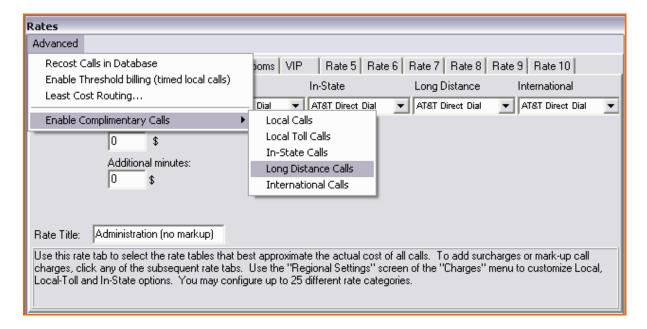
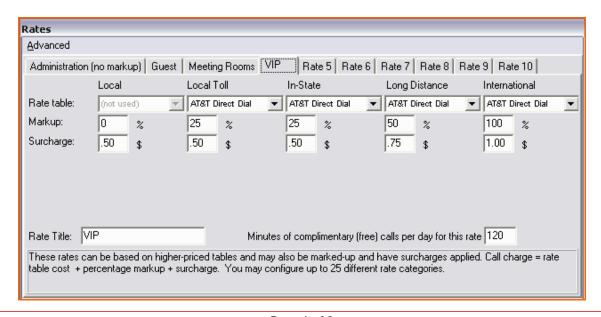
## **ProfitWatch Complimentary Calls Feature**

ProfitWatch includes a feature that allows hotels to provide a configurable amount of complimentary calling minutes to their guests. This is useful for VIP's, loyalty program members, or other categories of special guests that warrant the provision of free calling from their hotel phone.

To activate this new feature, select the **Enable Complimentary Calls** option from the **Advanced** menu on the Rates screen. The user can specify which types of calls are to be included by selecting the items in the sub-menu.



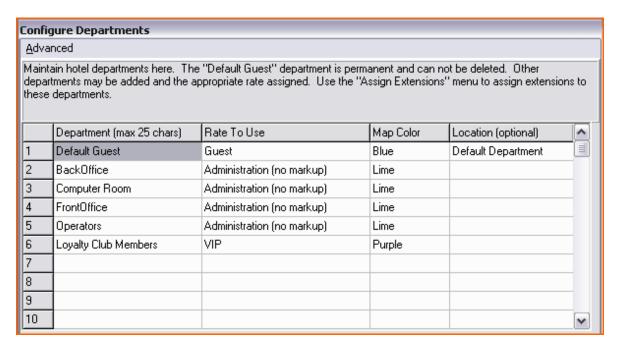
After enabling the complimentary call feature and specifying the Call Types the user can configure, by rate category, the number of minutes of complimentary calls.



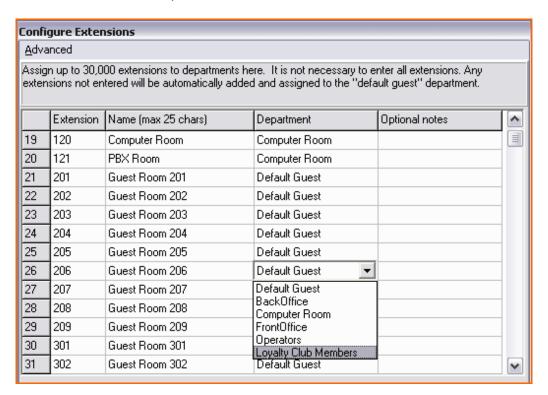


**NOTE:** If a hotel has a complimentary call plan for loyalty program members where all calls of the specified type(s) are free, then the number of minutes would be 1440 (i.e. 24 \* 60).

In addition to the configuration on the Rates screen, the user must also assign departments to the various rate categories.

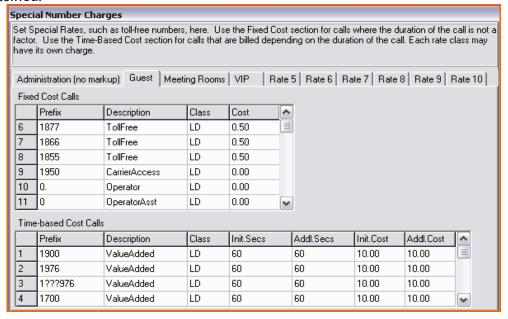


If a guest is participating in the complimentary call plan the extension must be assigned to the correct Department when the guest arrives. On the guest's departure, the extension should be returned to the Default Guest department.





The Call Type is important in relation to Special Numbers since calls made to special numbers may be re-classified.



For example, Toll Free and Operator assisted calls in the example above are classified as Long Distance calls. If the user has included Long Distance calls in the Complimentary Call plan then minutes spent on the phone to these numbers will be included in the free minutes for that day. To avoid these calls being included the numbers can be re-classified into a different class (e.g. OTH1).

**NOTE:** Incoming calls (INC), Extension-to-Extension calls (EXT) and Emergency calls (EMG) are always excluded from the Complimentary Call plan minutes.

Calls made from the guest extension that fall within the complimentary time limit specified will have a Location prefix COMP (complimentary call). If only a portion of a call falls within the complimentary time limit then the call will have a Location prefix DISC (discounted call). For example,

