

## KB40506: Employee / Group Billing Trace reports showing incorrect call rates

### PROBLEM

Employee and Employee Group Billing Trace reports are showing incorrect call rates.

### SYMPTOMS

The Call Accounting Employee and Employee Group reports are using incorrect call rates. They are showing the subscriber costs.

### CAUSE

The stored procedure was using correct call types but incorrect call rates for subscriber based reports.

### WORKAROUND

None.

### RESOLUTION

This hotfix, along with all other CCM version 5.7 sp1 hotfixes created before January 2010, have been rolled up into one single hotfix.

The 5.7 sp1 Rollup of Hotfixes is available at the following link: [KB41351](#)

The original hotfix for this specific issue is no longer available and you must install the rollup.

### APPLIES TO

CCM version 5.7 SP1

**Keywords:** 40506 ca call accounting

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<http://micc.mitel.com/kb/KnowledgebaseArticle51048.aspx>

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