

Xpress™ CallingCard PRODUCT SHEET

Flexible, Feature-Rich Prepaid / Post Paid Calling Services

FEATURES

Cost-Effective, Feature-Rich Prepaid or Post Paid Calling Card Services

A Complete Solution for Prepaid Card Services that Include the Telephony Service Logic (IVR)

Advanced Real-Time Rating Engine Provides Charge and Policy Control to Better Monetize Services

Supplied on PT's IPnexus® Carrier Grade Systems

Fast, Easy Self-Customizing – Rapidly Set and Adjust Rates as Market Demands and Business Needs Shift

Web-Based Subscriber Provisioning/Account management Reduces the Cost and Complexity of Prepaid Customer Acquisition and Service

Xpress™ CallingCard is a flexible call rating and billing application that is founded on a sophisticated real-time rating engine, and which can be easily adapted to different telecommunication networks and market needs. It is a complete solution that includes the telephony/IVR control, real-time rating logic, and web-based provisioning controls. Supporting both prepaid and postpaid models of billing, as well as a PCI-compliant credit card charging interface, Xpress CallingCard is the ideal product for a telecommunication services provider looking to provide flexible subscriber billing on their next-generation network.

Xpress SIP Real-Time Rating Engine

The Xpress real-time rating engine (RTRE) gives service providers the charge and policy control they need to translate their prepaid services business model into revenue strategies and service policies into monetized services.

PT's RTRE is the only solution that offers all these advantages:

- Fast, easy to customize – Rapidly set and adjust rates as market demands and business needs shift.
- Shared access numbers across multiple services – Economically expands service offerings by sharing key resources such as access numbers, while enabling and reconciling the individually designed rate plans of the full suite of services. Different PIN numbers can be associated with different rate plans, allowing service providers to efficiently support several different service offerings, while collapsing access line costs.
- Flexible rates – Based on varying factors such as time of day, day of week, etc.

- Tailored usage policies and billing sequence rates – For example, the flexibility to offer a 3 cents per minute rate when and if all minutes are used on a single call, but allow for escalating or premium rates if purchased minutes are consumed over the course of multiple subsequent calls.
- Determine announced and unannounced rate parameters.
- ANI-based charges – Adjust for the varying costs of individual origination points.
- Other origination charges – Such as different fees for use of 800 and pay phone-based origination than from a local access number, to compensate the PSP for incremental costs.
- Destination charges – Enable fair compensation for calls placed to an expensive locale or foreign country and charge the subscriber appropriately.
- Rates based on access numbers – Allows service providers to offer promotional rates for calls originating in a new market, while maintaining regular rates in established markets.

Additional Features

- Custom Prompt Types – Service providers can add Welcome, post-PIN, and post destination prompts.
- Dial out to Customer Service Representative (CSR) – Service providers can direct calls to their existing call centers, or utilize the integrated ACD solution to provide screen pop and call completion.



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- Speed Dials – Subscribers can configure up to 90 speed dial numbers using the IVR or web interfaces.
- Multiple Access Number Support – Service providers can set up multiple access numbers, each identified by service provider, welcome prompt, dialing plan, domestic/ international origination, and language.
- Dialing Plan Support – Service providers can enable all commonly used domestic and international dialing plan variants.
- 8- to 16-digit Account Numbers
- Pound Sign (#) Re-origination – Enables subscribers to press the pound sign to terminate one call and initiate another. This capability is dependent on third party media gateway product functionality.
- PIN Locking – Prevents multiple callers from using the same PIN simultaneously.
- PIN Fraud Protection – Disconnects the caller after a specified number of invalid PIN attempts and blocks future PIN fraud attempts from the same telephone number (ANI).
- Minimum/Maximum Time Per Call
- Express Calling – Allows subscribers to make prepaid calls without any IVR interaction.
Subscriber simply dials the call and the application can authenticate the subscriber and rate the called number.
- PINless Calling – Allows subscribers to access their prepaid account without entering a PIN. The subscriber registers their phone number against their account and whenever they dial the access number, the application will recognize their phone number, immediately authenticate their account, and prompt them to enter their destination number.
- Callback trigger options – Callback can be triggered via dedicated access number, the application's integrated self-care web portal, or API (e.g. SMS-initiated callback).
- Access Number Group Substrate Assignment – Allows service providers to define one or more access number groups and assign them to a single access number substrate.
- Access Number Upload/Download Tool – CLI allows uploading or downloading access numbers from the Xpress™ CallingCard system.
- Account Event Detail Records – Logs an event detail record whenever an application transaction activates, disables, or reactivates an account, enabling tracking of account status changes.
- Authorized ANI Quotas – Enables service providers to control the maximum number of ANIs that may be associated with a subscriber.
- Branded Announced Call Duration for Free Calls – Enable service providers to define if a caller making a zero-cost call will either hear nothing or a branding prompt for the free call (rather than "Time Remaining").
- CSR Credit Limits – Service providers can limit the quantity and amount of customer credits per currency that a CSR may grant in a calendar day (the limits to CSR credits are only available through the Operator Assistance application as part of the ACD agent definition).
- Disconnect Branding Prompts – Allows service providers to define a calling service-specific branding prompt that the application plays when a subscriber's call is disconnected due to balance/credit limit exhaustion.
- Easy Call Application – Allows callers who enter a valid "Easy Call" ID to be automatically connected to the PSTN number specified by subscriber associated with the Easy Call ID.
- First-Use Announcement – Allows for the use of a first-use prompt for single and two-stage calls. The first use prompt will not play on future use of their service.
- Generic Credit Card Gateway API – Includes API calls for developers who intend to implement a generic credit card gateway interface for use by the PT Xpress™ SIP Services platform.
- IVR Language Menu – Service providers can define a language menu to be assigned to an access number. Up to nine languages can be assigned to DTMF keys.
- IVR Usage Charge – Allows service providers to charge the subscriber's account for time spent in the IVR when the subscriber does not complete a billed call.
- Last-Call Redial – Allows subscribers to request the application to redial the last number dialed in their current active session, regardless of whether the call completed.
- Service Provider Credit Limit – Allows the platform owner to limit a service provider's wholesale usage, disabling the service provider when limit is exceeded.
- Subscriber Management API for Portal – Allows access to the subscriber creation and management functionality, including:
 - Create new subscriber account (Prepaid or Post Paid)
 - Recharge Account - Disable/Reactivate Account/PIN
 - Modify Credit Limit or Credit Limit Usage
 - Retrieve Payment/Call History

Rating/Billing Features

- Support for both per-minute, currency-based rates, and “bucket of minutes” rate plans.
- Time of Day, Day of Week Discount Calling Rates.
- Integrated Credit Card Recharge – Application allows subscribers to top-up their account (prepaid) or pay off their accumulated usage (post paid) via credit card. The application connects to the credit card authorization network in real time to obtain authorization for the transaction.
- Global Matrix Rating – Allows service providers to define rates on a matrix basis (for all calls based on a combination of origination and destination). The global matrix rate definition allows for international originations and/or destinations. Service providers can define regions based on domestic and global dial patterns.
- GUI Rate Checker API – The application allows the API client to verify rating/time available calculations for any rate plan via an application API.
- Matrix TOD/DOW Discounts – Service providers can specify Time of Day/Day of Week discounts for calls to specific domestic or international subrate destinations for matrix rates within a rate plan.
- Call Rate Surcharge – Service providers can specify that the surcharge defined in the destination/matrix subrate be applied to all rate parameters of all rate types in the rate plan, not just the rate parameters in the destination/matrix subrate.
- Call Rounding Per Sub Rate – Enables service providers to specify call rounding at the sub rate as well as the service level.
- Point of Sale Interface – Enables point-of-sale applications to execute certain features within the Xpress™ CallingCard application.
- Unannounced Rate Parameters – Service providers can define specific rate parameters as “unannounced.” The application considers all unannounced parameters when calculating the maximum call duration timer and post-call cost, but only the announced parameters when calculating the announced call duration timer during initial call authorization. After call completion, the application includes all unannounced rate parameters in rating/billing calculations.
- Unreserved Rate Parameters – Service providers can define specific rate parameters as “unreserved.” The application considers unreserved parameters for post-call cost calculation, but only “announced” and “unannounced” rate parameters when calculating allowed call duration during initial call authorization. After call completion, the application first considers all reserved rate parameters, then considers the

unreserved parameters and applies them to the call cost. If the subscriber balance is insufficient, the application collects the remaining available account balance.

- Zero-Cost Calling – Allows Prepaid and Post Paid subscribers to make zero-cost calls.

Post Paid-only Features

- Corporate Account Management – Allows grouping of subscribers under a single business and departments within that business for ease of tracking call activity.
- “Bucket of Minutes” Rate Plan – Subscribers can be billed based on the minutes they use instead of the balance in their account. At the start of each billing cycle, a subscriber is granted a specified number of calling minutes for the month, which are decremented as the subscriber places calls. The rate plan may be configured to allow for an automatic refill of the subscriber’s bucket when their initial balance is used.
- Firm Credit Limits – Allows service providers to offer “firm” credit limits to Post Paid subscribers. “Firm” credit limits result in mid-call cutoff when reached but do not lock available credit during calls.
- Post Paid Payment via Credit Card – Allows Post Paid subscribers to make payments through the application’s integrated credit card recharge system.

Prepaid-only Features

- Recharge Vouchers – Allows the Administrator to generate recharge vouchers. PIN numbers allow subscribers to purchase additional calling time for their account and “top up” their account with this value via both IVR and web portal.
- Account Balance – Available in Units or Currency.
- Prepaid Multi-Leg Calls – Allows application to authorize and account for multiple simultaneous prepaid calls with all parties connected via a conference.
- Sign-up Bonuses – Reward first-time account set-up.
- IVR Usage Charge – Allows service provider to charge subscriber’s account for time spent in the IVR when the subscriber does not complete a billed call.
- Payment Gateway API – Allows for the programmatic posting of credits and debits to the prepaid subscriber’s account from an external system.

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ORDERING INFORMATION

PT-CCXPB-12438

Base Xpress™ CallingCard System Including Network Interface Processor, Application Server, Two Storage Elements and Dual, Load-Sharing AC Power Supplies, Xpress™ CallingCard Software

PT-CCXPB-12441

Base Xpress™ CallingCard System Including Network Interface Processor, Application Server, Two Storage Elements and Dual, Load-Sharing DC Power Supplies, Xpress™ CallingCard Software

PT-CCXSL-12443

Session Software License, per session

PT-CCXEL-12444

Endpoint/Media Software License, per session

- Max Sessions – Allows limiting of the number of simultaneous sessions that are allowed.
- Payphone Swipe Strip – Allows using a prepaid calling card with a data swipe strip at swipe-equipped payphones.
- Rate Plan by Call Sequence – Service providers can define the rate plan applicable to a call for each Prepaid calling service, based on a subscriber's billed call sequence. For example, the first five calls may have a specific identified rate plan. All calls after the fifth billed call may have a different rate plan defined.

Web-based Administration Application

The Xpress™ CallingCard solution also includes the Xpress Configuration Environment, a web-based application that enables platform owners and service providers to configure system settings.

Xpress CallingCard Prepaid and Post Paid Solution Components

- Xpress CallingCard Application
- Xpress CallingCard Application Server
- Xpress CallingCard software-based Media Server

Technical Specifications

Hardware

- 1U Multicore Processor Platform running PT's NexusWare® Carrier Grade Linux® OS
- Dual, load-sharing power supplies
- Supports one plus one high-availability architecture via paired active/standby Xpress™ CallingCard servers

Power Consumption

- AC input: 100 to 240 V AC, 50 to 60 Hz, 4 to 2 A
- DC input: -40.5 to -60 V DC, 10 to 5 A

Mechanical

- Height: 1U, 44 mm (1.75 in.)
- Width: 436 mm (17.2 in.) without rack-mount flanges. Rack-mount flanges allow mounting to 19 in. racks
- Depth: 440 mm, maximum (18.5 in.)
- Weight: 7.4 kg (18.7 lb)

Environmental

- The Xpress™ SIP Application Server (enclosure, fan trays, and midplane) is designed for harsh environments; the platform features sturdy steel construction with a durable powder coat finish
- Operating: 5 to 40°C (41 to 104°F), up to 55°C (131°F) for 96 hours for both AC and DC power supplies
- Storage: -40 to 70°C (-40 to 158°F)
- Relative humidity: 5 to 85%, up to 90% for 96 hours, non-condensing

Network Equipment-Building System (NEBS)

- Designed for NEBS Level 3 and ETSI installations
- GR-1089-CORE Issue 4
- GR-63-CORE Issue 3

MTBF

- TBD hours per Bellcore SR-332

UNITRONIX Pty Ltd

PO Box 486, Morisset NSW 2264

NSW: Tel: 61 2 4977 3511 Fax: 61 2 4977 3522

WA: Tel: 61 8 9455 2424 Fax: 61 8 9455 2458

unitsyd@unitronix.com.au www.unitronix.com.au

CONTACT US



205 Indigo Creek Drive
Rochester, NY 14626

Tel: +1.585.256.0200
Fax: +1.585.256.0791
E-mail: sales@pt.com

