



ZERO COST CALLS – WHERE TO START

You've just run a report and calls that you expected to have a cost do not have one – where do you start to find out what the problem is?

The first thing to do is run the **Tariff Check** report (available in all versions of LJ) showing the calls that you are interested in:

The example below shows sort of thing you might see in the report:

All Calls											
Date	Call Start	From	To	Access Code	O/G Dialed No.	Location	Duration	Cost	Tariff	Rate	Call Classification
03/02/2015	11:28:37	6002	101010	9	0371220128729	Affiniti Integrated Solutions L	00:13:04	1.502	BT	g21 Day	Premium
03/02/2015	11:28:57	6014	101020	9	0333666069039	Admiral Telecom Limited	00:10:56	1.278	BT	g21 Day	Premium
03/02/2015	11:30:50	6002	101012	9	0560300025702	Magrathea Telecommunications Li	00:12:29	1.440	BT	g21 Day	Premium
03/02/2015	11:31:23	6016	101005	9	0345299092354	YAC Ltd	00:08:47	1.052	BT	g21 Day	Premium
03/02/2015	11:31:30	6010	101019	9	0370937073737	Solutios Limited	00:04:53	0.642	BT	g21 Day	Premium
03/02/2015	11:32:46	6019	101020	9	0370269026099	24 Seven Communications Ltd	00:00:00	0.000	BT	g21 Day	Premium
03/02/2015	11:32:53	6015	101016	9	0345010102147	Global Crossing (UK) Ltd	00:04:47	0.632	BT	g21 Day	Premium
03/02/2015	11:33:07	6008	101013	9	075200064455	Teledesign Ltd	00:06:50	1.018	BT	fm5	Mobile
03/02/2015	11:33:24	6015	101010	9	01957129431	Mid Yell	00:11:21	1.321	BT	National Day	National
03/02/2015	11:33:51	6005	101017	9	01544092383	Kington	00:01:53	0.327	BT	National Day	National
03/02/2015	11:34:09	6002	101018	9	0370242030458	BT	00:13:27	1.542	BT	g21 Day	Premium
03/02/2015	11:34:44	6001	101019	9	0330222103153	Gamma Telecom Holdings Ltd	00:13:35	1.556	BT	g21 Day	Premium
03/02/2015	11:34:53	6011	101016	9	0344243019507	Affiniti Integrated Solutions L	00:04:58	0.651	BT	g21 Day	Premium
03/02/2015	11:35:05	6004	101004	9	0345165113046	Affiniti Integrated Solutions L	00:08:54	1.064	BT	g21 Day	Premium
03/02/2015	11:35:35	6006	101007	9	01349088570	Dingwall	00:09:47	1.157	BT	National Day	National
03/02/2015	11:36:02	6008	101019	9	0901995126867	Sky Telecom Limited	00:02:44	0.697	BT	p14	Premium
03/02/2015	11:36:08	6017	101016	9	0370376071476	Verizon UK Ltd	00:01:45	0.313	BT	g21 Day	Premium
03/02/2015	11:36:47	6002	101011	9	006685093302	Thailand - Mobile	00:02:03	4.291	BT	M7	International
03/02/2015	11:37:16	6008	101007	9	07075015931	Your Communications Ltd	00:00:42	0.353	BT	k Day	Premium
03/02/2015	11:37:31	6001	101008	9	0371757009766	Skytel Ltd	00:10:49	1.265	BT	g21 Day	Premium

Once you have the report, you need to consider the following:-

Does the Dialed Number look correct?

- If not, check the existing Access Code, if there is one, or create a new Access Code that will leave the correct dialed number. For help on Access Codes and how to add/edit them, see the Access Code section of the **LJ Manual**, starting on page 128, and page 5 of the **Next Steps** document initially sent to you with the LJ disc.

Does the call have a duration?

- If the call has no duration there will be no cost.
- If the call has a low duration, check the Cost Style it may be set to use the Connection Delay. For help on how to check, create or edit a Cost Style see page 135 of the **LJ Manual**, or page 4 of the **Next Steps** document.

Does the call show the correct tariff?

- If it does show the correct Tariff and there is a Charge Band and Charge Rate (for example above **g21 Day**), then LJ possibly needs a Recache and Recost. Perform a Recache. For help on how to do this, please refer to one of the Recache sections in the **LJ Manual** (page 33, 94, 102, 111, 119, 126, 130, 134, or 136) and then Recost the calls. For help on how to do this please refer to the Recost section in the **LJ Manual** on page 34.
- Otherwise check the Cost Style that the trunk/line/gateway is pointing to and adjust it, if necessary. For help with Cost Styles see page 135 of the **LJ Manual**, and page 4 of the **Next Steps** document.



- If required, check the Cost Style that the Access Code is pointing to. For help on Access Codes see the Access Code section of the **LJ Manual**, starting on page 128, and page 5 of the Next Steps document.

Check the Area Codes for the Tariff

- If the Area Code is missing from the Tariff, it can be added manually. Please refer to **Tariff Files – an Explanation**. The Tariff file would have been supplied to you with the installation files (or separately if purchased later). Add the missing Area Code to the tariff file, then Import the file again. For help on how to do this please see page 130 of the **LJ Manual**. However, if you pay for Tariff Maintenance, it is best to report the missing area code to tariff@focom.com and we would update the tariff for you.

Check the Charge Band that the Area Code Points to

- If the Charge Band is not classified – i.e. it points to NC (“no classification”) it will be ignored. If incorrect this can be updated in the tariff file and reimported but it is best reported to tariff@focom.com if you pay for Tariff Maintenance.

Documents that may be required:

LJ Manual

Next Steps

Tariff Files – an Explanation