Telinta Newsletter

Issue N°15
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News Flash

Telinta Upgrade to PortaSwitch MR-30.

Telinta's private label VoIP softswitch partition and hosted VoIP billing service is built around the proven carrier-grade PortaSwitch platform. Telinta is currently in the process of upgrading to the latest stable PortaSwitch Maintenance Release: MR30-6. We estimate that it will take approximately two months to finish the upgrade. We are transitioning our customers in multiple stages, carefully testing each new feature for interoperability with customer settings.

Telinta's recent major upgrade to MR24-8 was completed with no down time for Telinta's core switch partition and billing services. We expect the same smooth process this time as well, as we carefully transition our customers to MR30-6.

PortaSwitch MR30-6 features include:

▶ Promotion bundles, enabling service providers to define usage thresholds for a specific service.

▶ US inter/intra state rates that allow Telinta customers to maximize potential benefits and simplify rate management.

▶ Out-of-turn invoice generation enables service providers to generate an invoice for a subset of items on demand.

▶ Temporary credit limit increase will allow providers to grant a credit limit extension to any customer for a defined period of time.

▶ SMS notifications expand alert options from email to SMS messages sent directly to a customer's mobile phone.

▶ Routing override to simplify day-to-day routing configuration tasks and allow Telinta customers to create even more flexible routing policies.

▶ Anti-fraud tools introduce an innovative fraud prevention method based on analyzing deviations from the location where the service is used (geo-IP).

Solutions

Improvements to Telinta SOAP Signup Module

Telinta is happy to introduce major new SOAP signup features:

▶ Multiple language support.

▶ Separate template account for every signup package (to utilize multi-service signup from the same page).

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New SOAP signup features, continued:

▶ QR codes for TeliGlobe provisioning in email notifications.

▶ Asynchronous check of the entered information.

▶ SMS and email verification.

▶ PayPal payments during the signup process.

▶ DID API integration to allow customers to choose a DID number during the signup process.
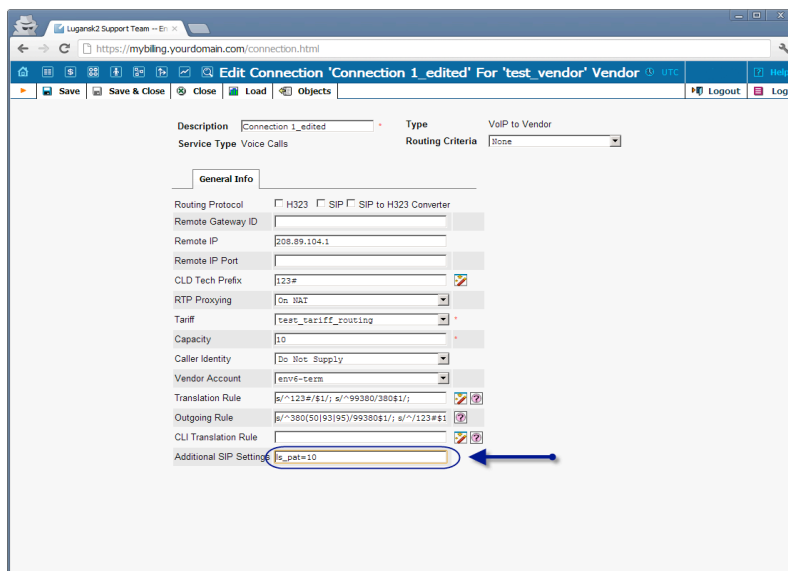
▶ Signup form speed improvements.

Best Practices

Custom SIP Timeout

By default, PortaSIP waits for 20 seconds before routing a call to the next connections in the route list, if there is no response from a vendor gateway (e.g., if the vendor experiences connectivity issues). In some cases, this increases PDD and negatively affects the end user's service experience.

Telinta created an option that allows service providers to set a custom SIP timeout for the vendor connection. To set a custom timeout value, open the settings of the connection and add a string in the following format into the Additional SIP Settings field:

$$ls\_pat=10$$

Where "10" is the desired timeout value in seconds.

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Please continue to give us your feedback: what you like, what you don't. Contact info@telinta.com to let us know what we can do to make our website and our newsletter even more valuable and relevant to you.