

How To: Shared Allowances

Allowances inform the real-time network what to grant a subscription in terms of inclusive voice, text, data, or cash.

A Shared Allowance is a single allowance that is consumed by many subscriptions. These subscriptions consume from the shared allowance until the total allowance amount is reached, that is, the total allowance amount is fully consumed, or the allowance has expired.

A shared allowance is purchased at the agreement level, and all subscriptions below that agreement with the same price plan and tariff, will make use of that allowance.

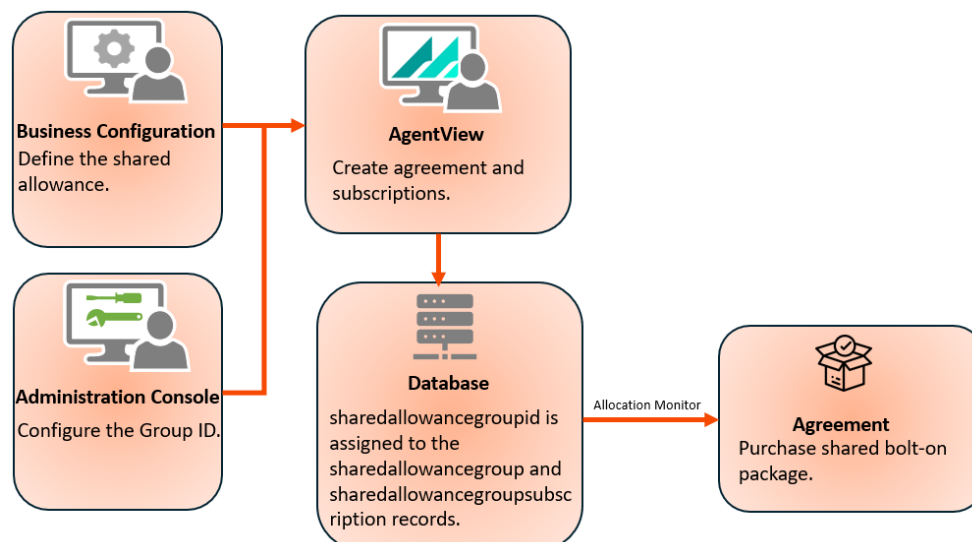


For example, an agreement with two subscriptions with the same price plan and tariff has a shared allowance with a 100-minute voice entitlement. **Subscriber One** makes a voice call for 7 minutes and **Subscriber Two** makes a voice call for 5 minutes. After this the group has 88 minutes of voice remaining. When this is fully used up, the Subscribers can use their individual allowances.

A subscription can only belong to one shared group, and a shared allowance is only shareable to subscriptions under the same agreement.

Configuring Shared Allowances

You configure Shared Allowances using various CMP modules.



The allowances are defined in the Business Configuration module, while a Group Prefix ID, used by the agreement to identify shared groups, is added in the Admin Console to the *sabre-*

netengage-provisioning-adapter. This ID is assigned to the *sharedallowancegroupid* record for new agreements and subscriptions added on the NetEngage network.

When connected in CMP, the subscriptions assigned with this ID are automatically added to all active Shared Allowance Groups that are associated with the subscription's agreement.

A shared bolt-on package is automatically assigned to a Shared Allowance Group at purchase time by the Allocation Monitor, based on the subscription for which the package is purchased. NOT SURE IF ALLOCATION MONITOR IS USED, OR IF IT IS IN CORRECT POSITION OF THE FLOW?

1. Define the allowances

The following steps describe how to add a shared allowance in the Business Configuration. These allowances can be allocated to a bolt-on package that can be purchased by either postpaid or prepaid subscribers.

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1. From the **Business Configuration** module, select Propositions > Allowances.
 2. Select *Add* from the Allowance List, and proceed to enter the relevant fields.
 3. Tick the **Shared** checkbox to indicate that the allowance can be shared.
 4. Select *Save* to save your changes.
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2. Create a shared group prefix

Shared allowances, available through both OpenNet and NetEngage, enable subscriptions that are part of the same agreement, to share allowances.

A shared offer in the OpenNet OCS is identified in CMP by a configuration of SHARED_ in the comment field of the offer, and usage balances with a SUBBAL_ prefix are processed by the OpenNet Usage Adapter indicating multiple balances using a shared allowance.

In the NetEngage OCS, a shared allowance is identified by a shared group prefix added in the provisioning adapter. This converts generic CMP provisioning commands into the format required by NetEngage and for the conversion of responses received from NetEngage into the format required by CMP.

The following steps describe how to add a prefix to the NetEngage provisioning adapter that is used when creating a shared account.

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1. Open the **Admin Console**.
 2. Navigate to System Configuration > Modules > Sabre Server > *sabre-netengage-provisioning-adapter*.
 3. Select the **sabre-netengage-provisioning-adapter** to expand it, and then click Edit.
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4. Add a Shared Group ID Prefix in the *system properties* field.

sabre-netengage-provisioning-adapter.system-properties.OCS.INTERFACE-OCS.NETENGAGE.SHARED.GROUP.ID.PREFIX

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This prefix and the shared allowance group ID are used by NetEngage to identify accounts and subscriptions created with a shared allowance.

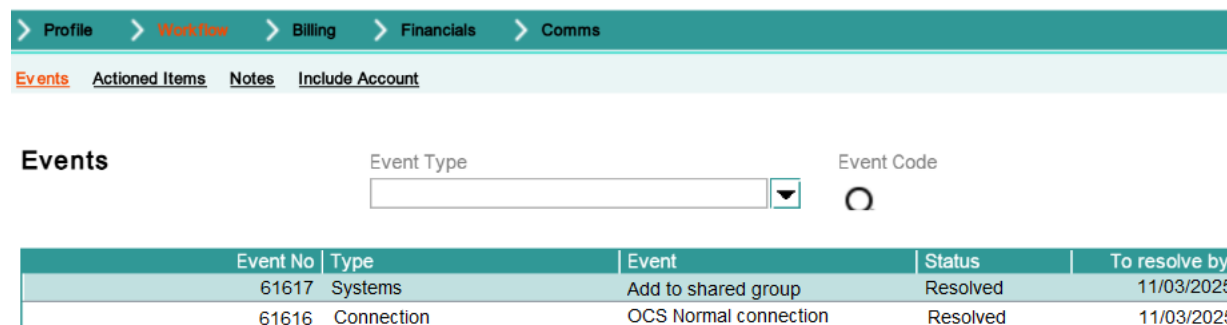
5. Select *Save*.

When a shared account is created, the shared allowance group identifier is used instead of the agreement number when creating shared accounts on NetEngage. The shared group identifier that is supplied in the provisioning command is used as the parent MSISDN, which is sent to NetEngage. NOT SURE IF ID REPLACES THE AGREEMENT NUMBER, OR IS USED AS MSISDN?

3. Create an Agreement and Subscriptions

A shared group is automatically created for the first subscription on an agreement and the addition of all subsequent subscriptions into that same group.

An *Add to shared group* workflow event is added when the subscription is created, triggering the creation of a shared account in NetEngage.



Events

Event Type: Event Code:

Event No	Type	Event	Status	To resolve by
61617	Systems	Add to shared group	Resolved	11/03/2025
61616	Connection	OCS Normal connection	Resolved	11/03/2025

This event is also added to subsequent subscriptions with the same price plan and tariff.

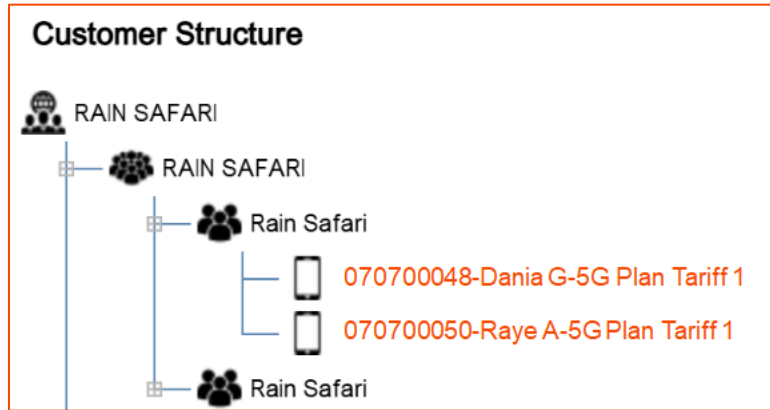
4. Add a shared purchase

Once the agreement and linked subscriptions have been added in CMP, you can purchase the product that will be shared by these subscriptions, typically a shared bolt-on. This shared allowance product is made against the agreement, allocating the shared allowance for all linked subscriptions.

1. From the **Agreement Summary** pane, navigate to *Billing > Shared Groups*.
2. Right-click on a line in the Shared Groups panel and select *Purchase Bolt-on*.
3. Select a shared bolt-on product, and select *Confirm*.

When a shared allowance is purchased all subscriptions under the agreement will automatically be part of the shared group.

This shared allowance is available on subscriptions with the same price plan and tariff, attached to the agreement.



Two subscriptions with the same price plan and same tariff

The shared allowance balances are displayed in the *Effective Allowances* panel for each shared subscription under this agreement.

Effective Allowances				
Allowance	Recurring	Inclusive	Remaining	Expiry
1GB Shared Data	✓	1 GB	0.0234 GB	23/03/2025 ▲
1000 Shared Voice	✓	1000 Min	1000 Min	23/03/2025 ■
Postpaid 500 Text	✓	500 SMS	500 SMS	23/03/2025 ▼

The *Inclusive* amount represents the maximum the subscription can consume from the shared allowance. The *Remaining* amount represents the maximum that the subscription can consume less what the subscription has already consumed.

Consuming Shared Allowances

The subscribers with the same price plan and tariff consume from the shared allowance balance, and once this is depleted, they continue consuming from their own personal allowances.

The order of allowance consumption, with respect to personal allowances, is controlled by the OCS. The limit will remain against the subscription once the shared allowance has expired or been fully consumed.

As the shared allowance gets consumed, it is updated and displayed in the *Effective Allowance* panel.

You can also view the shared allowances balance in the *Allowances* panel, from the Billing sub-menu.

Profile > Workflow > Billing > Financials > Comms						
Recent Usage Services Discounts Allowances Adjustments Spend Caps						
Allowances						
Description	Type	Inclusive	Remaining	Rollover	Recurring?	Shared?
1GB Shared Data	Data	1 GB	1 GB	0 GB	✓	✓
1000 Shared Voice Minute	Voice	1000 Min	1000 Min	0 Min	✓	✓
Postpaid 500 Texts	Text	500 SMS	500 SMS	0 SMS	✓	

Add additional subscriptions to a shared group

You can add subscriptions to a shared group from the Shared Groups panel.

1. To do this, open the Agreement, and navigate to Billing > Shared Groups.
2. Right-click on a line belonging to the relevant shared group, and select *Add To Shared Group*.

Profile > Workflow > Billing > Comms							
Shared Groups Allowances							
Shared Groups							
Subscript...	Serial Number	Tariff Code	Tariff Description	Shared Group Id	Data Limit %	Voice Limit %	Text Limit %
3195	07739273600	NPOSTT	Post Pay Tariff	69	100	100	100
3196	07734573800	NPOSTT	Post Pay Tariff	69	100	100	100
42914	07745455193	NPOSTT	Post Pay Tariff	69			

Update Shared Limits
 Add To Shared Group
 Purchase Bolt-on

3. ?

Updating the shared limit amount

The Data, Voice and Text shared allowance limits can be increased for a shared group.

1. To do this, open the **Agreement**, and navigate to the Billing > Shared Groups sub-menu.
2. Right-click on a line belonging to the relevant shared group, and select *Updated Shared Limits*.

> Profile > Workflow > Billing > Comms

Shared Groups Allowances

Shared Groups

Subscription ...	Serial Number	Tariff Code	Tariff Description	Shared Group Id	Data Limit %
3220	07728528700	NPOSTT	Post Pay Tariff	77	100
3221	07728528701	NPOSTT	Post Pay Tariff	77	100

Update Shared Limits
Add To Shared Group
Purchase Bolt-on

3. Enter the required percentage limits, and then select *Confirm*.

Removing a subscription from a shared group

If the price plan, and underlying tariff, is changed on a subscription, the subscription will no longer be able to consume from the shared allowance.

Similarly, if a subscription changes agreement through a cut and paste operation in AgentView, the subscription will no longer be able to consume from the shared allowance.

Tariff Changes

Subscriptions in a shared group must have the same tariff code. When a tariff is changed on a subscription in a shared group, it is removed from the group.

> Profile > Account View > Billing > Financials > Comms

Events Actioned Items Notes Include Account

Events

Event Type Event Code

Event No	Type	Event	Status	To resolve by	Resolved On
61637	Systems	Normal Connection NetE	Resolved	11/12/2024	11/12/2024
61636	RTC Event	OCS Expire Package	Resolved	11/12/2024	11/12/2024
61635	Systems	Remove from shared group	Resolved	11/12/2024	11/12/2024
61634	Account Change	Tariff Change	Resolved	11/12/2024	11/12/2024

The shared allowance balance is set to zero for the removed subscription.

Effective Allowances				
Allowance	Recurring	Inclusive	Remaining	Expiry
Postpaid 500 Texts	✓	500 SMS	500 SMS	11/12/2024
Postpaid 1GB Data	✓	1 GB	1 GB	11/12/2024
Postpaid 250 Minut	✓	250 Min	250 Min	11/12/2024
1GB Shared Data	✓	1 GB	0 GB	
1000 Shared Voice	✓	1000 Min	0 Min	

The remaining balances set to zero for the subscription.

Cut and Paste

When a subscription is cut and paste from an agreement with a shared group, the subscription is removed from the shared group.

[Profile](#) > [Workflow](#) > [Billing](#) > [Financials](#) > [Comms](#)

[Events](#) | [Actioned Items](#) | [Notes](#) | [Include Account](#)

Events

Event Type: Event Code:

Event No	Type	Event	Status	To resolve by	Resolved On
61639	Subscription Change	Subscription Cut & Paste	Resolved	11/12/2024	11/12/2024
61638	Systems	Remove from shared group	Resolved	11/12/2024	11/12/2024