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### News Flash

#### Celebrating 10 Years

This year, Telinta is celebrating a very successful 10th anniversary year. We began as a small start-up in New Jersey, and expanded to operate the largest and most advanced PortaSwitch installation in the world, with offices in USA and Europe.



Our success is determined by the success of our customers, and by the tireless dedication of our engineers. We strive to create the most reliable, flexible, secure, and cost-effective solutions, and to provide a better overall interaction and experience than anyone else in the hosted softswitch partition industry. We thank you for your loyalty, and look forward to the next ten years of helping you grow your businesses!

### Solutions

#### SOAP Signup Wizard Preview

Telinta is developing a SOAP Signup Wizard, created to help Telinta's customers integrate PortaSwitch web sign-up service into their own websites. The Signup Wizard guides an administrator or a reseller through a series of questions to configure web sign-up. Depending on the configuration, Telinta customers can then allow their end users to subscribe for DID numbers, purchase calling cards, and create PINLESS numbers, all from their own company website. Features include:

- ▶ Creation of an account under predefined sub-customer ('Reseller' service)
- ▶ Creation of a sub-customer and an account under it ('Reseller' service)
- ▶ Creation of a direct retail customer and an account under it (only for 'Admin' service)
- ▶ Creation of a sub-customer customer and an account under a particular reseller (only for 'Admin' service)
- ▶ Creation of accounts under a particular retail customer or sub-customer of a needed reseller (only for 'Admin' service)
- ▶ Several sources of creating account id (using DID inventory, random generating, manual entering)
- ▶ Support for creating accounts with a defined prefix ('cc', 'a', 'cb', '020' etc.)
- ▶ Support of aliases
- ▶ An easy way to configure the service with the signup wizard and a template account

The SOAP Signup Wizard user guide is coming soon.

## Best Practices

### MR-22 Tariffs

In previous PortaSwitch releases, the originating accounts were billed for calls and CDR records were created for callers only. In MR-22, receiving accounts are also billed for incoming calls and CDR records are created for the receiving accounts.

New billing logic adds additional flexibility in applying charges for incoming calls. Receiving accounts can be billed differently if different rates are applied to the receiving accounts destinations. For example, incoming calls to accounts with the USA and Canada phone numbers can be free of charge and incoming calls to accounts with the United Kingdom phone numbers or toll-free numbers can be charged.

To accommodate the new billing, Telinta's engineers will add a zero-cost rate for a special destination INCOMINGN to all existing outgoing tariffs during the final steps of the MR-22 upgrade. All new tariffs must include a rate to the destination INCOMINGN, otherwise the incoming calls will be billed based on the tariff for outgoing calls, which in most cases is unacceptable. If you upload new tariffs and use the "Replace all of the existing rates with the rates from the file" option, please use extreme caution and make sure you include a rate to the destination INCOMINGN in the tariff you are uploading (make it zero if you are not planning to charge for incoming calls).

To simplify your future operations, we recommend a slightly different approach that will not require adding a zero-rate for destination INCOMINGN in every tariff:

- ▶ Step 1: Add a new tariff applied to a customer. This tariff will be used to bill the incoming calls.
- ▶ Step 2: Add rates to bill incoming calls to this new tariff. For example, if you want to charge the accounts starting with 1212 for incoming calls, you should enter a rate for the destination 1212. If you do not want to charge incoming calls simply add a zero-cost rate for the INCOMINGN destination into the tariff.
- ▶ Step 3: Open a product and add a new accessibility entry under the 'Accessibility' tab with the following configuration:
  - Node – ANY
  - Access code – INCOMING
  - Tariff – Incoming tariff

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