

# CallShop Program

## Features and Advantage, Overview, FAQs, Pricing, Billing and Payments & Technical Support

### Features and Advantage

- \*Bundled turnkey solution: CallShop software or a call meter + VoIP gateway + VoIP call termination through IPTrafficX at competitive Reseller rates
- \*Toll Free or local Number Direct Dial CallShop without any investment (using your existing PSTN phone line) through IPTrafficX at competitive Reseller rates
- \*Online reporting
- \*Fast account activation
- \*Fully functional and user-friendly interface for monitoring calls and charging customers
- \*Simple Installation and Configuration
- \*High quality of voice traffic
- \*Low initial prepayment of only 500 USD. This amount will be credited towards future traffic consumption.
- \*No sign up or monthly fees
- \*1 second billing increment
- \*Excellent customer service

### Overview

#### **IPTrafficX can provide two types of CallShop solutions**

- a) Bundled turnkey solution: CallShop software or a call meter + VoIP gateway + VoIP call termination through IPTrafficX**
- b) Toll Free or local Number Direct Dial CallShop**

#### **Bundled turnkey solution: CallShop software or a call meter + VoIP gateway + VoIP call termination through IPTrafficX Description**

IPTrafficX offers a complete CallShop solution for existing as well as prospective CallShop and Internet Cafe owners. The solution consists of special software (or a Call Meter) and configured VoIP gateway which will terminate calls on IPTrafficX's network at extremely low rates.

If a CallShop owner already has its own VoIP gateway there is no need to buy. Gateway configuration instructions will be provided in order to link that gateway to IPTrafficX's network. CallShop owners should have an internet connection (Dial-Up, Wireless, Cable, DSL, E1 or T1, ISDN or Frame Relay) and phone sets or booths. These phone sets or booths will have to be connected to a VoIP gateway.

#### **You will need to do the following:**

Purchase bundle with CallShop software or Call Meter and configured VoIP gateway included from us or use the existing one. (The number of FXS ports depends on the number of booths or phone sets you have enabled.) In case of using your own gateway, you will be provided with configuration instructions and link to download the software.

Obtain internet connection (Dial-Up, Wireless, Cable, DSL, E1 or T1, ISDN or Frame Relay)

Phone sets or call booths. These phone sets or booths will have to be connected to the VoIP gateway.

## **Toll Free or local Number Direct Dial CallShop Description**

IPTrafficX offers Toll Free or local Number Direct Dial CallShop. CallShop owners should have PSTN phone line and phone sets and booths. The number of PSTN phone line you have is the capacity of your CallShop.

**This service can be provided in the following countries:**

<b>Country</b>	<b>Toll Free Number Available</b>	<b>Local Access Number Available</b>
Argentina	No	Yes
Austria	No	Yes
Australia	Yes	Yes
Belgium	No	Yes
Brazil	No	Yes
Bulgaria	No	Yes
Canada	Yes	Yes
Chile	No	Yes
Cyprus	No	Yes
Czech Republic	No	Yes
Denmark	No	Yes
Estonia	No	Yes
Finland	No	Yes
France	No	Yes
Germany	No	Yes
Guatemala	No	Yes
Hungary	No	Yes
Ireland	No	Yes
Israel	No	Yes
Italy	No	Yes
Japan	No	Yes
Latvia	No	Yes
Lithuania	No	Yes
Luxembourg	No	Yes
Mexico	No	Yes
Netherlands	No	Yes
New Zealand	No	Yes
Norway	No	Yes
Pakistan	No	Yes
Poland	No	Yes
Portugal	No	Yes
Romania	No	Yes
Slovakia	No	Yes
Slovenia	No	Yes
Spain	No	Yes
Sweden	No	Yes
Switzerland	No	Yes
Thailand	No	Yes
Turkey	No	Yes
UK	Yes	Yes
USA	Yes	Yes

### **How does Toll free or Local number Direct Dial CallShop work?**

Call from your PSTN phone line to Toll free/Local number

You are prompted to enter a destination number. Number should be dialled in the following order:  
country code + area code + number.

## FAQs

### **What is the procedure to become IPTrafficX's CallShop owner?**

To become a CallShop owner it is required to fill out and send back to us Application Form and make an initial prepayment for service usage of not less than 500 US Dollars.

### **How long does it take after the initial payment and application are received to set me up completely as a CallShop?**

After the initial payment and application are received, our support team will send a list of questions regarding how the CallShop to configure the platform. After these questions are answered, the support team will send a retail rates file which CallShop owner should fill out and send back to us. As soon as this is done it will take about 1-2 business days to finish the configuration of the platform for the CallShop.

### **How the CallShop owners manage their business?**

For CallShop software or a call meter + VoIP gateway + VoIP call termination an online access <http://66.36.243.178/VSR/> to the CallShop Account Management (CAM) interface and CallShop Free Software is provided to the CallShop owner. The CAM interface can be accessed from any computer connected to the Internet. After installed Free CallShop Software in your CallShop computer you can create as many you want user accounts for CallShop and integrate with you Call booths.

For Toll Free or local Number Direct Dial CallShop you don't need any computer or Software, just use your existing PSTN phone line.

### **Are there any requirements to become a CallShop owner?**

No, there are no requirements.

### **Have CallShop owner to host the billing platform on their computers/servers?**

For CallShop software or a call meter + VoIP gateway + VoIP call termination you need to install a Free Software in your CallShop computer only for control your CallShop booths.

For Toll Free or local Number Direct Dial CallShop even you don't need any computer in your CallShop.

### **In what case CallShop owners account can be suspended by IPTrafficX?**

IPTrafficX reserves the right to suspend CallShop owner's account if a CallShop owner has not been generating voice traffic for several months or/and his CallShop owner's balance is below zero.

### **If my CallShop account has been suspended, how can I reactivate it again?**

A prepayment of no less than 500 US Dollars should be made in order to reactivate the suspended CallShop account.

### **How long does it take to reactivate my CallShop account?**

The account will be reactivated within 1 business day after receiving a prepayment. The database will have old settings such as rates, accounts, tariff classes etc. However, for Toll Free or local Number Direct Dial CallShop, old access numbers (DIDs) will be replaced with new ranges of DIDs.

### **What is the quality of the services provided by IPTrafficX?**

IPTrafficX is connected to major carriers which ensure high quality of services. IPTrafficX is constantly working to improve the quality of services provided.

### **Does IPTrafficX terminate calls via VoIP networks?**

No, IPTrafficX terminates all calls via PSTN networks.

### **Do I need to have a computer to manage the platform?**

For CallShop software or a call meter + VoIP gateway + VoIP call termination it is necessary only for control your CallShop booths. For Toll Free or local Number Direct Dial CallShop it is not necessary but strongly recommended. The platform management is done via a web interface, which can be accessed from any computer connected to Internet at any time.

### **Are there delays when calling using IPTrafficX's network?**

Sometimes there are delays. It depends on the country where the customer is calling from and the country where the customer is calling to. The delays usually occur when calling from/to Mobile phones.

## Pricing, Billing and Payments

### **Do I need to make any kind of investments, to buy equipment or pay set up or sign up fees in order to become a CallShop owner?**

No, the investment will be needed only if the CallShop owner is going to provide CallShop software or a call meter + VoIP gateway + VoIP call termination using VoIP gateway (in this case the CallShop owner will have to purchase a VoIP gateway).

### **Are there any monthly fees, minimum sales requirements, taxes or any hidden charges?**

No, the CallShop owners pay only for the actual usage of the services.

### **What are the payment methods?**

Currently, CallShop owners can make payments via bank/wire transfer, using a credit card through PayPal (no PayPal account required) payment system. (Please note that you will be charged a bank/wire incoming fee 10 US Dollars and for PayPal payment merchant fee (approximately 3.9% + US\$0.30) per transaction.)

### **In what currency the payments should be made?**

The payments should be made in US Dollars, otherwise the amount received in other currency will be converted to US Dollars using the market exchange rate and only then will be credited to the CallShop owner's account.

### **How long does the bank/wire transfer take?**

When the payment is made via bank/wire transfer it usually takes up to 4-5 business days to reach our account. (Please note, that in some cases it takes longer. It depends on the country of origin and through which correspondent banks the payment is made).

### **Can you credit the money to the account by just receiving a confirmation by fax?**

Unfortunately, the payment is credited to CallShop owner's account only when it is actually received by IPTrafficX.

### **In what billing increment the CallShop owners account are charged by IPTrafficX?**

The CallShop owners are charged in 1 (one) second billing increment.

### **How long it takes you to credit my account after you receive the payment from me?**

As soon as we receive the payment we credit it within 1 hour.

## Technical Support

### **What are IPTrafficX's office hours?**

General Office Hours:

9 AM to 5 PM Monday to Friday

9 AM to 12 PM Saturday

(Time zone GMT 00:00)

Technical Support Office Hours:

9 AM to 6 PM Monday to Friday

9 AM to 2 PM Saturday

(Time zone GMT 00:00)

E-mail: support@IPTrafficX.com

### **How would IPTrafficX respond to Customer/CallShop owner concerns not within the regular office hours?**

Unfortunately at this time we will be able to provide you assistance only within our office hours. But in fact there are not many cases where our assistance is required overnight or weekend.

## Glossary

**DID** – Direct inward dialing. Phone number assigned to the customer for trigger the callback (trigger number)

**DTMF** - DTMF (dual tone multi frequency) is the signal to the phone company that you generate when you press an ordinary telephone's touch keys. In the United States and perhaps elsewhere, it's known as "Touchtone" phone (formerly a registered trademark of AT&T). DTMF has generally replaced loop disconnect ("pulse") dialing. With DTMF, each key you press on your phone generates two tones of specific frequencies. So that a voice can't imitate the tones, one tone is generated from a high-frequency group of tones and the other from a low frequency group.

**VoIP**- Voice over Internet Protocol (or Voice over Internet)