How to adjust telephone call pricing

Each PBX is linked to a **pricing schedule**, which sets what calls cost. To change call prices, first find the PBX's schedule, then change its rates by hand or by a percentage.

Find the PBX's pricing schedule

1. Open Resource Manager.
2. In the tree, click **Telephone Management** > **PBXs**. The **Pricing schedule** column shows each PBX's schedule. (You can also double-click the PBX and look at **Pricing schedule**.)

Change the rates by hand

1. In the tree, click **Telephone Management** > **Call Pricing**.
2. Double-click the pricing schedule. The **Pbx Pricing Schedule** window opens.
3. On the **Default Pricing** tab, change the prices under **Incoming call price**, **Outgoing call price** and **Internal call price**: **1st minute**, **Subsequent minutes** and **Minimum charge**. Next to each minute price, choose how the time is charged: **pro rata per second**, **round up to the half minute**, **round up to the minute**, **round to nearest 30 secs** or **round to nearest minute**. These prices apply to every call that does not match a special price.
4. To change the price for a **Number Group** (for example **Mobile** or **ShareCall**), click the **Special Pricing** tab, double-click the line (or select it and click **Edit**), change its prices, and click **OK**. Click **Add** to give another number group its own price.
5. Click **OK**.

Raise or lower all prices by a percentage

1. In the tree, click **Telephone Management** > **Call Pricing**.
2. Select the pricing schedule (or several).
3. Right-click the selection and click **Escalate Prices**.
4. In the **Escalate pricing** window, enter the percentage to raise the prices by. To lower them, enter a negative number, for example -5.
5. Click **OK**.

A change to a pricing schedule applies to every PBX linked to it.

When the new prices apply

The PDServer that reads the PBX uses the new prices from its next settings refresh, within 10 minutes. To use them straight away, click **PD Servers** in the tree, right-click the PDServer that reads the PBX, and click **Refresh**.

Calls already recorded keep the price they had. Only new calls are charged at the new prices.

Related articles

- *How to open a telephone call report*
- *How to assign a telephone extension to a user*

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