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## Issue N°3 AUGUST 2011 EDITION

### News Flash

#### ITEXPO West 2011

Your next opportunity to meet the members of our team will be on September 13-15.



Telinta will exhibit the full suite of switch partition and billing solutions at ITEXPO West 2011 in Austin, Texas. Before the show, TMC CEO Rich Tehrani interviewed Alex Ferdman, CEO of Telinta. Read the transcript of the entire interview:

[http://www.telinta.com/news/telinta\\_to\\_exhibit\\_at\\_itexpo\\_west\\_2011.html](http://www.telinta.com/news/telinta_to_exhibit_at_itexpo_west_2011.html)

We look forward to meeting both old and new customers in person!

### Solutions

#### Telinta Call Shop Solution

Telinta's fully brandable Call Shop solution is very easy to operate, and runs directly from within the web browser with zero deployment time. The ready-to-use AJAX web interface can be custom-branded individually for each call shop reseller.

Per-cashier collection reports, rounding of charged amounts to the needed denomination, flexible call rating, as well as printable receipts make Telinta's hosted Call Shop an ideal application for call shop operators around the globe.



| Booth | Time     | Country                         | Number Called    | Call Length | Cost   | Status |
|-------|----------|---------------------------------|------------------|-------------|--------|--------|
| 1     |          |                                 |                  |             |        |        |
| 2     |          |                                 |                  |             |        |        |
| 3     |          |                                 |                  |             |        |        |
| 4     | 02:29:07 | United States                   | 1 (973) 467-3364 | 03:20       |        |        |
| 5     | 02:33:50 | Canada                          | 1 (604) 628-2508 | 00:25       |        |        |
| 5     | 02:32:37 | United Kingdom (United Kingdom) | +44 2095492449   | 1 min       | \$0.16 | ☑      |
| 5     | 02:16:53 | Mexico                          | +52 5556873307   | 1 min       | \$0.20 | ☑      |
| 5     | 02:13:32 | Mexico                          | +52 5556873307   | 1 min       | \$0.20 | ☑      |
| 4     | 02:06:40 | United States                   | 1 (973) 467-3364 | 16 min      | \$0.80 | ☑      |
| 4     | 01:58:09 | Canada                          | 1 (604) 628-2508 | 3 min       | \$0.35 | Paid   |
| 4     | 01:54:38 | Canada                          | 1 (604) 628-2508 | 1 min       | \$0.10 | Paid   |
| 5     | 01:50:20 | Germany                         | +49 8921802428   | 1 min       | \$0.10 | Paid   |

## Other Telinta Call Shop Features

Other great features include Pre-Pay, which enhances call shop operation with a pre-paid billing scheme, opening markets where pre-payment capability is necessary to limit call shop fraud, and an In-Progress calls indicator, which allows call shop operators to monitor the destinations and duration of in-progress calls in real time.

Telinta Call Shop User Guide is available for download: <http://www.telinta.com/fileadmin/documentation/>

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## Best Practices

### Secure Alert for IP Phones

Grandstream HT502 and GXW-4008 IP phones are confirmed to have a security weakness, which allows attackers to gain access to VoIP networks by using the credentials of legitimate customers, and then inject traffic to expensive destinations such as premium-rate telephone numbers and mobile networks in developing countries.

Many IP phones contain a built-in configuration web server, used to remotely manage phone settings. For the affected phones, the default administrator password for the user interface is well-known, so if a phone with a default configuration is connected to the Internet using a public IP address, an attacker can log in and see passwords displayed in clear-text along with the other required credentials.

Telinta customers are urged to:

- ▶ Immediately review the activity of end-users using Grandstream HT502 and GXW-4008 IP phones.
- ▶ Use IP phone auto-provisioning tools in PortaBilling to allow easy management of IP phone configuration and eliminate the need for enabling the IP phone's internal web-server.
- ▶ Ensure that the administrator's default password for the phone's built-in web interface is changed (either using PortaBilling phone auto-provisioning or manually).
- ▶ Additionally, check whether this problem exists in other third-party IP phones used on your network.

**Your opinion counts.**

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Please continue to give us your feedback: what you like, what you don't. Reply to this email to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.