Rate Plan and Data Add-On flexible dating provides you with added control.

Premier Online Care

Release Notes
November 2016
Rate Plan and Data Add-On flexible dating

Overview

You can manage your evolving business needs using flexible start and end dates.

When implementing Rate Plan or Data Add-On changes and using flexible dating in Premier Online Care, authorized users now have added control. This added control helps you manage your changing business needs and wireless expenses.

Your benefits include the ability to:

- Plan for changing needs by future- or back-dating service start or end dates.*
- Prevent overages on wireless numbers that are approaching the data limit of their current rate plans.
- Manage expenses by quickly adjusting rate plans or data add-on plans to meet your needs.
- Save time by resolving conflicts before submitting a rate plan change request.

You can:

- Make Rate Plan and Data Add-On changes using flexible start and end dates within the current bill cycle through the first day of the following bill cycle.
- Backdate the start date for a Rate Plan or Data Add-On to the beginning of the current bill cycle.*

Authorized users include: company and billing administrators, Corporate Responsibility Users (CRUs) with Premier Online Care permissions, SBNC/SBPL, and SBS users.

*Rules and restrictions apply.
Choosing a start date

Easy-to-select Rate Plan or Data Add-On start dates

On the Change Rate Plan page, you can select a new plan or data add-on. You can then either accept the start date shown, or click the calendar icon to choose a different date.

Rate Plan and Data Add-On flexible dating includes options to:

– Backdate to the beginning of the current bill cycle.*

– Future date to any date in the current bill cycle through the first day of the following bill cycle.

*Rules and restrictions apply.
Resolving conflicts

**Simplified Conflict page**

When you make changes that require services be removed, you now see a simplified Conflict page. On this page, you can click:

- **Cancel** to undo any changes you made.
- **Back** to go back one step and make a different selection.
- **Continue** to accept the removal of the conflicting item as shown.

![Review Products for Removal](image)

- Alert identifying a conflict.
- Select to make changes as needed.
More information

– In order to access flexible dating for Rate Plan or Data Add-On changes, you need to have the following permissions set to Allow:
  • Change Current Rate Plan
  • Select an Effective Date for Rate Plan Change
  • Create a Mobile Share Group
  • Create or modify Mobile Share Groups

– Rate Plan or Data Add-On conflicts may occur when:
  • Adding a Rate Plan or Data Add-On that can’t be combined with a currently provisioned plan or add-on.
  • Adding a Rate Plan or Data Add-On that can’t be combined with a plan or add-on scheduled to start in the future.
  • An existing feature will no longer be supported after upgrading a device.

– When adding a Rate Plan or Data Add-On, you can:
  • Backdate the start date of eligible plans to the beginning of the current bill cycle.*
  • Choose a future start date in the current bill cycle up through the first date of the following bill cycle.

*Rules and restrictions apply.

(continued)
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More information (continued)

– When a user is denied access to select a flexible date, the plan or add-on changes goes into effect on the first day of the next bill cycle.

– When adding a Rate Plan or Data Add-On, selecting a date prior to the following events is restricted:
  • First day of the current bill cycle, if none of the restrictions below apply.
  • The most recent IMEI change that results in the device type changing for a wireless number if it occurs after the first day of the current billing cycle. For example, changing from data only to a smartphone.
  • The initial activation date of the wireless number, if it occurs after the first day of the current bill cycle.
  • The date on which the product you are adding first becomes available.

– Any foundation account (FAN) or billing account (BAN) reassignments performed must choose the current date for all service changes.

– AT&T Mobile Share, Mobile Select, or Pooled Plans cannot be backdated. You can choose future flexible dates within the current bill cycle.
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