

# Rates Management

Recommended rates management practice includes a few tips that can make the routine job easier.

**Tip 1:** If you received an update for your rate table, do not delete or edit already existing information. Simply import an updated price list on the top of your current one, this will update your rates with the new effective dates, while no longer actual rates will be hidden. Read more about the importing process in the [Import](#) article.

**Tip 2:** If an existing rate was changed and the **Effective Date** field specifies a date that has passed, all calls will not be automatically rerated using this new rate. You must rerate them manually with [xDRs Rerating](#) section.

**Tip 3:** As an example of calculation, let's imagine that **Rate** = 1, **Min Time** = 30, **Interval** = 1, **Grace Time** = 2, and **Setup Fee** = 0,3, where:

- **Rate** is a price per unit of a service.
- **Min Time** is a minimal time of the call that will be tarified.
- **Interval** is a tariffication interval, which is used when **Min Time** time expires.
- **Grace Volume** is a time interval that will not be tarified (free time). For instance, if you specified 5 sec as **Grace time**, it means that all calls with duration up to 5 seconds (including calls with a session time of 5 seconds) will be free of charge.
- **Setup Fee** is a call fee, which is charged when call duration is longer than 0 seconds, and there is no specified grace time.

So, according to the given data, if the call duration was less than 2 seconds, the total call cost will be 0 currency units. If the call duration was between

3 and 30 seconds, the total call cost will be  $Setup\ fee + \frac{Rate}{60\ seconds} \cdot Min\ Time$ , which is 0,8 currency units regarding the presented

$$Setup\ fee + \frac{Rate}{60\ seconds} \cdot quantity\ of\ call\ seconds$$

data. If the call duration was more than 30 seconds, the total call cost will be currency units.

**Tip 4:** You can change the rate tables' currency in the **Parameters** tab.

**Tip 5:** All rate fields that define time have time format in seconds, while in the **Rate** field you specify the cost for 1 [full minute](#) of call.

**Tip 6:** If you require to perform bulk update or edit of your rates, you can use the **Mass Edit** feature. Please be aware that mass edit will be applied only to **current/future** rates. So, make sure you filtered target rates accordingly before editing.

## Knowledge Base Articles

Error rendering macro 'contentbylabel'

parameters should not be empty