

## 1. Rate Update through Portal:

### Incoming Rate Update through Portal:

1. Go to portal and [Rate Plan Assignment](#).
2. [Rates](#) against the Rate Plan of particular carrier like Carrier1\_Incoming.
3. Click the [New Rate](#).
4. Click the [New Rate Task](#).
5. Prefix

Country

Description

Rate Amount

Pulse

Minimum Duration

Effective Date

6. Then [Insert](#).
7. Then [Commit Change](#).

### Outgoing Rate Update through Portal:

1. Go to Portal and [CDR->View and Export](#)
2. Start\_time
- End\_time
- Egress partner
- Source
- Service Group

Error\_Check

#### (i) Rate Plan Create

1. Go to [Rate Plan->Add New Rate Plan](#)  
Service Family   
Rate plan Name   
Description

Created On Date

[Insert](#)

**(ii) Rate update against Partner**

1. Go to [Rate Plan Assignment](#)
2. Previous Route Delete [If Necessary]
3. Go to [New Rate Plan Assignment](#)

4. Service Group	<input type="text" value="Incoming/Outgoing"/>
Partner Type	<input type="text" value="Foreign Carrier"/>
Partner	<input type="text" value="Carrier_name"/>
Assigned Direction	<input type="text" value="Supplier/Customer"/>
Billing Rule	<input type="text" value="OnFirstDayOfEachMonth"/>

[Insert](#)

5. Go to [Task->New Task Reference Time](#)
6. [Choose File](#)
7. [Import](#)
8. [Commit change](#)

## 2. Call Performance Measurement:

### ASR (Answer Seizure Ratio):

Common measure for completion. Ratio of Number of successfully answered calls and the total number of calls attempted.

$$\text{ASR} = \text{Succ\_call} / \text{Total\_call} * 100$$

Succ\_Call => Received call

Total Call => Attempted Call

Standard value = 40%-45%

### CCR (Call Completion Ratio):

Ratio of Total Number of calls completed and Total number of calls attempted.

$CCR = \text{Conn\_call} / \text{Total Call}$

Conn\_Call => Rang Call

Total Call => Attempted Call

Standard value > 98%

Higher the ratio is better.

### ACD (Average Call Duration):

Successful Call Duration / Total Call

### PDD (Post Dial Delay):

Between the time from when call is attempted and the call is rang. Lower the PDD is better.

### 3. Incoming and Outgoing Call Flowchart

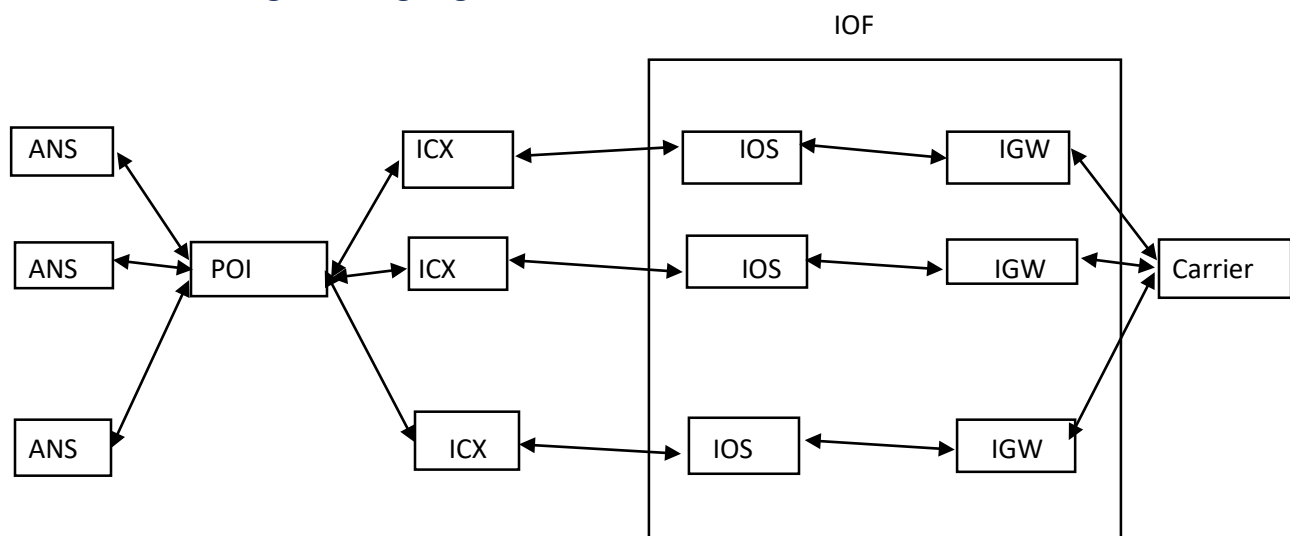


Fig: Flowchart of Incoming and Outgoing Call

#### 4. Loss Prefix Analysis:

1. Prefix Analysis for Outgoing Traffic
2. Go to [Portal->Outgoing->Traffic](#)
3. [Start time & End time](#) for specific time  
[View by destination](#) against Carrier  
[Show Revenue](#)
4. [Export](#)
5. Filter Z(BDT) value perspective of negative value
6. Find out the large negative value

#### 5. X value, Y value and Z value:

**X value:** Call Rate (minute per month) in BDT defined by BTRC

**Y value:** Call Rate (minute per month) in USD defined by BTRC

**Z value:** X Call Rate (in BDT) – Y Call rate (in BDT)

[Y(BDT)=Y(USD)\*BC rate of month]

#### 6. Revenue Sharing for Incoming and Outgoing Call:

##### Incoming Call:

**Revenue = Carrier\_Duration\*0.0175**

1. BTRC->40% [35% for BTRC + 5% for VSP]

└─ 10% of 5% -> BTRC  
   90% of 5% -> VSP

2. IGW->20%
3. ICX->17.5%
4. ANS->22.5%

IOF Revenue sharing Approved rate-> 0.0175

IOF Selling Price Rate -> 0.0250

1. IOF Revenue sharing [60%]  
=Total\_min \* [(0.0175\*60%)+(0.0250-0.0175)] \* Conversion\_Rate
2. BTRC[35%] +BTRC-> VSP(10% of 5%)  
=Total\_min \* [0.0175\*35%]\* Conversion\_Rate  
=Total\_min \* [(0.0175\* 10% of 5%)] \* Conversion\_Rate
3. VSP(90% of 5%)  
=Total\_min \* [(0.0175\* 90% of 5%)] \* Conversion\_Rate

**Outgoing Call:****Revenue: 15% of Z**

1. BTRC->51.75%
2. IGW->48.25%

**7. VSP-RSP Revenue sharing for Incoming and Outgoing Call:****VSP-Incoming:**

1. portal->Actual Duration(of month) = Monthly Volume per VSP (min)
2. Need No. of VSP
3. Revenue share to BTRC at 0.0175 Rate
4. Pay per VSP 30000 per month(BDT)
5. Discounted Amount (USD) = (Monthly Volume\*0.0175) \* 4.125%
6. Pay to VSP (USD) = (Pay per VSP\* No of VSP)/83.73(TTClean)
7. VSP Revenue (USD) = Discounted Amount – Pay to VSP  
[Discount Amount = we get from IOF]  
[Pay to VSP = we give]
8. Revenue Entitlement (USD) = Sum of All IGW/IOS VSP Revenue/ Total Weight
9. Net Flow = Revenue Entitlement (USD)- VSP Revenue (USD)  
[Revenue Entitlement = we have to get (Equally Distributed)]  
[VSP Revenue = we already Have]
10. We Invoice to IOS(7) to get equal value of Net Flow

**RSP-Incoming-Outgoing:****RSP-Incoming:**

1. RSP Revenue (USD) = Discounted Amount + Pay for VSP from IOF
2. Revenue Entitlement (USD) = Sum of All IGW/IOS RSP Revenue/ Total Weight
3. Net Flow = Revenue Entitlement (USD)- RSP Revenue (USD)  
[Revenue Entitlement = we have to get (Equally Distributed)]  
[VSP Revenue = we already Have]
4. We Invoice to IOS(7) to get equal value of Net Flow

**RSP-Outgoing:**

1. portal->Actual Duration(of month)
2. IGW\_RSP(USD) = Actual Duration \* 0.03
3. Revenue Entitlement (USD) = Sum of IGW\_RSP/Total Weight

4. Net Flow = Revenue Entitlement (USD)- IGW\_RSP (USD)
5. We Invoice to IOS(7) to get equal value of Net Flow

#### 8. TG Add in Billing Portal:

9. Go to [Portal->Partners](#)
10. Go to [Edit](#) against Partner Name
11. Go to [Add New Route](#)
12. Route Name

Route Description

[Insert](#)

13. Create Rate Plan for the newly added TG
14. Go to [Rate Plan->Add New Rate Plan](#)

Service Family

Rate plan Name

Description

Created On Date

[Insert](#)

#### 9. IOF-IGW center CDR Database Connectivity:

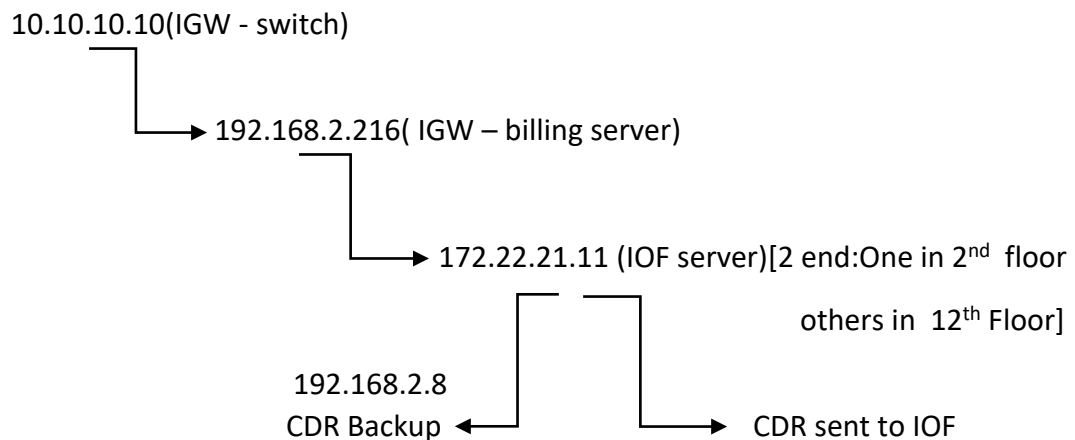


Fig: Center IOF-IGW CDR

## 10. Server Connection Diagram:

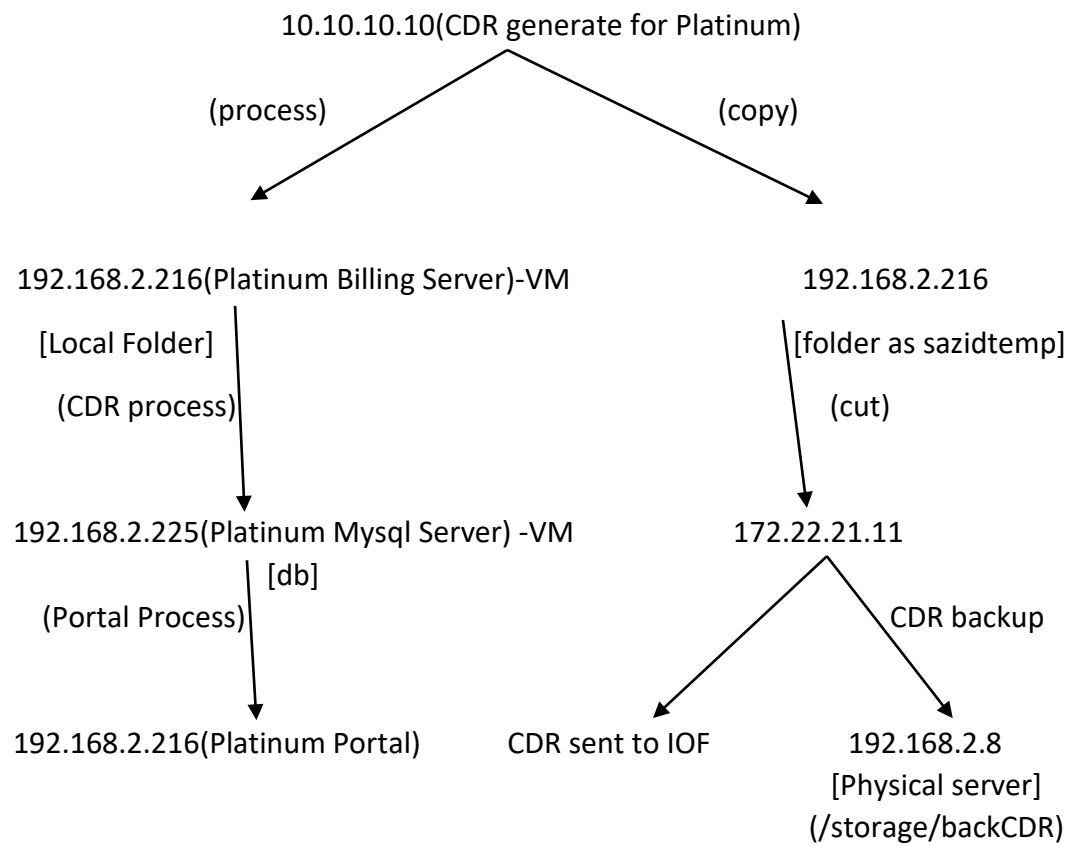


Fig: Server-Connection Diagram