

TB UNASSIGNED/ UNRATED USAGE PROCESS

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SUMMARY

Multiple Adhoc Reports are available to efficiently identify unassigned / unrated usage. These reports are numbered in sequence to quickly identify issues. Executing the reports and working through the required configuration in sequence enables you to efficiently work through all unassigned/unrated usage. **Note: It is important to work these in number order, as when the issues get fixed they will not appear in the next report.**

Be aware that as missing configuration is added, all qualifying usage will rate the next time the usage processor is executed. Therefore, be aware of the date range of the usage and request a purge by date if older usage should not be processed for the customers next invoice. TB recommends performing Unassigned/Unrated review process at a minimum of monthly to prevent loss of revenue and/or unexpected late billing to customers.

Execute reports No. 1 – 5 listed below as applicable to your company's usage requirements.

***** There are multiple No. 2 reports. The importer rules defined by your company determine which No. 2 reports should be used by your company.**

How to determine which reports should be executed:

- If you only assign usage by number or by trunk group then you can ignore the other report(s).



- If you assign usage by trunk group and by numbers then you should start with the report that is first in your assignment order.

As an example,

- If you are prioritizing numbers then trunk group you should first work through the Usage Unassigned by Incoming TF, then ...Number – Orig, then Number – Term before ... Trunk Group.
- If you are configured with trunk group as first priority you should start with Usage Unassigned by Trunk Group.

Menu Path: [Reports > Manage AdHoc Reports > Usage Review](#)

NO. 1 – Usage Not Types

- **Issue:** Rate Type not assigned to usage records. These records will appear with a rate type of -1 meaning that the usage importer did not have a rule to set the rate type on the record.
- **Solution:** Review usage detail to determine the missing rule and request a usage importer change.

No. 2 – Usage Unassigned by Number – Orig

- **Issue:** The Originating number does not exist as an active service (or recently terminated) customer account.
- **Solution:** Determine if the number should be active on a customer's account and add the number service.

No. 2 – Usage Unassigned by Number – Term

- **Issue:** The Terminating number does not exist as an active service on a customer's account.
- **Solution:** Determine if the number should be active on a customer's account and add the number service.

No. 2 – Usage Unassigned by Trunk Group

- **Issue:** The Trunk Group does not exist as an active service a customer's account.
- **Solution:** Determine if the Trunk Group should be active on a customer's account and add the Trunk Group service.



No. 3 – Usage Not rated – Missing Plan Rate

- **Issue:** Usage in this report has been assigned to a service and has a usage plan, but the Usage Plan is missing a Plan Rate. I.e., Missing a Plan Rate for “interstate”, for applicable Usage Type.
- **Solution:** Update the usage plan with the missing plan rate element and rating information.

No. 4 – Usage Not Rated – Missing Rate Deck

- **Issue:** Usage in this report has been assigned to a service, has a usage plan and a rate element, for example – “International”, but the Plan Rate Item is set to use a rate deck and there was no match for the record in the rate deck.
- **Solution:** Add a rate deck item to the assigned rate deck for the Digits, State, OCN or Lata.

No. 5 – Usage Assigned Not Rated

- **Issue:** The usage plan and rate decks are correct, but the usage is still not rated. If other rated reports are clear, this will likely only contain rare exceptions.
- **Solution:** The customer’s services need to be reviewed to verify the information. A ticket may need to be submitted for assistance from TimelyBill.

