



Technical Bulletin: *Overage Fee Awareness*

Please note - this is not a bill. Contact your local Telemetric representative if you have any billing questions. However, please feel free to contact Product Support if you have technical questions (208) 658-1292 ext 21.

What is a Service Plan?

The service plan is the airtime that you purchase which allows the unit to communicate over the cellular network. The service plan is billed at an annual rate but the plan provides a monthly call limit. For example, Service Plan 120 allows 120 calls per month at the standard rate but includes an overage fee for all calls made over the limit.

What is an Overage Fee?

The overage fee is the monthly charge for all calls made over the call limit of the chosen service plan. For example, service plan 120 allows the unit to make 120 calls per month but all calls over this limit will be charged 0.13 per call.

Below are the Overage Fees for Device ID 12345 Company: 1234567890

Device ID 12345 Model Type DNP-RTM Service Plan 10 Calls per Month

calls made	0	overage calls	0000	overage fees	\$0.00	January	2005
	0000		0000		\$0.00	January	2005
	0000		0000		\$0.00	January	2005
	0000		0000		\$0.00	January	2005
	0000		0000		\$0.00	January	2005
	0000		0000		\$0.00	January	2005

- DNP-RTM TVM1/3 T646 TC012 T422 T1000

Common Problem and Resolution

Descriptions next to the checked boxes represent the type of call(s) that are contributing to the overage fees.

Data Reports

the number of reports transmitted goes beyond the monthly call limit

Resolution: using the Local Configuration Program, reduce the number of time-scheduled reports below the call plan limit by reconfiguring the unit's scheduled reporting –OR– select another call plan that will allow for more calls

Over/Undervoltage Reports

an overvoltage/undervoltage condition followed by a nominal voltage condition is triggering a large number of reports

Resolution: increase or decrease the voltage setpoint for overvoltage or undervoltage trip points. To adjust the setpoint for the T646/TC012, use the Local Configuration Program. For the T422, use Windows Hyper Terminal. For a TVM, adjust the setpoint via the web application.

Registration Call

the unit is trying to register with the local cell tower

Resolution: unit must be power cycled or reset. If this does not correct the problem, contact Product Support at (208) 658-1292 Ext 21 for assistance

Breakup of DNP Time Scheduled Reports

the standard time schedule report is out of sync and broken into multiple reports. This is known software problem in the website application. When an operator requests a single DNP data point instead of all data points, the time scheduled reports will be broken into multiple reports.

Resolution: in order to resync the multiple time schedule reports, the device must be reset. Reset the device by sending the "reset device command" at the Website application or power cycle the unit. For future reference, request all DNP data points.

Toggling Analog DNP Point

a DNP data point is changing states where the unit is generating excessive "Analog Range Change Event" calls

Resolution: the DNP-RTM passes the information from the associated IED to the Telemetric website application. Verify the setup of the IED. For example, the Cooper Form 6 Reclosure.

Toggling Digital DNP Point

a DNP data point is changing states where the unit is generating excessive calls. For example, the Reverse Power Flow datapoint.

Resolution: if the data point is unnecessary, disable the individual data point from the website

Input Status Call

an input is changing states within a 5-minute time frame, which is generating a call for each state change

Input Description –

Resolution: look at the Device ID history and determine if the changing state is normal. If not, examine the system and see if there are loose connections or if the system is malfunctioning. If the system is deemed to be operational, contact Product Support at (208) 658-1292 Ext 21 for additional assistance. Product Support may need to issue a Return-Material-Authorization (RMA) number in order for you to ship the unit back to Telemetric for analysis.

Requesting and Sending Commands

the operator could be impatient when sending a command and waiting for a response. This may cause unnecessary double calls.

Resolution: wait at least one to two minutes before sending a command, requesting data, or expecting to see an update to input/output status.

Remember

- the unit will make a call after one minute from receiving a command
- the unit will make a call if an input changes state (this is a factory default setting)

If an input changes state because an output was turned on, a command that requests a status report may not be required. The unit will automatically call in with a status report because the input will have changed states (this only happens the input is configured to "call on change").

Weak Signal Coverage

the unit tries to transmit or receive but is having trouble with the process

Resolution: verify antenna connections, antenna location, or antenna type