

REDCOM VIRTUAL CALLING CARD

Flexible, feature-rich prepaid or postpaid call rating



Prepaid & postpaid

Complete solution for prepaid services that include the telephony service logic (IVR).



Flexible Call Rating

Advanced real-time rating engine provides charge and policy control to better monetize services.



Fast & easy self-customizing

Rapidly set and adjust rates as market demands and business needs shift.



Software-based solution

A complete software solution in a fully virtualized operating environment.

The REDCOM Virtual Calling Card software is build upon a sophisticated real-time rating engine that can be easily adapted to different telecommunication networks and market needs. It is a complete solution that includes the telephony and IVR control, real-time rating logic, and web-based provisioning controls. Supporting both prepaid and postpaid models of billing, REDCOM Virtual Calling Card is the ideal product for call rating in your Next Generation Network.

Real-Time Rating Engine

The embedded Real Time Rating Engine (RTRE) gives you the charge and policy control needed to translate your prepaid services business model into revenue strategies and your service policies into monetized services. Our RTRE is the only solution that offers all of these advantages:

- **Fast and easy to customize** – Rapidly set and adjust rates as market demands and business needs shift.
- **Share access numbers across multiple services** – Economically expand service offerings by sharing key resources, such as access numbers, while enabling and reconciling the individually designed rate plans for the full suite of services.
- **Rate plans** – Different PIN numbers can be associated with different rate plans so you can efficiently support several different service offerings, while collapsing access line costs.
- **Flexible rates** – Base rates on varying factors such as time of day, day of week, etc.
- **Customize usage policies and billing sequence rates** – Flexibility to offer a fixed per minute rate when and if all minutes are used on a single call, but also allow for escalating or premium rates if purchased minutes are consumed over the course of multiple calls.
- **Rate parameters** - Determine the announced and unannounced rate parameters.

- **ANI-based charges** – Adjust charges for the varying costs of individual origination points.
- **Other origination charges** – Define different fees for use of 800 and payphone-based origination than from a local access number, to compensate for incremental costs.

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 existing call centers
- **Speed Dial** – Subscribers can configure up to 90 speed dial numbers using the IVR or Web interfaces
- **Multiple Access Number Support** – You can set up multiple access numbers, each identified by service provider, welcome prompt, dialing plan, domestic/international origination, and language
- **Dialing Plan Support** – Enable all commonly used domestic and international dialing plan variants
- **8 to 16-digit Account Numbers**
- **Pound Sign (#) Re-origination** – Allows subscribers to press the pound (#) sign to terminate one call and initiate another
- **PIN Locking** – Prevent 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** – Allow subscribers to make prepaid calls without any IVR interaction. The subscriber simply dials the call and the application can authenticate the subscriber and rate the called number
- **PINless Calling** – Allow 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 recognizes their phone number, immediately authenticates their account, and prompts for the destination number
- **Callback trigger options** – Callback can be triggered using a dedicated access number.
- **Access Number Group Subrate Assignment** – Allows service providers to define one or more access number groups and assign them to a single access number subrate.
- **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 you to control the maximum number of ANIs that may be associated with a subscriber
- **Branded Announced Call Duration for Free Calls** – Define if a caller making a zero-cost call will either hear nothing or a branded prompt for the free call (rather than “Time Remaining”)
- **CSR Credit Limits** – Limit the quantity and amount of customer credits per currency that a CSR can grant in a calendar year.
- **Disconnect Branding Prompts** – 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 the 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
- **IVR Language Menu** – Define a language menu to be assigned to an access number.

- **IVR Usage Charge** – Charge the subscriber’s account for time spent in the IVR when the subscriber does not complete a billed call
- **Last-Call Redial** – Request the application to redial the last number dialed in their current active session, regardless of whether the call is completed
- **Service Provider Credit Limit** – Limit a service provider’s wholesale usage, disabling the service provider when the limit is exceeded
- **Subscriber Management** – Allows access to the subscriber creation and management functionality, including
- **Create new subscriber account** – Prepaid or Postpaid
- **Recharge Account** – Disable/Reactivate Account/PIN
- **Modify Credit Limit or Credit Limit Usage**
- **Retrieve Payment/Call History**

Rating Features

- **Rate Plans** – Support for both per-minute currency-based rates, and “bucket of minutes” rate plans. (Time of Day, Day of Week Discount Calling Rates)
- **Global Matrix Rating** – 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.
- **Matrix TOD/DOW Discounts** – 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** – 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** – Specify call rounding at the sub rate as well as the service level.
- **Unannounced Rate Parameters** – 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** – 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 postpaid subscribers to make zero-cost calls.

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Talk to the experts at REDCOM

REDCOM provides a full suite of solutions for service providers, all designed to be highly scalable and flexible. REDCOM’s powerful, self-contained switching systems allow carriers to significantly cut CapEx, while our Service Layer solutions improve carrier efficiency and empower revenue growth. Contact a REDCOM solution advisor today to learn more about how we can help you evolve your network.