

Reseller Program

Features and Advantage, Overview, FAQs, Pricing, Billing and Payments, Platform Configuration and Technical Support

Features and Advantage

- *Resellers purchase voice traffic from IPTrafficX at Reseller rates
- *No investment required
- *Excellent voice quality
- *No sign up or monthly fees
- *Sell services under own brand
- *Completely customizable business management platform is provided to the Resellers. With that platform

Resellers can:

- *Set their own rates for their customers.
- *Create different rate plans with different billing increment (rounding to seconds, 30 seconds, 1 minute etc.), Surcharges, Grace Period and other parameters.
- *Credit and charge amounts to/from accounts
- *Configure postpaid or prepaid billing types for the customers
- *Record own voice greetings and messages for Calling Card
- *Create Sub-Reseller (available for Reseller level 3 and level 2)
- *See the billing, profit and online call for each customers account and Sub-Resellers
- *Configure speed dial numbers or services for the customers
- *Generate pin codes for calling cards
- *Web-based Reseller Account Management interface
- *See their balance or current monthly usage
- *See their pin codes and trigger numbers
- *Update personal information (i.e. address, phone, e-mail, Password etc.)
- *Voice prompts available in 12 languages for Calling Card: Albanian, Arabic, Bengali, Chinese, English, French, Hebrew, Polish, Portuguese, Romanian, Spanish, Thai, Turkish and Vietnamese
- *No minimum monthly sales requirements
- *Excellent customer service
- *Fast account activation
- *Low initial prepayment of 500 USD.

Overview

IPTrafficX provides an opportunity for businesses and individuals around the world to start their own businesses in telecom industry without taking financial, marketing and other risks. IPTrafficX's Resellers don't have to invest heavily in equipment, software and technology, follow lengthy processes to sign up with carriers and make deposits with them. All it takes to start a new business is to make an initial prepayment of US\$500 which will be used for future traffic consumption. Within several business days the Reseller account will be setup and activated and the Reseller can start rendering services to his/her customers.

Services that can be provided by Resellers:

Toll Free or local Number Direct Dial More Call Flow Description

This service can be provided in the following countries:

Country	Toll Free Number Available	Local Access Number Available
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 work?

User Dials Toll free/Local number

System prompts to enter PIN code

If the PIN code is valid, User is prompted to enter a destination number. Number should be dialled in the following order: country code + area code + number.

CallBack with dedicated trigger number More Call Flow Description (DID CallBack)

This service can be provided in any county worldwide. Every account is assigned its own dedicated trigger number. The CallBack number of the customer should be entered to the platform by the Reseller manually.

How does CallBack with dedicated trigger number work?

Dial the trigger number issued to you when you signed up. The trigger number is an 11-digit number in France like 33-1-xx-xxx-xxx. You will need to dial the prefix required to place an international phone call and then dial the trigger number. You may dial the trigger number from any phone, but our network will call you back to the CallBack number that you provided when you signed up.

As soon as our network identifies your call you will get disconnected. The trigger number will not ring. Hang up.

Within a few seconds the switch will call you back automatically. Answer the call and enter your destination number. Enter the number you wish to call in the following order: country code + area code or city code + number. Do not enter any prefixes. (Make sure you are using a touch-tone phone).

ANI (Caller ID) CallBack More Call Flow Description

This service can be provided in the countries where the local telephone networks do not mask the ANI (Caller Line Identification), that is do not mask the phone number from which the trigger number has been dialled.

How does ANI CallBack work?

Dial the global trigger number. You will need to dial the prefix required to place an international phone call and then dial the trigger number.

As soon as our network identifies the phone number from which you are calling the call will be disconnected.

Within a few seconds the switch will call you back automatically to the phone number from which you have dialled the global trigger number. Answer the call and enter your pin code. If the pin code is valid then you will be prompted to enter your destination number. Enter the number you wish to call in the following order: country code + area code or city code + number. Do not enter any prefixes. (Make sure you are using a touch-tone phone).

Web CallBack More Call Flow Description

Web CallBack can be used from any pc and does not require any software to be downloaded or installed.

How does Web CallBack work?

You simply login with your account and PIN on non brand <http://66.36.243.178/WebPhone/websh.htm>
Enter your phone number in "Source" field and calling number is "Destination" field (Enter the number following order: country code + area code or city code + number. Do not enter any prefixes)
Select "connect to caller first, than dial destination number" or "call simultaneously to both parties"
Click "Place Call"

Our server will call you back on the first number, then after a short delay, connect the second number if you select "connect to caller first, than dial destination number" or calling to both parties same time if you select "call simultaneously to both parties" allowing you to talk
The call ends, as usual, when both parties hang up.

VoIP gateway Direct Dial More Call Flow Description

- a) Calling Card
- b) ATA and IPPhone

This service can be provided virtually in any country. Using VoIP gateway Reseller will completely eliminate the cost of A_LEG cost and will pay IPTrafficX only for completed B_LEG calls.

The Reseller will need to do the following:

Purchase ATA, IPPhone or VoIP gateway or use the existing one.

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

Connect a phone set to the ATA or obtain phone lines (analog or digital) from the local telephone company to connect to the VoIP gateway for Calling Card.

PC-to-Phone More Call Flow Description

With this service customers will be able to place international calls using their PCs connected to internet (dial up or dedicated). Using PC-to-Phone calling services Reseller will completely eliminate the cost of A_LEG cost and will pay IPTrafficX only for completed B_LEG calls. To use this kind of service Reseller will have a link for downloading non brand dialler for his customers or to provide a dialler's software to customers.

How Does PC-to-Phone work?

Install the downloaded software of the PC-to-Phone dialler.

Please enter/save your PIN code in the dialler (the PIN code will be provided to you when you sign up).

Enter your destination number. Enter the number you wish to call in the following order: country code - area code or city code - number. Do not enter any prefixes.

IP/GSM gateway ANI (Caller ID) CallBack More Call Flow Description

In most cases, when the IP/GSM gateway is used for CallBack application, all the ANIs of customers calling either from landline or mobile phones is identified. Therefore the common problem when domestic telephone companies block ANIs when the calls are made to overseas can be bypassed.

The Reseller will need to do the following:

Purchase IP/GSM gateway or use the existing one.

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

Obtain one or several mobile numbers (SIM cards) from the local mobile provider. These SIM cards will have to be installed into the IP/GSM gateway.

IP/GSM gateway Direct Dial More Call Flow Description

This service can be provided virtually in any country. Using IP/GSM gateway Reseller will completely eliminate the cost of A_LEG cost and will pay IPTrafficX only for completed B_LEG calls.

The Reseller will need to do the following:

Purchase IP/GSM gateway or use the existing one.

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

Obtain one or several mobile (GSM) numbers (SIM cards) from the local mobile provider. These SIM cards will have to be installed into the IP/GSM gateway.

FAQs

Can different types of services provided by the Resellers be accessed by their customers using single account (pin code)?

Yes. Reseller's customers can use all the services provided by the Reseller using single account (pin code).

What is the procedure to become IPTrafficX's Reseller?

To become a Reseller it is required to fill out and send back to us Reseller 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 Reseller application are received to set me up completely as a Reseller?

After the initial payment and Reseller application are received, our support team will send a list of questions regarding how the Reseller wants to configure the platform. After these questions are answered, the support team will send a retail rates file which Reseller 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 Reseller.

How the Resellers manage their business?

An online access <http://66.36.243.178/VSR/> to the Reseller Account Management (RAM) interface is provided to the Resellers. The RAM interface can be accessed from any computer connected to the Internet.

Are there any requirements to become a Reseller?

No, there are no requirements.

Have Resellers to host the billing platform on their computers/servers?

No, all the software is hosted on IPTrafficX's servers.

In what case Reseller's account can be suspended by IPTrafficX?

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

If my Reseller 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 Reseller account.

How long does it take to reactivate my Reseller 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, old trigger 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?

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.

What types of accounts can be created?

The Resellers can create Prepaid or Postpaid accounts.

How is the pin codes created?

On Reseller Account Management module have link "Accounts generation" after click this link see "Add Lot" option create account as many you want under Lot.

Does IPTrafficX print the cards for the Resellers?

No, IPTrafficX only provides possibility to create accounts with PIN codes. The Resellers are responsible for printing these PIN codes on the cards.

Can Resellers create and modify accounts and customers?

Yes, the Resellers can create and modify accounts and customers via the online Reseller Account Management interface.

Can Resellers view profit reports and billing reports?

Yes, in the Reseller Account Management interface, the Resellers can view different kind of profit and billing reports. The profit report shows how much the Reseller charged his/her customers and how much we charged the Reseller.

How does your DID (trigger number) assignment work? Do I have to email you always the contact numbers then wait for your activation or am I given a free hand and can do it from the Internet?

We are provide you the DID number for DID CallBack. You create customers account and send us email assign DID for specify customers account. Your customers can assign or change there CallBack number in online.

Can Resellers print their own customized calling cards with their brand name and logo?

Absolutely, this is a part of IPTrafficX business model, to allow its Resellers to run their own telecom businesses without having to heavily invest in equipment and carrier deposits.

Can Resellers grant online access for their customers to their accounts?

Yes, Resellers can grant access for their customers to check the billing for their accounts and change the CallBack number etc online. Through the Reseller Account Management interface the Resellers can assign logins and passwords to their customers. These logins and passwords should be entered at this address <http://66.36.243.178/WebPhone/indexShared.htm>.

Any logos have on IPTrafficX Online Reseller Account Management and Reseller's customer's online module?

No, there are no logos of IPTrafficX.

Can a customer trigger a call through internet, SMS or e-mail?

Yes, customer can trigger call from internet using non brand web CallBack dialler
<http://66.36.243.178/WebPhone/websh.htm>, unfortunately at this time the CallBack can't be triggered by SMS or e-mail.

What type of PC-to-Phone dialler can use Reseller customers?

Reseller can provide to customers non brand software (required installation after download) dialler and Webphone (not required download and installation) dialler.

What country will we have trigger numbers from?

The trigger numbers for CallBack with dedicated trigger numbers are all French local numbers and have 11 digits with the following format: +331xxxxxxx

Is there any limit for the capacity or the number of accounts which can be created through the management platform?

The platform does not have any limits for the number of accounts which can be created. As for the capacity, IPTrafficX's network grows gradually while the number of customers and therefore the traffic they generate increases, therefore not causing overcapacity problems.

Can IPTrafficX provide a credit card processing feature for Resellers?

Yes, Reseller can make Credit Card payment PayPal (No PayPal account required). For this you need to send us a) Copy of you Credit Card (both front and back side) b) Fill out our CC Authorization form and c) Copy of your Credit Card Statement, all this document send back to us by e-mail or fax.

How many tariffs with billing increment can create in Reseller Account Management?

Reseller can create as many tariffs with any billing increment. In additional Reseller can setup "Grace Period" and "Surcharge"

Can Resellers have Sub-Resellers?

Yes, we have 3 levels of Resellers. Level 3 Reseller can create only level 2 Sub-Resellers, level 2 Sub-Reseller can create only level 1 Sub-Resellers and level 1 Sub-Reseller can create only services accounts (customers account). If you have Sub-Resellers, please sign up with us as a level 3 Reseller or level 2 Reseller.

How the Sub-Resellers can be paid?

Level 3 Reseller or level 2 Reseller create tariffs plan for there Sub-Resellers in online Reseller Account Management (RAM) and assign this tariff with Sub-Resellers account. The profit and billing reports can show in online Reseller Account Management (RAM) for Sub-Resellers.

Can Resellers provide an access to RAM interface to their Sub-Resellers?

Yes, the Resellers can provide an access non brand RAM interface to their Sub-resellers. Where Sub-Reseller can manage there customers and create as many of tariffs and customers services accounts.

Can IPTrafficX link Reseller's web-site with its database so that Reseller's customers would access their accounts from Reseller's web-site without even seeing the name of IPTrafficX?

Yes, IPTrafficX provide a link non brand CAM (customer account management interface) to the Resellers.

What customers can do by accessing their accounts through CAM web interface?

Customers can do the following:

See their balance or current monthly usage;

Change the CallBack numbers;

See and print billing reports and invoices;

Update personal information (i.e. address, phone, e-mail etc.).

Can IP/GSM gateway be used for Direct Dial service and for ANI CallBack service at the same time?

Yes, it is possible but only if the device has more than 1 SIM card installed in it. Therefore each SIM card can be programmed for a specific service.

If I want to use my own IP/GSM Gateway, what codecs and protocols it should support?

The IP/GSM Gateway should support G.729, G.723.1, G.711 A-Law, G.711 U-Law, Net Coder codecs and be compatible either with SIP or H.323 protocol.

What kind of SIM cards should be installed into IP/GSM gateway?

Any SIM card types can be used. Both European bands (GSM 900 and DCS 1800) are supported as well.

What bandwidth is required for the VoIP GSM Gateway?

Minimum of 16 Kbit/sec bandwidth is required per each channel of the VoIP GSM Gateway (i.e. 64 Kbit/sec will be required for 4 channels).

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 Reseller?

No, the investment will be needed only if the Reseller is going to provide calling cards using VoIP gateway (in this case the Reseller will have to purchase a VoIP gateway).

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

No, the Resellers pay only for the actual usage of the services.

What are the payment methods?

Currently, Resellers 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 Reseller'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 Reseller's account only when it is actually received by IPTrafficX.

How are the Resellers charged?

When the Reseller makes a payment, it is credited to his Reseller account within IPTrafficX's system. When Reseller's customers begin making calls the wholesale cost of these calls will be deducted from Reseller's account. When the balance on the account reaches 0 (zero) the customers are not any longer able to place calls even if they have credits on their accounts in the Reseller's platform. Resellers are charged for all legs of the calls (either A_Leg or B_Leg, see the chapter 3 for description of A_Leg and B_Leg). If Reseller's customer after the switch called back cannot connect to the destination (B_Leg) the Reseller and customers will be only charged the of A_Leg call duration.

Every time I make a payment does that just credit me with a certain number of units which I get to allocate to my clients?

No, the payment of certain amount does not give Resellers any amount of units to be allocated to the customers. Moreover the Resellers can credit any amounts to their customers accounts but if there is no money left on the Reseller's account those customers will not be able to make calls even if they have plenty of funds left on their accounts.

In what billing increment the Resellers are charged?

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

When Resellers create PIN codes with fixed amount of credit on them for their customers, do these PIN codes have a fixed wholesale cost for the Reseller?

No, the PIN codes never have any fixed costs for the Resellers. Resellers are charged based on the actual usage of services by their customers.

The billing increment for wholesale charges is 1 sec, what is the minimum charge duration for any leg?

There is no minimum duration charged for any leg of call. All calls of both legs are charged in flat 1 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.

Is there a monthly fee for IP/GSM gateway ANI CallBack service?

No. There is no sign up, installation or monthly fees for IP/GSM gateway ANI CallBack service.

Is there a monthly fee for IP/GSM gateway Direct Dial service?

No. There is no sign up, installation or monthly fees for IP/GSM gateway Direct Dial service.

Platform Configuration

What is A_Leg and B_Leg?

In the callback call flow all calls are consisted of 2 legs: A_Leg and B_Leg. A_Leg is a part of the call when the switch calls back to the customer after the trigger number has been dialed. B_Leg is a part of the call from the switch to the destination phone number dialed by the customer.

What is the billing increment?

Billing increment is the rounding duration used for charging. For example if the billing increment is set to 30 seconds, the rate per minute is 0.6 US Dollars and the customer makes a call with duration of 25 seconds he will be charged 0.3 (rate per 30 seconds). If he calls for 35 seconds he will be charged 0.6 US Dollars (the rate per 1 minute).

What billing increments can be set by Resellers?

The Reseller can define any billing increment (for example 1 second, 30 second, 60, 180 or any other billing increment).

Can Resellers record their own voice prompts?

For ANI and DID CallBack are only one voice prompts with English, for Calling Card Resellers can record their voice prompts and send them to a support to upload these prompts to your database.

How many rate schedules can the Reseller create?

The Resellers can set up multiple rates schedules for different groups of accounts. The rates schedules are assigned to the Lot of accounts.

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 Reseller/Customer 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)