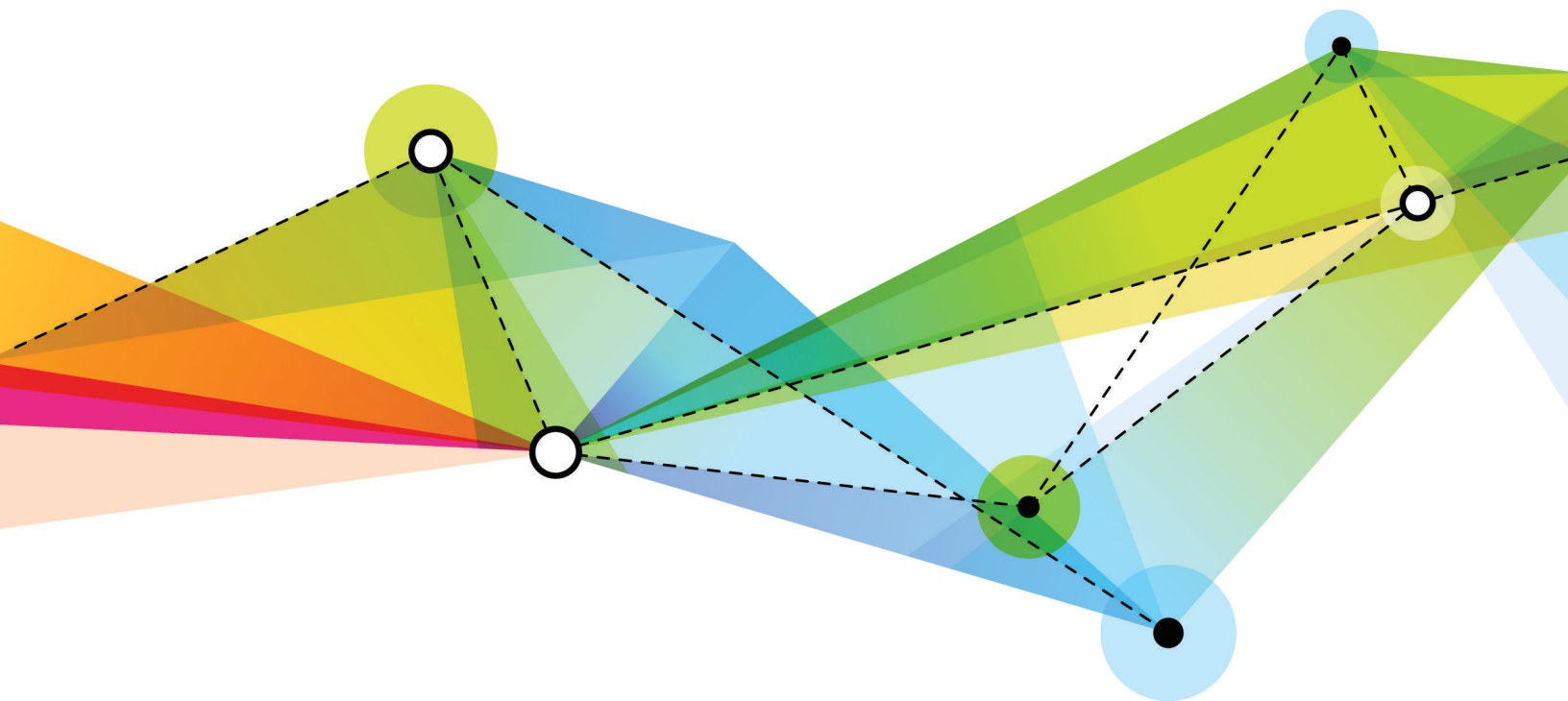




Usage Alerts for Data Services

Quick Reference Guide



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Usage alerts for data services

This document provides an overview of the Smile configuration necessary to establish usage alerts. These alerts are emailed to customers of data services with alert messages according to their level of usage.

To create a usage alert the following elements must be configured:

- [Email template](#)—specifies the message to send to the customer
- [Usage alert](#)—specifies the usage levels at which to issue the alert
- [Service settings](#)—enables usage alerts for the service
- [Plan settings](#)—specifies the usage alert(s) to use in conjunction with the plan usage charge rules of the plan
- [Plan usage and charge rules](#)—specifies the rules which will process usage and trigger the usage alert(s)

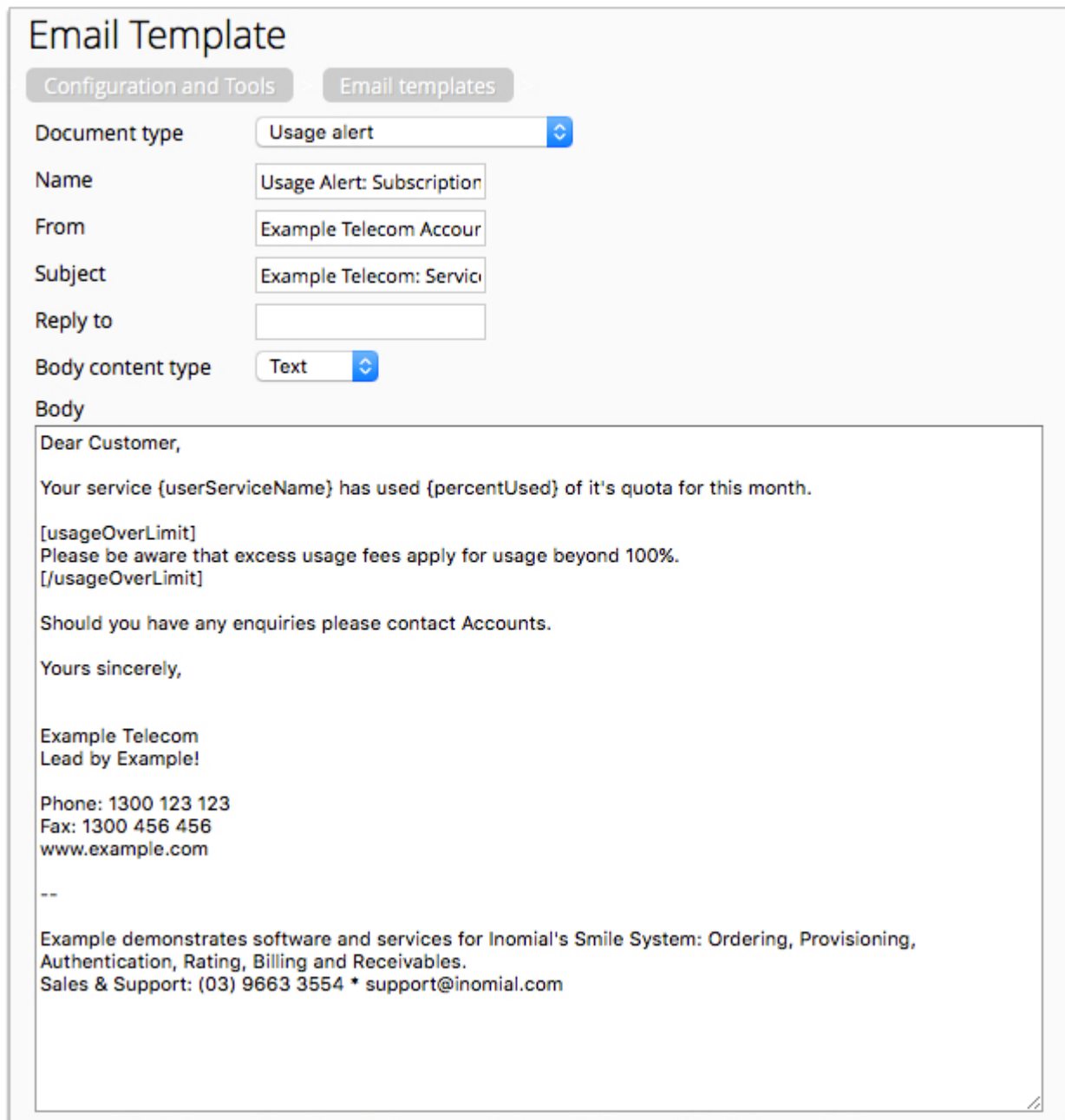
For more information on configuring individual elements, see the *Configuration Guide*.

Email template

An email template contains the alert message that is sent to the customer.

Email templates are located in **Email Templates** under **Email, SMS, Print & Web** in the main section of the Configuration and Tools page.

This template has a **Document type** of **Usage alert**.



Email Template

Configuration and Tools Email templates

Document type: Usage alert

Name: Usage Alert: Subscription

From: Example Telecom Accour

Subject: Example Telecom: Servi

Reply to:

Body content type: Text

Body

Dear Customer,

Your service {userServiceName} has used {percentUsed} of it's quota for this month.

[usageOverLimit]
Please be aware that excess usage fees apply for usage beyond 100%.
[/usageOverLimit]

Should you have any enquiries please contact Accounts.

Yours sincerely,

Example Telecom
Lead by Example!

Phone: 1300 123 123
Fax: 1300 456 456
www.example.com

--

Example demonstrates software and services for Inomial's Smile System: Ordering, Provisioning, Authentication, Rating, Billing and Receivables.
Sales & Support: (03) 9663 3554 * support@inomial.com

Figure 1: An example usage alert email template

Usage alert group

A usage alert group specifies usage levels at which an alert message is issued. A group can contain multiple usage levels.

Usage alert groups are configured in **Usage alerts** under **Services, Ordering & Rating** in the main section of the Configuration and Tools page.

Note: The Telecommunications Consumer Protections (TCP) code¹ mandates 50%, 85% and 100% usage alerts as a minimum. Confirm current industry rules when you create usage alerts.

The following example has 50%, 85% and 100% usage alerts enabled. The usage alert group is linked to the email message created previously.

Usage alert group

Configuration and Tools Usage alert groups

Name General Usage Alert

Unit Format %\$

Email

Template Usage Alert: Subscription usage alert Edit

Schedule Immediately

☒ Account Email address

☐ Subscription Email address

SMS

Template Don't send SMS New

Schedule Immediately

☐ Account Mobile phone

☐ Subscription Mobile phone

☐ Subscription Username

Print

Template Don't print

Schedule Immediately

Alert levels

%	Subscribe new users	
5	<input type="checkbox"/>	Edit
10	<input type="checkbox"/>	Edit
50	<input checked="" type="checkbox"/>	Edit
70	<input type="checkbox"/>	Edit
80	<input type="checkbox"/>	Edit
85	<input checked="" type="checkbox"/>	Edit
90	<input type="checkbox"/>	Edit
100	<input checked="" type="checkbox"/>	Edit
110	<input type="checkbox"/>	Edit
120	<input type="checkbox"/>	Edit
130	<input type="checkbox"/>	Edit

Add level % Add

Save Delete

Figure 2: An example usage alert group

Note: Smile supports alerts beyond 100%.

¹ http://www.commsalliance.com.au/__data/assets/pdf_file/0017/33128/TCP-C628_2012_May2012-Corrected-July12.pdf

Note: On a given subscription of a plan using usage alerts a Smile operator can view and override at the subscription level the alerts in place.

Example ADSL (alfred@example.com)

Accounting plan schedule

Managed Plan Group	None	Change...
Current plan	Easy ADSL 5 Gb	Customise Plan... View

[Plan Schedule](#)

Contract	12 Month	View Contract
Start date	17/05/16	
End date	16/05/17	

[Contract List](#)

Rating Cycle	Anniversary (day 31)
Invoice Cycle	Anniversary (day 25) Change cycle...
Discount	No discount ⬆ ⬇ ⬆
Customer cost centre	Not allocated ⬆ ⬇ ⬆
Purchase Order Number	No purchase order PO list

☒ Charge GST when billing this service

Agents	None	View Add
Recurring charges	None	
	<input type="checkbox"/> Show cancelled charges	
	Add standard charge...	

Usage alerts

General Usage Alert	50
General Usage Alert	85
General Usage Alert	100

[Configure...](#)

Figure 3: An example configuration of usage alerts on a subscription

+

×

Usage alerts

%

Usage alerts for: **General Usage Alert**

<input type="checkbox"/>	5
<input type="checkbox"/>	10
<input checked="" type="checkbox"/>	50
<input type="checkbox"/>	70
<input type="checkbox"/>	80
<input checked="" type="checkbox"/>	85
<input type="checkbox"/>	90
<input checked="" type="checkbox"/>	100
<input type="checkbox"/>	110
<input type="checkbox"/>	120
<input type="checkbox"/>	130

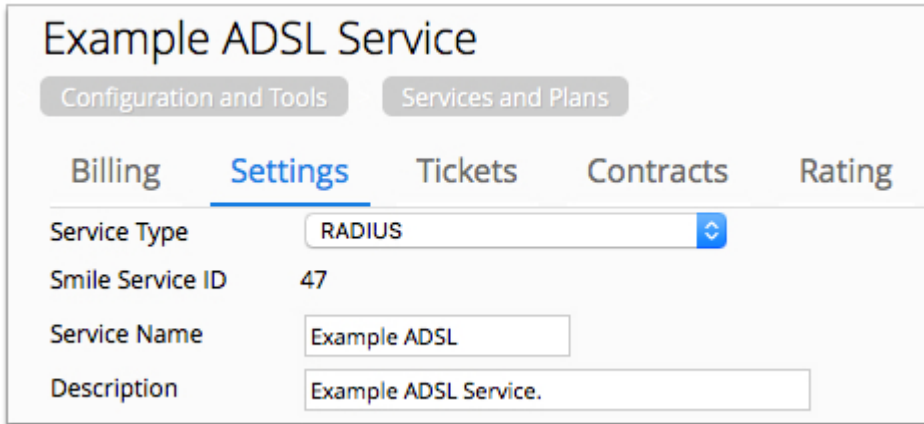
Save

Figure 4: An example configuration page for usage alerts on a subscription

Service settings

Enable usage alerts on each service where usage alerts are required.

View the relevant service in **Services and Plan** under **Services, Ordering & Rating** in the main section of the Configuration and Tools page. **Enable usage alerts** is located in the **Miscellaneous Settings** section of the service **Settings** tab.



Example ADSL Service

Configuration and Tools Services and Plans

Billing **Settings** Tickets Contracts Rating

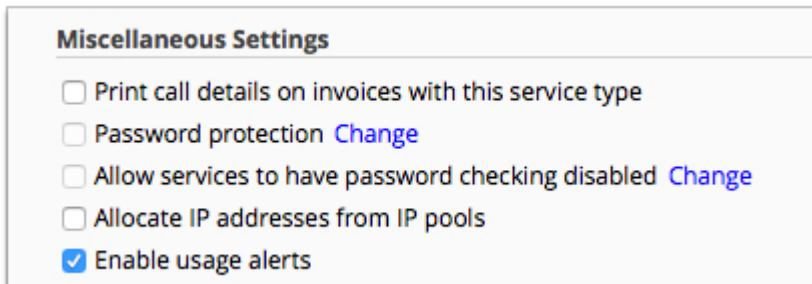
Service Type RADIUS

Smile Service ID 47

Service Name Example ADSL

Description Example ADSL Service.

Figure 5: An example service displaying the Settings tab



Miscellaneous Settings

- ☐ Print call details on invoices with this service type
- ☐ Password protection [Change](#)
- ☐ Allow services to have password checking disabled [Change](#)
- ☐ Allocate IP addresses from IP pools
- ☒ Enable usage alerts

Figure 6: Enabling usage alerts in a services settings

Plan settings

Add the usage alert group to the plan usage rules where usage alerts are required.

View the relevant service in **Services and Plan** under **Services, Ordering & Rating** in the main section of the Configuration and Tools page. **View** the required plan on the **Billing** tab. The **Usage Alert Groups** section is on the plan **Settings** tab.

Plan easy5: Easy ADSL 5 Gb

Configuration and Tools Services and Plans Example ADSL Service

Usage Charges Settings Recurring Charges Self Serve Prepaid

Plan Code easy5

Plan Name Easy ADSL 5 Gb

Admin Description
Example ADSL plan with 5Gb included downloads and excess charges.

Figure 7: An example plan displaying the Settings tab

Usage alert groups

Usage alert group	Total
General Usage Alert	0 Edit

[New alert group](#)

Figure 8: An example of a usage alert group added to a plans settings

In the usage alert group settings:

- Set the **Total units for this group** to **0**. This amount is added to the amount(s) in the plan usage charge rules that have the **Add to the usage alert group's total** setting enabled. Best practice is to set this field to zero and set the check box on the rules.
- Set the **Display limit for this group** appropriately, for example 5 GB. This is used by the email template if you use the plan limit `{planLimit}` substitution code.

Note: If the `{planLimit}` substitution code is used in the email template, then **Display limit for this group** must be maintained to be consistent with the plan usage charge rules.

Plan usage alerts

Configuration and Tools Services and Plans Example ADSL Service Plan easy5: Easy ADSL 5 Gb

Usage alert group General Usage Alert

Total units for this group

Display limit for this group

Save Delete

Figure 9: An example configuration page for a usage alert group added to a plan



Tip: Additional usage alert groups can be added if required. For example, scenarios of excess usage versus shaped services, and peak and off peak usage.

Plan usage charge rules

The following figure shows an example of a typical excess usage based plan, where the plan includes an allowance (Example rule 1) and charges fees for excess usage (Example rule 2).

Plan easy5: Easy ADSL 5 Gb

Configuration and Tools Services and Plans Example ADSL Service

Usage Charges Settings Recurring Charges Self Serve Prepaid Contracts Features

Charge Type	Plan option	Code	Invoice Item Description	Included Value Pool	Charge (ex GST)	
Downloaded Data	Any plan option limits: 5 GB max	000283	Downloads - up to 5,000 MB	Cap	\$0.00/MB	View Delete Up Dn
Downloaded Data	Any plan option	000282	Downloads - 5,000 MB or more	Cap	\$0.50/MB	View Delete Up Dn
Online time	Any plan option	000280	Online time	Cap	\$0.00/hour	View Delete Up Dn
Total Data	Any plan option	000284	Total Data	Cap	\$0.00/byte	View Delete Up Dn
Uploaded Data	Any plan option	000281	Uploads - Free	Cap	\$0.00/MB	View Delete Up Dn

Example rule 1 - data allowance

Example rule 2 - charge fee for excess usage

Add rule Total Data Add

Charge type config Save Deprecate

Figure 10: An example of an excess usage based plan and usage rules.

Configure included usage in the plan usage charge rule:

- Specify the **Maximum total units** of usage, for example 5 GB
- Enable **Add to the usage alert group's total** to add usage accumulated under this plan usage rule to the usage group.
- Enable **Pro-rata if applicable** if you want usage to be pro-rated in a reduced billing cycle
- Select the relevant **Usage alert group**

Maximum total units 5.0 GB ☒ Add to the usage alert group's total ☒ Pro-rata if applicable

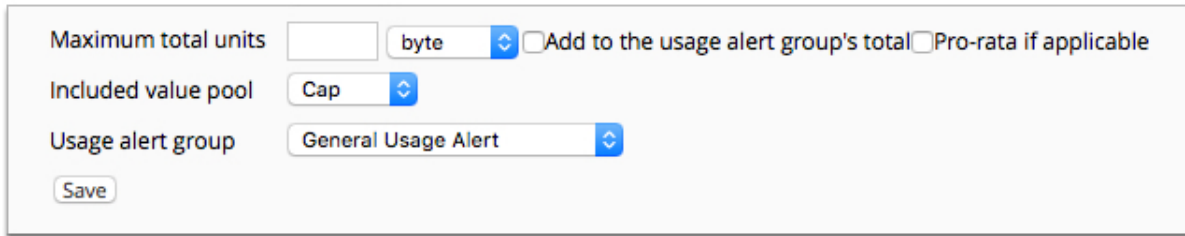
Included value pool Cap

Usage alert group General Usage Alert

Save

Figure 11: An example of an included usage plan usage rule (Example rule 1 From figure 10)

If you have subsequent additional usage plan usage rules set them to use the same alert group. This ensures that the > 100% triggers are used.



The screenshot shows a configuration form for an excess usage plan usage rule. It contains three rows of controls: 1. 'Maximum total units' with an empty text input, a 'byte' dropdown menu, and two checkboxes labeled 'Add to the usage alert group's total' and 'Pro-rata if applicable'. 2. 'Included value pool' with a 'Cap' dropdown menu. 3. 'Usage alert group' with a 'General Usage Alert' dropdown menu. A 'Save' button is located at the bottom left of the form.

Figure 12: An example of an excess usage plan usage rule (Example rule 2 from Figure 10)



Tip: Whilst specifying triggers at greater than 100% on plans that shape after 100% are possible, they are generally not regarded as useful.