

DUAL Talk Resale

Operations Manual



Westbay Engineers Limited
July 2011 (version 11)

Table of contents

INTRODUCTION TO DUAL TALK RESALE	3
DUAL TALK	3
DUAL TALK RESALE.....	3
HOW RESELLERS MAKE MONEY	3
YOUR OBLIGATIONS	3
TECHNICAL SUPPORT	4
COMMERCIAL ARRANGEMENTS	4
SIGNING UP FOR DUAL TALK RESALE	4
DUAL TALK ACCESS ARRANGEMENTS.....	5
FLEXIBLE ACCESS ARRANGEMENTS	5
GATEWAYS AND IP PHONES	5
SOFTWARE DIALLERS	5
FIXED IP ADDRESSES	5
MAXIMUM IP ADDRESSES	6
DYNAMIC IP ADDRESSES.....	6
MAXIMUM CONCURRENT CALLS.....	6
TESTING CUSTOMER ACCESS	6
SHARED IP ADDRESSES	7
ADVANCED AUTHENTICATION METHODS	7
CODECS AND FAX.....	7
RESELLER CONTROL PANEL.....	8
LOGGING ON TO THE CONTROL PANEL	8
PURPOSE OF THE CONTROL PANEL	8
YOUR DETAILS.....	8
CREATING A NEW CUSTOMER ACCOUNT.....	9
<i>General details</i>	9
<i>Financial details</i>	9
<i>Access details</i>	9
<i>Geographical options</i>	10
LISTING YOUR ACCOUNTS	10
ALTERING AN ACCOUNT.....	11
<i>Available funds</i>	11
<i>Financial details</i>	11
<i>Access details</i>	12
<i>Geographical options</i>	12
DISPLAYING YOUR CALL HISTORY	13
UNBRANDED RESELLER CONTROL PANEL	13
SETTING YOUR CUSTOMERS' CALLING RATES	14
OVERVIEW OF THE RATING PROCESS.....	14
BASE RATES.....	14
SPECIAL RATES (ALL ACCOUNTS)	14
SPECIAL RATES (PER CUSTOMER).....	15
ORDER OF PRECEDENCE	15
LOCAL CURRENCIES	15
CUSTOMER CONTROL PANELS	16
LOGGING ON.....	16
PAGES AVAILABLE.....	16
<i>Home page</i>	16
<i>Calls made</i>	16
<i>Access methods</i>	16
<i>Contact us</i>	16
DUAL TALK SUPPORT ARRANGEMENTS	17
PURPOSE.....	17
CLASSIFICATION OF SUPPORT ISSUES	17

RAISING A NEW ISSUE WITH US17
OUR RESPONSE TARGETS18
MISSED APPOINTMENTS19
MAKING PAYMENTS19
PERIODS OF LIMITED SUPPORT19
DISASTER RECOVERY19

Introduction to DUAL Talk Resale

DUAL Talk

DUAL Talk is an Internet Telephony calling service provided by Westbay Engineers Limited. Using our Voice over IP switches in London and gateways around the world, we provide a high quality VoIP telephony service. In order to benefit from this, customers need to send calls to our London switch using VoIP through the Internet.

We support calling from a wide variety of devices at static or dynamic IP addresses. These include our own softdialler (an unbranded version of DUAL Phone) and most H.323 or SIP compatible gateways such as the Linksys PAP2, Sipura SPA 2000, Cisco ATA 186, Elesign ESC 1710, Grandstream BudgeTone and the Quintum Tenor range of analogue gateways.

DUAL Talk Resale

DUAL Talk Resale is an extension of our standard calling products that allows you to use the DUAL Talk gateways and online billing system to offer your own customers a fully featured telephone calling service under your own brand name.

As a DUAL Talk Resale customer, you will have your own Control Panel to manage your customers' accounts. You will be able to create separate accounts for each of your customers. You can control many aspects of your customers' accounts including the funds they have available for calling; their calling rates and the ways in which they access the DUAL Talk network.

Each of your customers will have access to a separate Control Panel branded with your company name. They will be able to check their available calling funds; see the details of their recent calls and control the ways in which they access their calling service.

The result, from your customers' points of view, is that they are purchasing an Internet Telephony calling service from you, complete with online account management facilities showing your company name. In reality, they will be sending calls directly to the DUAL Talk network, and their Control Panels will be hosted on our servers.

How resellers make money

As a reseller, you will pay standard DUAL Talk calling, less a discount determined by the level of your last prepayment. You can charge your customers any rates you choose, and you can set these rates using your Control Panel. The difference between what we charge you and what you charge your customers is your profit.

Your obligations

DUAL Talk Resale is not a commission-based programme or a franchise. Some commission-based programmes offer you a small percentage of your customers calling revenue. DUAL Talk does not work like that. We leave you free to charge any rates to your customers and, as a result, your opportunity to profit is much greater.

In return for treating you as a professional wholesale customer, you must understand that you are running your own business. If you expect to simply send customers to us to manage and receive a regular commission payment from us each month, then DUAL Talk Resale is not the solution for you. But, if you have the commercial and technical skills to find and manage your own customers, then DUAL Talk Resale

will provide you with the grounding to develop your own business without your investing in Voice over IP gateways and billing systems.

Specifically, you have the following obligations:

1. You will not use the DUAL Talk brand name
2. You will find your own customers
3. You will provide any hardware required to connect them to DUAL Talk
4. You will manage their connection to DUAL Talk and provide implementation support
5. You will provide ongoing technical support to your customers
6. You will receive payments from your customers (we will only accept payments from you)

Technical support

You are responsible for providing all implementation and ongoing technical support to your customers. If you supply them with hardware, then you must configure that hardware. If you plan for them to access DUAL Talk using software such as NetMeeting, then you must configure the software for them. If your customers experience problems, then they must report those problems to you. We will not reply to any technical support requests from your customers.

However, we will provide you with second line technical support. Broadly, this support falls into three categories:

1. Resolution of DUAL Talk network related problems (in common with all DUAL Talk customers)
2. Assistance in the use of your DUAL Talk Resale Control Panel
3. If possible, advice on configuring devices for connection to DUAL Talk

More information is available in the last section of this document.

Commercial arrangements

All DUAL Talk customers have a prepayment arrangement with us, so your account must be in credit before your customers can make calls. If your balance reaches zero, then none of your customers will be able to call, so it is important that you manage your calling funds carefully, taking into account that it can take several days for money to arrive in our bank account.

You must manage your commercial arrangements with your customers. This means that you must take payments from them, because we will not accept any direct payments from your customers. If we receive a payment directly from one of your customers, then we will refund that payment immediately and charge you any transactions costs, plus a 5% administration charge.

Your Control Panel gives you the ability to set your customers' calling credit, and you would make these changes in coordination with the payments that your customers make to you.

Signing up for DUAL Talk Resale

If you already have a DUAL Talk account, then you can log on to your Reseller Control Panel at <http://reseller.dualtalk.com/> immediately. If you need to create a DUAL Talk account, you can do so online at <http://signup.dualtalk.com/>.

DUAL Talk access arrangements

Flexible access arrangements

There are many ways in which DUAL Talk customers can access the DUAL Talk network, and the access options for your customers are identical to customers with standard DUAL Talk accounts. As you will be supporting the implementation of your customers onto DUAL Talk, it is important that you have a good understanding of the capabilities of the network.

This chapter describes how to access DUAL Talk, and common problems that you can encounter.

Gateways and IP phones

DUAL Talk supports access from most H.323 or SIP compliant FXS gateway devices. Examples of such gateways include:

- Linksys PAP2
- Sipura SPA 2000
- Cisco ATA 186 and 188 (2 ports)
- Elesign 1700 and 1710 (1 port)
- Elesign 4800 (4 ports)
- Quintum Tenor range of gateways
- Welltech 3502 (2 ports)
- Welltech 3504 (4 ports)
- Grandstream BudgeTone (IP phone)

There are configuration guidelines for some of these gateways at our web site. Please visit <http://dualtalk.com/access.htx>.

Software diallers

Hardware gateways usually provide the best voice quality for Voice over IP, but it is also possible to use software diallers to offer a PC to phone service to your customers. We support several softdiallers, including:

- DUAL Phone. An unbranded version of our software dialler for Windows is available for download from your Reseller Control Panel. For a fee, we will create a functionally identical dialler branded in your own company image. Please contact [DUAL Talk Customer Service](#) for more information.
- Microsoft NetMeeting; included with most versions of Windows
- OpenPhone

There are configuration guidelines for some of these diallers at our web site. Please visit <http://dualtalk.com/access.htx>.

Fixed IP addresses

The simplest way for us to authenticate one of your customers is if they have a fixed IP address. If they have an IP address that does not change, then you can add that address to their list of authorised addresses using your DUAL Talk Resale Control Panel. Your customers can also make these changes using their own Control Panels, unless you specifically disable this using your Reseller Control Panel.

When accessing DUAL Talk from a fixed IP address, you should configure the terminal to use our gateway service. Please contact us to find out the IP address of our gateway. SIP devices authenticating using fixed IP addresses should use the non-standard SIP port 6060.

Maximum IP addresses

By default, DUAL Talk accounts, including your customers' accounts, may hold a maximum of five fixed IP addresses. If this limit is too low, and your customer has more than five IP addresses, then please contact DUAL Talk Customer Service and request that this limit be increased.

Dynamic IP addresses

It is also possible to access DUAL Talk from a terminal whose IP address changes regularly, but in order for us to authenticate your customer correctly, their H.323 terminal must register with our gatekeeper. Please contact us to find out the IP address of our gatekeeper.

When configuring gatekeeper access, there will be a number of options on your customer's terminal. You will need to set the E.164 alias assigned to terminal. Sometimes, this is known as the terminal's telephone number or UID. So that we may recognise and authorise your customer's calls, the E.164 alias should be configured as follows:

```
1822 + [Account number] + [Password]
```

The account number and password were allocated when you created the account for your customer, and you can check these values using your Reseller Control Panel. So, if the account number is 123456 and the password is 987654, then the E.164 alias should be set to:

```
1822123456987654
```

For SIP devices and softdiallers, we support Digest authentication, by which your device is programmed with a DUAL Talk account number and password. The method that these parameters are entered depends upon the device.

We have an additional security measure for customers with dynamic IP addresses. If they authenticate incorrectly by using the wrong password ten times, then their account becomes locked out. If you suspect that this has happened you can check on your Reseller Control Panel. A facility exists on this control panel to reset the account.

Maximum concurrent calls

By default, your customers will only be able to make one call at the same time. However, if one of your customer uses a multi-port gateway and there exists the potential for them to make multiple concurrent calls, you may set the maximum number of calls allowed on their account using your Control Panel.

Testing customer access

H.323 and SIP define a complicated set of protocols, and there are many factors that can cause an unsuccessful installation. We have facilities for testing customer installations, and we use these for our direct customers before committing to providing service to them and collecting a payment. Implementation support becomes your responsibility with DUAL Talk Resale, but we suggest that it would be prudent for you to use these facilities for your customers.

To test their installation, ask a customer to make a call to **123**. They should hear the following test announcements:

This is the Internet Telephony calling service. Please contact your service provider to activate your account.

If your customer can hear this announcement, then you can be reasonably confident that the calling service will work.

Shared IP addresses

With H.323 devices using the configurations described in the previous section, it is only possible to use one DUAL Talk account at a single public IP address. Although uncommon, it is possible that more than one account may be required at the same IP address. Some ISPs operate Network Address Translation for their subscribers. They share a public IP address with several subscribers and allocate those subscribers private IP address.

If your customers use such internet connections, then they should avoid accessing DUAL Talk using the H.323 protocol and should use SIP, which does not suffer from this limitation.

Advanced authentication methods

For more complex access arrangements, advanced methods of authentication can be designed. Calls can be authenticated using technical prefixes and/or calling party numbers. Please contact DUAL Talk Customer Service for more information.

Codecs and fax

DUAL Talk supports the G.723.1 (high rate) and G.729 codecs.

DUAL Talk supports fax calls to most destinations. In order to make a fax call, your customer must either use T.38 compatible equipment or send calls using the G.711 codec following account reconfiguration by the DUAL Talk support team. More information on fax transmission is available at a document that can be downloaded from the Support Centre of My DUAL Talk.

Reseller Control Panel

Logging on to the Control Panel

Your Reseller Control Panel is the online area from which you can create and manage your customer accounts. To log on to your Reseller Control Panel, go to <http://reseller.dualtalk.com/>. You will be prompted for an account number and password. Use the same credentials that you use to log on to My DUAL Talk.

The menu on the left side of each page allows you to navigate to the different areas of the Control Panel.

Purpose of the Control Panel

The Reseller Control Panel is the area from which you control your customers' accounts. Each of your customers will have access to their own control panel at <http://numbering.info/>. They will be able to view their account balance and study their recent call history. Optionally, they will also be able to make changes to their network access arrangements. By changing the settings in the Control Panel, you can alter the branding of your customer control panels.

Although your main DUAL Talk account is transacted in US Dollars, you may deal with your customers in a local currency, and you can set this currency using your Reseller Control Panel. You can also set your customers' time zone, so that the call records on their control panels reflect their local time, rather than G.M.T.

Your Reseller Control Panel is also the area where you create accounts for your customers. By completing a simple online form, you can instantly create the account number and password that a new customer needs to log on to their own control panel. You are also able to set their calling credit and define the calling rates that your customers will be charged.

Your details

The *Your Details* page allows you to view and change the general settings for your account. These include:

- **Reseller name**
This is the company name that will appear at the top of each of your customer's control panels. In this way, your customers' control panels become branded in your name.
- **Control Panel**
This is the name of your control panel. It appears below your company name on your customers' control panels.
- **Support email**
This is the email address that your customers should use to reach you. It will appear on the *Contact* page of your customers' control panels.
- **Support telephone**
This is your telephone number. It will appear on the *Contact* page of your customers' control panels.
- **Currency (long)**
This is the long form name of the currency in which your customers will transact (for example: *Pounds Sterling*).

- **Currency (short)**
This is the short form name of the currency in which your customers will transact (for example: \$).
- **Time zone**
This is the number of hours from Greenwich Mean Time that should appear on your customer call records.

Creating a new customer account

To add a new customer account to your reseller arrangement, you should log on to your Reseller Control Panel and click on the *Add an account* link using the menu on the left side of the page. You should then complete the details as follows:

General details

- **Name**
Enter the name of your customer.

Financial details

This section details the basic rules that are applied to your customer's account when rating a call (that is, calculating how much their call should cost). These options have no effect on the call charges to you, which are dictated by the commercial arrangement in place between you and DUAL Talk.

- **Rating factor**
You can alter the DUAL Talk base rates by adding or subtracting a percentage from it. For example, if you enter *Add 25%* in this section, then your customer will be charged at DUAL Talk base rates plus 25%. Your real funds will still be debited at your standard calling rates less your discount, but your customer's calling funds will be reduced using *Rating factor* entry. You should also use this *Rating factor* to take any differences between US Dollars and your local exchange rate into account.
- **Rating steps**
Using this drop down box, you are able to select from a large number of rating steps for your customer's call cost calculation. Each rating step comprises two numbers, separated by a stroke (slash). The first number shows the minimum duration in seconds that will be charged for each call. The second number shows the incremental charging steps for calls after the minimum duration has been exceeded. For example, 60/30 means that all calls under one minute will be charged as though they had lasted for one minute. Calls longer than one minute will be charged in thirty second steps.
- **Grace Period**
Optionally, you can enter the number of seconds below which there will be no call charge to your customer.
- **Initial balance**
Use this box to enter the calling funds available to your customer when the account is created. You can change the calling funds after you have created the account if you prefer.

Access details

The previous chapter described the various ways in which your customers may access the DUAL Talk network. When creating a new account, you can define exactly how they will access the network and what digits they should dial when making calls.

- **IP address**
If your customer has a fixed IP address, then you may optionally enter this IP address. You will be able to add further IP addresses later.
- **Dynamic IP**
The previous chapter described a mechanism for customers with dynamic IP addresses. This involves using their account number and password to make an E.164 alias to register with our gatekeeper. As this alias is sent unencrypted, you must positively enable registration from dynamic IP addresses using this tick box. If you do not enable it, then our gatekeeper will reject registrations from the customer. This feature need not be enabled when using our softdialler.
- **Maximum calls**
By default, you customer may only make one call at a time. If you wish them to be able to make multiple concurrent calls on the same account, then enter the maximum number of concurrent calls into this box.
- **Access page**
Your customer is also able to add and remove IP address and set their dynamic authentication status using their own control panel. If you do not want you customer to be able to make such changes, then remove the tick from this box. When your customer clicks the *Access methods* link on their control panel, they will see a page asking them to contact you.

Geographical options

The DUAL Talk network has been designed to allow customers to dial numbers in exactly the same way as they would call when using a regular landline. It supports local and national dialling. There are three options to set in order to define exactly how your customer should dial.

- **International access**
This is the code your customer will dial to make an international call. In most of the world, the code is 00. In the North America, it is 011.
- **Country code**
This is the code that people use to dial your customer's country. Examples are: 1 for North America; 44 for the United Kingdom; 61 for Australia and 49 for Germany.
- **Area code**
These are the numbers that others dial to reach your customer's town or region. If your customer is in North America, enter a 4 digit code, and include the first 1. Examples are 1212 for New York; 020 for London and 01 for Dublin.

Listing your accounts

You can view a list of your customer accounts by clicking on the *Your accounts* link on the left side of every page on your control panel. The table on this page has one row for each of your customer accounts. It shows the account number, password, name and available calling funds for each account. If the account has been blocked for security reasons, the text **BLOCKED** will appear in place of the password. The following actions are available for each account by linking the links in the table:

- **Change an account**
This is similar to adding a new account, and is described in the next section of this chapter.
- **Delete an account**
If you click on this link and confirm your request on the subsequent page, the account will be removed from your reseller arrangement and no further calling on the account will be possible. You cannot 'undo' deletions.

- **Special rates**
Use this link to set the rates that your customer will be charged. There are several layers of rating available to you. Rating of your customer calls is described in the next chapter.
- **Financial summary**
Clicking on this link opens a new page that allows you to choose any day in the last ten days. Clicking on a date will show details of the calls that customer made on the day in question. Details displayed include the cost to you of each call and the charge made to your customer.

Altering an account

To make an alteration to an account, click on the *Your accounts* link on the left side of every page on your control panel. Find the customer account you wish to change, and click on its *Change* link. Alternatively, you can find the account using one of the drop down boxes in the *Search for an account* section, beneath the table.

As a security measure, access to the calling service and control panels are disabled if your customer enters their password incorrectly too many times. This is a security measure to protect you and your customer if their account credentials are compromised. If this has occurred, then a warning message will be displayed at the top of this page. You will be able to immediately release the account if required, and instructions on releasing the account will be displayed.

The following sections are available:

Available funds

This section let you change the funds that your customer has available for calling. You can either set the absolute balance or shift the current balance up or down by a specified amount. The balances are shown in the currency in which you chose to transact with your customers using the *Your details* page.

Financial details

This section lets you change the basic rules that are applied to your customer's account when rating a call (that is, calculating how much their call should cost). These options have no effect on the call charges to you, which are dictated by the commercial arrangement in place between you and DUAL Talk.

- **Name**
Enter the name of the customer.
- **Rating factor**
You can alter the DUAL Talk base rates by adding or subtracting a percentage from it. For example, if you enter *Add 25%* in this section, then your customer will be charged at DUAL Talk base rates plus 25%. Your real funds will still be debited at your standard calling rates less your discount, but your customer's calling funds will be reduced using *Rating factor* entry. You should also use this *Rating factor* to take any differences between US Dollars and your local exchange rate into account.
- **Rating steps**
Using this drop down box, you are able to select from a large number of rating steps for your customer's call cost calculation. Each rating step comprises two numbers, separated by a stroke (slash). The first number shows the minimum duration in seconds that will be charged for each call. The second number shows the incremental charging steps for calls after the minimum duration has been exceeded. For example, *60/30* means that all calls under one minute will be charged as though they had lasted for one minute. Calls longer than one minute will be charged in thirty second steps

- **Grace Period**

Optionally, you can enter the number of seconds below which there will be no call charge to your customer.

Access details

Use this section to specify how your customer will access the network and what digits they should dial when making calls.

- **Dynamic IP**

The previous chapter described a mechanism for customers with dynamic IP addresses. This involves using their account number and password to make an E.164 alias to register with our gatekeeper. As this alias is sent unencrypted, you must positively enable registration from dynamic IP addresses using this tick box. If you do not enable it, then our gatekeeper will reject registrations from the customer. This feature need not be enabled when using our softdialler.

- **Maximum calls**

By default, you customer may only make one call at a time. If you wish them to be able to make multiple concurrent calls on the same account, then enter the maximum number of concurrent calls into this box.

- **Access page**

Your customer is also able to add and remove IP address and set their dynamic authentication status using their own control panel. If you do not want you customer to be able to make such changes, then remove the tick from this box. When your customer clicks the *Access methods* link on their control panel, they will see a page asking them to contact you.

- **Fixed IP addresses**

If you have defined any fixed IP addresses for your customer, then they will be listed in this area. Press the *Remove this IP address* button to disable that IP address.

- **Add an IP address**

You can define a new fixed IP address for your customer by entering that IP address into the boxes in this area and pressing the *Add this IP address* button.

Geographical options

The DUAL Talk network has been designed to allow customers to dial numbers in exactly the same way as they would call when using a regular landline. It supports local and national dialling. There are three options to set in order to define exactly how your customer should dial.

- **International access**

This is the code your customer will dial to make an international call. In most of the world, the code is 00. In the North America, it is 011.

- **Country code**

This is the code that people use to dial your customer's country. Examples are: 1 for North America; 44 for the United Kingdom; 61 for Australia and 49 for Germany.

- **Area code**

These are the numbers that others dial to reach your customer's town or region. If your customer is in North America, enter a 4 digit code, and include the first 1. Examples are 1212 for New York; 020 for London and 01 for Dublin.

Displaying your call history

Click on the *Your accounts* link on the left side of every page on your control panel to see a list of all completed calls made under your reseller arrangement in the last ten days. For each call, you will see the account number of the customer who made the call; the date and time of the call; the number called; the destination; the duration; the amount your customer paid and the amount you paid.

Please note the following:

- Your charges ("*Your cost*") are calculated and displayed in US Dollars.
- Your customers' charges ("*Charge*") are calculated and displayed in your customers' currency.
- Times are displayed in G.M.T., using the 24 hour clock.
- Only reseller calls are shown. Calls accounted directly to your account are not included in this list. Please visit <http://my.dualtalk.com/> to view those call records.

Unbranded Reseller Control Panel

We offer an unbranded version of the Reseller Control Panel at <http://reseller.numbering.info/>. This is a reduced version of the main Reseller Control Panel, but it may be more appropriate to use if your customers are present, because it makes no mention of the DUAL Talk brand name.

Setting your customers' calling rates

Overview of the rating process

After a call has been completed, its costs are calculated by our billing system. This is known as *rating* a call. For calls that are made through your reseller programme, there are two steps to the rating process:

1. The system calculates how much you (as a reseller) will pay for the call. This amount is debited from your account balance. This calculation is governed by the commercial relationship between you and DUAL Talk.
2. The system calculates how much your customer should pay. This amount is debited from the balance of their account. This calculation is governed by the commercial relationship between you and your customer. The remainder of this chapter discussed the tool you have available to set the calling rates that your customer should pay.

The rating of your customers' calls is performed on three levels:

1. You may also increase or decrease the DUAL Talk base rates by a factor that you specify.
2. The rates may then be overridden for all your accounts by specifying special rates to particular destinations that apply to all your customers.
3. These rates are then further overridden by special rates that you can define on a per-account basis.

Base rates

When you create a new account, you can specify the base rate for the account. You can change the base rate for an existing account by clicking on the *Your accounts* link on the left side of any page on your Reseller Control Panel, finding the account and clicking on the *Change* link.

The base rate is the first step in the rating process for your customers' calls. There are two further steps that can override the base rate. There are two fields that you should use to set the base rates that apply to a particular customer's calls:

- **Rating factor**
You can alter the DUAL Talk base rates by adding or subtracting a percentage from it. For example, if you enter *Add 25%* in this section, then your customer will be charged at DUAL Talk base rates plus 25%. Your real funds will still be debited at your standard calling rates less your discount, but your customer's calling funds will be reduced using *Rating factor* entry. You should also use this *Rating factor* to take any differences between US Dollars and your local exchange rate into account.
- **Rating steps**
Using this drop down box, you are able to select from a large number of rating steps for your customer's call cost calculation. Each rating step comprises two numbers, separated by a stroke (slash). The first number shows the minimum duration in seconds that will be charged for each call. The second number shows the incremental charging steps for calls after the minimum duration has been exceeded. For example, 60/30 means that all calls under one minute will be charged as though they had lasted for one minute. Calls longer than one minute will be charged in thirty second steps.

Special rates (all accounts)

You may wish to apply particular calling rates to certain destinations. These rates apply to all of your customers and override the basic rating options that were discussed in the previous section. To work with the special rates for all your accounts, click on the *Special rates* link on the menu of your Reseller Control Panel. All special rates are defined using the currency that you specified on the *Your details* page.

The *Special rates* page displays a table with all defined special rates displayed (if any). Use the *Add a special rate* section of this page to define a new rate:

1. Select a country using the *Destination* drop down box.
2. Enter a per minute rate in the *Rate* box
3. Press the *Add special rate* button

The rate should then appear in the table of special rates at the top of the page. You can use the *Change* or *Delete* links to alter or remove the special rates from the system.

Special rates (per customer)

If you have negotiated a special calling rate with a particular customer, then you can use your Reseller Control Panel to apply that rate. To define a special rate for a customer, go to the *Your accounts* page using the menu on the left side of any page on the control panel. Find the customer's account in the displayed table of accounts and click on the *Special rates* link.

The subsequent *Special Rates* page displays a table listing all special rates that have been defined for this customer (if any). Use the *Add a special rate* section of this page to define a new rate:

4. Select a country using the *Destination* drop down box.
5. Enter a per minute rate in the *Rate* box
6. Press the *Add special rate* button

The rate should then appear in the table of special rates at the top of the page. You can use the *Change* or *Delete* links to alter or remove the special rates from the system.

These per-account special rates override all other customer rating options set for your reseller programme or the account in question.

Order of precedence

It is important to understand the order in which the three rating steps are performed after a call has completed:

- The rating factor is applied to the DUAL Talk base rates.
- If a special rate to the destination called exists for all accounts [see *Special rates (all accounts)* above], then this is used as the per minute calling rate and the basic rating and rating factor are ignored.
- If the customer making the call has a special rate defined for the destination they called [see *Special rates (per-customer)* above], then all previous steps are ignored, and the special rate for that customer is used.

When the per-minute rate has been determined, the call is rated using the rating steps defined for the account. The rating steps cannot be overridden for different destinations.

Local currencies

You can specify the currency that you use to transact with your customers. This is configured on a global basis using the *Your details* page, which can be reached using the menu on the left side of each page on your Reseller Control Panel. Enter the long form of the currency name and the short form (up to three digits). This currency will be used on all of your customers' control panels. It will also be used when setting your customers' calling funds and any special rates that you define.

Customer control panels

Logging on

Each of your customers has access to a control panel from which they can check their available calling funds; view details of their recent call and make changes to their network access arrangements.

Please instruct your customers to visit <http://numbering.info/>. They should log on using the account number and password that were automatically generated when you created their account. You may visit the *Your accounts* page to list all active account numbers and passwords for your DUAL Talk Resale account.

These account numbers and passwords may also be used to log in to the free callshop billing system at <http://callshop.numbering.info/>.

This URL is the same for every customer's customer. But, once they have logged on, our system determines that you are their reseller and presents them with a page branded with your company name, which is displayed at the top of each page. You may personalise the appearance of your customer pages the *Your details* page of your Reseller Control Panel.

Pages available

Your customers' control panels are broadly based on My DUAL Talk, which is the control panel available to our direct customers (including you). The following areas are available to your customers:

Home page

The first page shows the current available funds for calls. This is shown in the currency in which you have chosen to transact with your customers.

Calls made

This page shows all connected calls that your customer has made in the last ten days. The amount charged is shown in their local currency, and the time and date of the call take their local time zone into account. You can change the currency and time zones for your customers using the *Your details* page.

Access methods

Your customer can use this page to define how they access the DUAL Talk network. They may specify their fixed IP addresses or specify that they will be accessing the network from a dynamic IP address. They may also define their geographical options. These options specify the digits they will dial and can be used to assist with local and national dialling. Geographical options are discussed in a previous chapter of this manual.

You may not wish your customers to be able to make changes to their access arrangements. You can disable the availability of this page for individual accounts using your Reseller Control Panel. Please refer to the Reseller Control Panel chapter in this manual for more information. If you disable access to the *Access methods* page, then your customer will see a message asking them to contact you for further assistance.

Contact us

There should be no direct contact between your customer and the DUAL Talk Customer Service team. You are responsible for all first line support. When your customers click on the *Contact us* link, they will see your contact details. You may change these using the *Your details* area of the Reseller Control Panel.

DUAL Talk support arrangements

Purpose

In common with most suppliers of VoIP service, we do not offer a formal SLA to our DUAL Talk customers. Nevertheless, we maintain internal support management processes in order to prioritise our work and provide the fastest possible support where it is judged to be necessary.

The purpose of this document is to share these processes with you, our customer, so that you know exactly what to expect in terms of support. We also take this opportunity to explain to you what reasonable expectations we have of you.

Classification of support issues

When you contact us, our first task is always prioritise your requirement. There are six classes of support request:

- **Emergency**
 - The complete failure of service caused by hardware, IP connectivity or carrier interconnection failures on the DUAL Talk network.
- **Urgent**
 - Routing failures to individual destinations caused by carrier interconnection failures on the DUAL Talk network.
 - The degradation of audio quality on individual destinations caused by carrier interconnection or hardware failures on the DUAL Talk network.
 - Cases in which the security of a DUAL Talk account has been compromised.
- **Financial**
 - The application of calling credit to a DUAL Talk account.
 - The transfer of existing funds between two DUAL Talk accounts.
- **Routine**
 - Configuration of Advanced Billing on the Call Shop Accounting System.
 - Configuration of advanced authentication using prefixes or aliases.
 - Changing the non-standard routing on an account.
 - The configuration of Calling Card accounts.
 - The batch creation of accounts.
 - The uploading of reseller or call shop rates.
 - Any changes to the UK Inbound Service.
 - The configuration of new accounts.
- **Configuration**
 - Technical support for equipment that you own.
 - Joint testing with third parties.
- **Commercial**
 - Any sales or Account Management issues. For example, if you wish to pay slightly more for a higher quality route, then this is considered to be a commercial issue.

Raising a new issue with us

You should raise a new support issue with us by sending us an email. We have two teams:

- Emergency, Urgent and Routine issues should be raised by email to support@dualtalk.com
- Financial issues should be sent by email to our Accounts Department at accounts@dualtalk.com
- Commercial issues should be sent by email to your commercial contact. If you are uncertain of the email address of your commercial contact, please ask our support team at support@dualtalk.com

It is very important to use these email addresses. Even if you are used to dealing with one particular person in the company, new issues should be sent to one of the group email addresses listed above. Sending emails to individuals can result in your email not being read for several days or weeks.

If you are raising a technical issue with us, always check the Support Centre at My DUAL Talk first. This is where we make important system announcements.

For technical issues, our support team will require as much information as possible. If you are having problems making calls then we need the following information:

- At least two examples of failed numbers to each destination.
- The date and time that the calls were attempted.
- Your DUAL Talk account number or, if you are a reseller, the account number of your customer.
- The equipment you are using and the protocol (H.323 or SIP).

We will have expected you to have performed a reasonable level of fault investigation yourself and to have read the available documentation on our web sites before passing a fault to us. Information is available at:

- <http://dualtalk.com/access.htm>
Information on configuring VoIP equipment to work with DUAL Talk.
- <http://dualtalk.com/DUALTalkResale.pdf>
The DUAL Talk Resale Operations Manual.

Our response targets

We aim to provide a response to you within the following timeframes.

- **Emergency**
3 hours. These issues are actioned 24 hours a day and seven days a week.
- **Urgent**
 - DUAL Talk Silver and DUAL Talk Gold customers:
3 hours during UK office hours and 12 hours at all other times.
 - DUAL Talk LCR customers:
2 working days.
- **Financial**
24 hours. These issues are actioned seven days a week.
- **Routine**
2 working days.
- **Configuration**
We will only offer this service if we have the expertise in the equipment concerned and we have engineering resource available. These issues are actioned during UK office hours only. There is no charge for this service for DUAL Talk Gold and DUAL Talk Silver customers. A charge of USD 75.00 per hour applies to DUAL Talk LCR customers.
- **Commercial**
No targets assigned.

We would hope to resolve the issue within the same timeframes. However, this may not always be possible.

Our UK office hours are Monday to Friday, 09:30 to 16:30 local UK time. Working days are Monday to Friday. *Routine* and *Configuration* work are only carried out during UK office hours. If you consider it to be absolutely essential that this work be performed outside these hours and if we have engineering resource available, then you have the option of purchasing technical support time from us at a rate of USD 75.00 per hour.

Missed appointments

Subject to engineer availability, we will carry out configuration work free of charge during UK office hours. When you make a *Configuration* request, we will allocate an appointment time for the work and usually arrange for an engineer to meet you on an instant messaging service. We will ask you to confirm the appointment within 24 hours to avoid its cancellation.

If you no longer need the appointment, then you may cancel it up to 24 hours before the scheduled meeting time.

If you miss an appointment, then you will be charged a fixed fee of USD 75.00.

Making payments

When you make a payment, please send an email to accounts@dualtalk.com informing us of the amount sent and the payment method. It is essential that you manage your payments so that the money arrives at our account 24 hours before it is required. It can take up to 24 hours for us to manually process your payment.

If you have made a payment using Western Union Quick Pay, please send an email to accounts@dualtalk.com with the amount sent and the MTCN (Money Transfer Control Number). **You can expect your payment to be added within 24 hours of your sending this email.**

Please note that we do not cover you for funds in transit. Payments will only be added to your account after they have arrived in our account.

If you pay by credit card, then it is wise to make your payment 24 hours before it is required. Although most payments are automatically added to your account immediately after the transaction, our bank sometimes require us to manually authorise a payment.

Periods of limited support

Westbay Engineers Ltd. is a small company. Inevitably, there are periods of staff absence caused by training and holidays. Over the years, we have found that the best way of managing such absences is to “close” our company for short periods. This avoids continuous disruption throughout the year and limits disruption to one or two periods of a week or two weeks each. We announce these periods of limited support in advance at My DUAL Talk.

During these periods of limited support, we will not offer *Routine*, *Configuration* or *Commercial* support. *Emergency* and *Financial* support will not be affected. *Urgent* support issues will continue to be actioned, but with a target time of 12 hours.

Disaster Recovery

Our systems are monitored day and night for IP connectivity and hardware failures. In the event of a serious network disturbance, an emergency engineer is automatically alerted by SMS. These incidents are treated as an *Emergency* and actioned immediately. We operate equipment in multiple data centres in London and have redundant equipment on standby.

When an emergency occurs, an engineer will assess the seriousness of the failure and may start to deploy the replacement equipment. Our aim is to restore service within three hours. These events are extremely rare. The last event occurred in October 2003 (almost three years ago) and resulted in a four hour outage of all services.

Please be aware that disasters can happen. We have done our best to prepare for them.