123 Plan

From TNT Technical Knowledge base

Version Control

Author	Date	Version	Comments
Vishnu Bridgelalsingh	Feb-2-2016	v1	Template
Satya Maraj	Nov-8-2017	v2	First draft

INTRODUCTION

Launch Date: 6th November, 2017
CR#:
Change template:
Sign Off document: File:123 Unlimited Sign Off.docx

The 123 promo allows prepaid subscribers to make calls at a fixed cost. See figure below. Subs also have the option of opting out by dialing *123# to revert to the previous rates.

New 123 PAYGO Rates

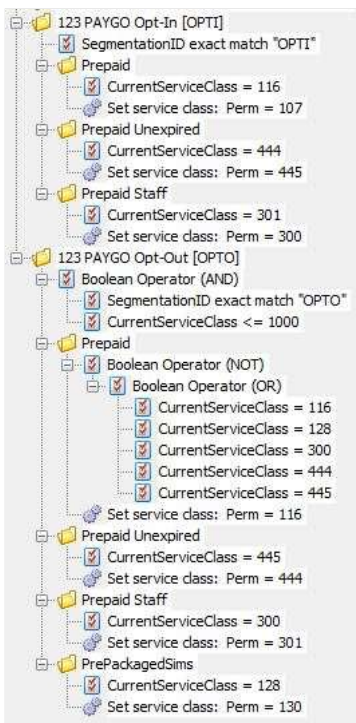|	Bmobile			Digi (VAT Inc)			Digi (VAT Inc)
Rates as at 23rd May 2017 (VAT Inc)							New Rate
	Day	Evening	Weekend	Day	Evening	Weekend	Anytime
Calls to Digi	$1.24	$1.24	$1.24	$1.29	$1.29	$1.29	$1/call
Calls to Bmobile/Fixed	$1.24	$1.24	$1.24	$1.29	$1.29	$1.29	$2/call
Zone 1 Calls to USA, Canada & UK Landlines	$1.41	$1.13	$0.56	$1.46	$1.46	$0.54	$3/call
Zone 2 Calls to India & Digi Caribbean Excluding (Jamaica, Haiti & Guyana)	$1.69	$1.13	$0.84	$1.69	$1.13	$0.84	$3/call
Zone 3 Calls to rest of the world (Including Jamaica, Haiti & Guyana)	$2.81	$2.25	$1.69	$2.94	$2.25	$1.96	$3/min
Zone 4 Calls to Cuba, Antatrica etc				$6.85	$6.85	$6.85	$9/min
SMS on-net	$0.34	$0.34	$0.34	$0.37	$0.37	$0.37	$0.50
SMS off-net	$0.56	$0.56	$0.56	$0.55	$0.55	$0.55	$0.50
SMS to International	$0.68	$0.68	$0.68	$0.68	$0.68	$0.68	$0.50
PAYG Data	$2.25/MB			$2.25/MB			$2.25/MB

TECHNICAL DETAILS

Process flow

1. By default, all Prepaid SCs point to Rating 11 which has the new rates
2. Subs who prefer to pay per min can now opt out of the promo by dialing *123# or through the 123 UNTLD Promo option on *323#
3. CAIN Plan 16164 is activated. A refill profile is sent to the AIR to perform a SC change [300 > 301, 445 > 444, 128 > 130, other prepaid > 116]
4. The new SC points to Rating 13 which has the old ($1.29/min)rates
5. If a sub wishes to opt back in to the promo they can do so by dialing *123# or through the 123 UNTLD Promo option on *323#
6. CAIN Plan 16158 is activated. A refill profile is sent to the AIR to perform the SC change [301 > 300, 444 > 445, 130 > 128, 116 > 107]

Set up

AIR changes

Two new Refill Profiles (OPTI, OPTO) were created for this promo. They were added to the Refill tariff with a new Refill Segmentation ID to perform the SC change when the sub opts in to or out of the promo.

```
123 PAYGO Opt-In [OPTI]
    SegmentationID exact match "OPTI"
    Prepaid
        CurrentServiceClass = 116
        Set service class:  Perm = 107
    Prepaid Unexpired
        CurrentServiceClass = 444
        Set service class:  Perm = 445
    Prepaid Staff
        CurrentServiceClass = 301
        Set service class:  Perm = 300
123 PAYGO Opt-Out [OPTO]
    Boolean Operator (AND)
        SegmentationID exact match "OPTO"
        CurrentServiceClass <= 1000
    Prepaid
        Boolean Operator (NOT)
            Boolean Operator (OR)
                CurrentServiceClass = 116
                CurrentServiceClass = 128
                CurrentServiceClass = 300
                CurrentServiceClass = 444
                CurrentServiceClass = 445
        Set service class:  Perm = 116
    Prepaid Unexpired
        CurrentServiceClass = 445
        Set service class:  Perm = 444
    Prepaid Staff
        CurrentServiceClass = 300
        Set service class:  Perm = 301
    PrePackagedSims
        CurrentServiceClass = 128
        Set service class:  Perm = 130
```

SDP changes

Rating 11 was set up as the default tariff with the rate/call. Rating 13 was created as the opt out tariff for subs who prefer per min charging.
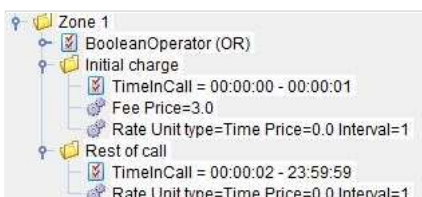
Rating Tariff

The Digi-digi rate was set up by charging a fee of $1 at the start of the call (the first second) and the rest of the call would be free.

```
Digi-Digi
    /defs/Digi and VM MNP
    Talk for 10
    Standard Rate 1.29
        Initial charge
            TimeInCall = 00:00:00 - 00:00:01
            Fee Price=1.0
            Rate Unit type=Time Price=0.0 Interval=1
        Rest of call
            TimeInCall = 00:00:02 - 23:59:59
            Rate Unit type=Time Price=0.0 Interval=1
```

The Digi-bmobile and digi-landline rate was set up by charging a fee of $2 at the start of the call (the first second) and the rest of the call would be free.
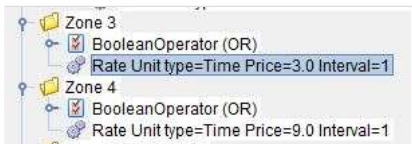
```
Bottom Group
    Standard Rate 1.29
        BooleanOperator (OR)
        Initial charge
            TimeInCall = 00:00:00 - 00:00:01
            Fee Price=2.0
            Rate Unit type=Time Price=0.0 Interval=1
        Rest of call
            TimeInCall = 00:00:02 - 23:59:59
            Rate Unit type=Time Price=0.0 Interval=1
```

The Digi-intl (Zone 1 and Zone 2) rate was set up by charging a fee of $3 at the start of the call (the first second) and the rest of the call would be free.
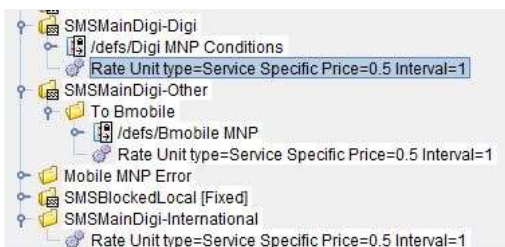
```
Zone 1
    BooleanOperator (OR)
    Initial charge
        TimeInCall = 00:00:00 - 00:00:01
        Fee Price=3.0
        Rate Unit type=Time Price=0.0 Interval=1
    Rest of call
        TimeInCall = 00:00:02 - 23:59:59
        Rate Unit type=Time Price=0.0 Interval=1
```

The Digi-intl (Zone 3 and Zone 4) rate was set up by charging a fee of $3 and $9 respectively at the start of the call (the first second) and the rest of the call would be free.
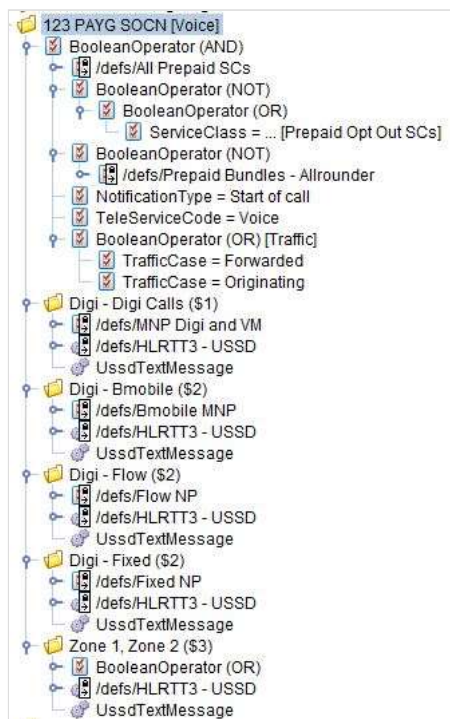

SMS on-net, off-net and to international were all set up to charge $0.50

Ussd Text Messages Tariff

SoCNs were set up to be sent to subs on the 123 promo informing them of the per call rate.

- Digi-Digi Calls ($1)

*Your call is connecting. Don't forget! Talk UNLIMITED to any Digicel number for just TTD1 per call with our new 123 Unltd Promo! To Opt Out dial *123#.*

- Digi-Bmobile ($2)

*Your call is connecting. Don't forget! Talk UNLTD to any Bmobile number for TTD2/call with our 123 Unltd Promo! To Opt Out dial *123#.*

- Digi-Flow ($2)

Your call is connecting. Don't forget! Talk UNLTD to any Flow number for TTD2/call with our 123 Unltd Promo! To Opt Out dial *123#.

- Digi-Fixed ($2)

Your call is connecting. Don't forget! Talk UNLTD to any other local network for TTD2/call with our 123 Unltd Promo! To Opt Out dial *123#.

- Zone 1, Zone 2 ($3)

Your call is connecting. Don't forget! Talk UNLIMITED to any Int'l number for as low as TTD3/call with our new 123 Unltd Promo! To Opt Out dial *123#.

Announcements

A new announcement ID was set up for opted out SCs. The opted in SCs are now receiving a new announcement for Account Balance low when balance is less than $2.

This value was changed on the opted in SCs as well.

Low Balance Notification

To cater for the LBNA messages below $2 for opted in subs, the Notification value had to be updated on these SCs.

CAIN changes

Opt Out Plan

- CAIN plan 16164 (123 Unlimited Promo Opt-out) was created, which sends refill profile OPTO to the AIR
- This plan was filtered to block the Opt-Out Service Classes (116, 130, 301, 444).

Opt In Plan

- CAIN plan 16158 (123 Unlimited Promo Opt-in) was created, which sends refill profile OPTI to the AIR
- This plan was filtered to only allow activation for the Opt-Out Service Classes (116, 130, 301, 444).

UMM changes

For this promotion a new UMM menu had to be created. This menu was created specifically to opt-in or opt-out of the 123 Unlimited Promotion. The code used to access this UMM menu was *123#. The option to opt-in or opt-out of the 123 Unlimited Promotion was also added to the *323# menu.

UMM Menu *123#

Logic:

- If subscriber has opted-out of the 123 Unlimited Promotion (they are on one of the service classes in service group 35) and dials *123#, the only plan they should see to activate is the opt-in plan (16158).
- If the subscriber is opted-in (default) and dials *123#, the only plan they should see to activate is the opt-out plan (16164).

UMM Menu *123#/*323# Definitions

```
<!-- 123 PAYGO Plans -->
<action name="activateOptInPlan" classRef="ActivatePlanAction">
    <param name="planId" value="16158"/>
    <param type="message" name="onSuccess" value="OptInPlanSuccess"/>
</action>
<action name="activateOptOutPlan" classRef="ActivatePlanAction">
    <param name="planId" value="16164"/>
    <param type="message" name="onSuccess" value="OptOutPlanSuccess"/>
</action>
```

UMM Menu *123#/*323# Messages

```
<!-- 123 PAYGO Messages -->
<message id="123OptIn">123 UNLTD Promo - Opt In</message>
<message id="123OptOut">123 UNLTD Promo - Opt Out</message>
<message id="Wait30Days">Sorry! You are not eligible to Opt in to this promotion at this time.</message>
<message id="OptIn123PAYGOTitle">Opt In now to our 123 UNLIMITED Promo to get UNLTD Talk for as low as $1/call. Text 428 to 247 for info. O
<message id="123OptinPlanMessage">Opt In</message>
<message id="OptInPlanSuccess">Your request has been sent to Opt-In to our 123 Promotion. Please await confirmation SMS.</message>
<message id="OptOut123PAYGOTitle">Press 1 to Opt-Out of our 123 UNLIMITED Promotion.</message>
<message id="123OptOutPlanMessage">Opt Out</message>
<message id="OptOutPlanSuccess">Your request has been sent to Opt-Out of our 123 Unlimited Promotion. Please await confirmation SMS.</messa
<message id="no123PlanToActivate">No plans were found to activate on our 123 Promotion.</message>
<message id="123NotAvailable">Sorry the 123 Unlimited Promotion is for Prepaid Subscribers</message>
```

UMM Menu *323#

Subscriber dials *323# while opted-out

```
<!-- Subscribers on Opt-Out SC116 -->
<item type="decision" route="35" action="getPlansToHalt" >

    <item type="filter" action="getPlansToActivate" defaultRoute="true" title="RootMenuTitle" defaultMessage="noPlanToActivate">
        <item ref="QuickPickBundles" />
        <item ref="1HourMenu" />
        <item ref="QuickSwapMenu" />
        <item ref="123PAYGOptIn" />
        <item ref="AnywhereMins" />
        <item ref="BalanceManageHelp" />
    </item>

</item>
```

Subscriber dials *323# while opted-in

```
<!-- Subscriber has no active -->
<item type="filter" action="getPlansToActivate" defaultRoute="true" title="RootMenuTitle" defaultMessage="noPlanToActivate">
    <item ref="QuickPickBundles" />
    <item ref="1HourMenu" />
    <item ref="QuickSwapMenu" />
    <item ref="123PAYGOptOut" />
    <item ref="AnywhereMins" />
    <item ref="BalanceManageHelp" />
</item>
```

Item Refs

```
<item type="decision" action="getPlansToHalt" message="123OptIn" ref="123PAYGOptIn">
    <item type="info" route="16164" onselect="Wait30Days"/>
    <!-- Opt-in -->
    <item type="filter" action="getPlansToActivate" defaultRoute="true" title="OptIn123PAYGOTitle" defaultMessage="no123PlanToActivate">
        <item type="action" displayRule="16158" message="123OptinPlanMessage" action="activateOptInPlan"/>
    </item>
</item>

<item type="filter" action="getPlansToActivate" title="OptOut123PAYGOTitle" message="123OptOut" defaultMessage="no123PlanToActivate" ref="12
    <item type="action" displayRule="16164" message="123OptOutPlanMessage" action="activateOptOutPlan"/>
</item>
```

BE changes

The tt.xml file was edited as follows:

- The opt-out service classes (116, 130, 301 & 444) were pulled out of their initial service groups and placed into a new service group to control the menu options seen when the subscriber is currently opted-in or opted out.

```
<id>35</id>
<serviceclass>
    <ranges>
        <range>
            <from>116</from>
            <to>116</to>
        </range>
        <range>
            <from>130</from>
            <to>130</to>
        </range>
        <range>
            <from>444</from>
            <to>444</to>
        </range>
        <range>
            <from>301</from>
            <to>301</to>
        </range>
    </ranges>
</serviceclass>
```

LBNA changes

A new LBNA message was configured for all subscribers opted in to the 123 Unlimited promotion. The LBNA threshold was set to TTD 2.00.

```
<service name="123_PAYGO_OPT_IN">
    <!-- service class ranges for which to use this service -->
    <serviceClass>
        <range from="1" to="115" />
        <range from="117" to="129" />
        <range from="131" to="300" />
        <range from="302" to="443" />
        <range from="445" to="599" />
        <range from="601" to="1000" />
    </serviceClass>

    <account id="0">
        <threshold value="2.00" messageId="123PAYGO_TT_CL_ICT0" />   <!-- 75% -->
    </account>
</service>
```

The LBNA message configured can be seen below.

```
<!-- 123 PAYGO -->
<message id="123PAYGO_TT_CL_ICT0" expTime="86400">You have less than TTD2 credit. TopUp &amp; get UNLTD talk for as low as TTD1/call with o
247 for info. To Opt Out dial *123#.</message>
```

LAUNCH MOP

SDP

- Make Rating tariffs 11 (new rates) & 13 (copy of 11 with old rates) and USSD tariff 0 (SOCNs and EOCNs) live (already set to go live @ midnight)
- Ensure tariffs went live after midnight
- Add ID 1057 to "Account too low for a call" announcement on announcement ID 2 in SMA

AIR

- Ensure Refill and Premium Refill tariffs go live

UCIP Run Service Class Change job with tariff12_serviceClassChange file attached

CAIN

- Remove SC 6, 45 & 86 restrictions from Opt-in (16158 (123 PAYGO Rates Opt-in Plan)) and Opt-out (16164 (123 PAYGO Rates Opt-out Plan)) plans on cain
- Add SC filter "Trinidad: from 1 to 1000" to 16164 (123 PAYGO Rates Opt-out Plan)

UMM

- log in to app2vm (172.20.5.136)
- su - umm
- cp holding/20171102_123_PAYGO/menu-123.xml config/markets/TT/
- cp holding/20171102_123_PAYGO/menu-323.xml config/markets/TT/menu-323.xml
- cp holding/20171102_123_PAYGO/definitions.xml config/markets/TT/definitions.xml
- cp holding/20171102_123_PAYGO/messages-EN.xml config/markets/TT/messages/messages-EN.xml

Run sync script

- cd ~
- cd /apps/umm/scripts/umm_config_sync/
- ./do_umm_config_sync.sh
- type yes

BE+

- log in to app1vm (172.20.5.135)
- su - beplus
- cp holding/20171102_123_PAYGO/tt.xml balanceService/config/markets-config/TT/tt.xml
- repeat for app3vm (172.20.12.68)

LBNA

- log in to app3vm (172.20.12.68)
- su - lbna
- cp holding/20171102_PAYGO_123_lbna/lbna-services.xml core/conf/lbna-services.xml

ATP

File:123 PAYGO Post launch ATP.xlsx
File:123 PAYGO Commercial Post launch ATP.xlsx

Retrieved from "http://172.20.102.15/technical_wiki/index.php?title=123_Plan&oldid=6196"

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