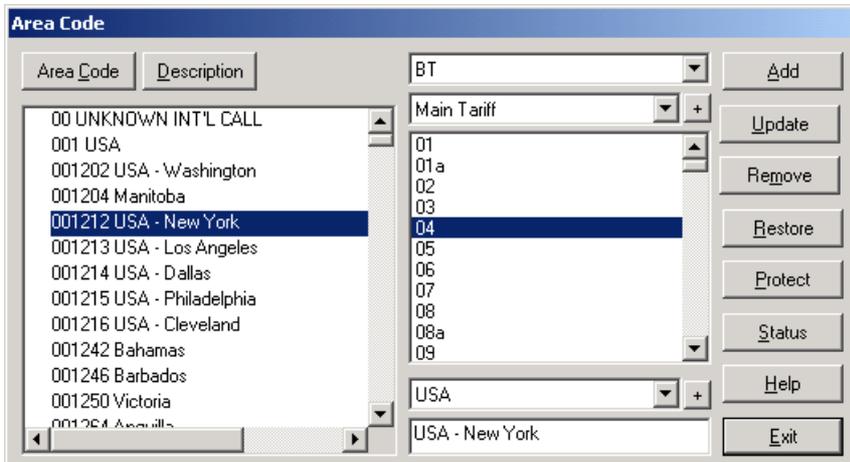
Click [Add]



Type the full number - no spaces

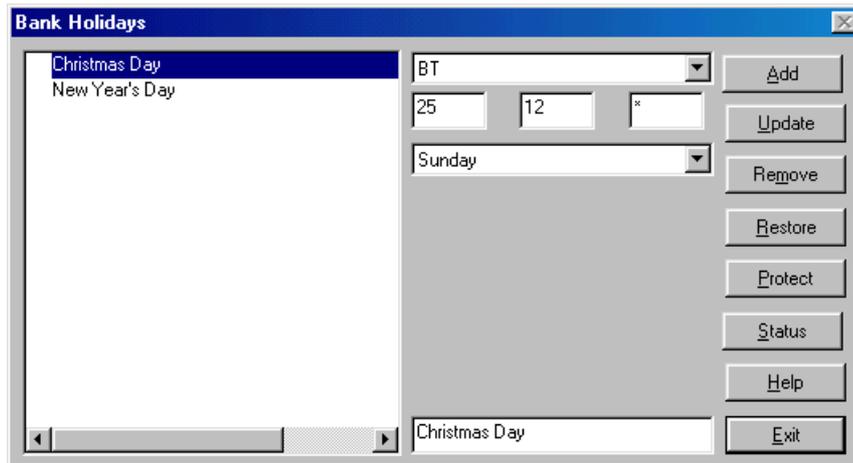
Click [OK]

By changing the first drop-down to one of your tariffs you will be able to check how various numbers are costed.



These are all the telephone number prefixes and the relevant charge bands. The list on the left hand side can be sorted either by Code number, which acts as a useful Code Decoder, or by Description, useful for looking up an Area Code.

The list in the middle are the different bands used within the tariff - the one highlighted is the one used for the selected Area Code - in the above example this New York area code is charge at Band 04 by BT. You can use this information to go back to Tariff>Rate, change the tariff to BT and the band to 04, to see what the charges are.

BANK HOLIDAY

In order that logging is charged correctly over bank holidays, you have the option to set up the dates on which bank holidays occur and the rate at which they should be charged. This can be entered at the beginning of each year. For recurring dates, such as 1st January, New Year's Day, enter an asterisk in the year box, this will be applied to each year. However, whenever the holiday falls on a weekend, you may need to enter the following Monday which will be the official Bank Holiday.

Most tariff providers use the weekend rate as their Bank Holiday rate. If there were a separate charge, it would be included in your tariff when installed. Unless you have other information, select the Saturday as the Bank Holiday rate to charge.