

Porta  Switch[®]



Handbook:

Prepaid Services

Maintenance Release 23

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**PortaSwitch® Handbook: Prepaid Services, September 2011
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Canada.

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Preface

This document provides PortaBilling® users with step-by-step instructions and examples for setting up various prepaid services on a VoIP network.

Where to get the latest version of this guide

The hard copy of this guide is updated at major releases only, and does not always contain the latest material on enhancements occurring between minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: www.portaone.com/support/documentation/

Conventions

This publication uses the following conventions:

- Commands and keywords are given in **boldface**
- Terminal sessions, console screens, or system file names are displayed in fixed width font



The **exclamation mark** draws your attention to important information or actions.

NOTE: Notes contain helpful suggestions about or references to materials not contained in this manual.



Timesaver means that you can save time by taking the action described in the paragraph.



Tips provide information that might help you solve a problem.

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Overview

Prepaid services enable Internet telephony service providers (ITSPs) to offer calling card services that customers can pay for in advance.

The market for prepaid services includes tourists, immigrant communities, mobile populations such as military personnel, and people with limited credit histories who cannot otherwise get a private telephone line in their homes. These users can all gain immediate access to long-distance or international calling services from wherever they are located by using prepaid calling cards purchased at supermarkets and other types of retail outlets.

Typical Prepaid Service Scenario

In an ITSP internal network infrastructure, prepaid services are implemented through a debit card application that works in conjunction with the following:

- **Media gateway**
- **Interactive Voice Response (IVR) application**
- **PortaBilling® RADIUS server**

This combination of services enables a carrier to authorize voice calls and debit individual user accounts in real time.

Customer interaction:

- Customer dials access number
- Customer is asked to enter prepaid card number
- Customer enters prepaid card number
- Customer is provided with information about current balance and asked to enter destination number
- Customer dials destination number
- Customer is provided with information about maximum permitted call duration
- Call is connected
- After disconnect, Customer's balance is reduced.

System components interaction:

Customer	Media GW	IVR	PortaBilling®
Dials the access number			
	Accepts the call and launches the IVR		
		Plays voice prompts (“Welcome...”), asks user to enter his PIN	
Enters his PIN			
		Attempts to authenticate this PIN	
	Sends authentication request using Radius protocol (User-Name equals PIN)		
			Checks that such account exists in the database, that it is not blocked or expired, and that it is allowed to use the service at this location. Upon success, returns account’s balance and other data. Also keeps information about this call in memory to prevent multiple logins with the same account ID
		If authentication is unsuccessful, asks to re-enter PIN or hangs up. Otherwise, tells customer his current balance and prompts him to enter phone number he wishes to call	
Enters destination number			
		Attempts to authorize call to the destination	
	Sends authorization request using Radius protocol (User-Name equals PIN, Called-Station-ID equals number dialed by customer)		
			Checks that account is allowed to call this destination, calculates maximum possible call duration based on account balance and rate for this destination

		If authorization has failed, prompts user to enter another number or hangs up. Otherwise, tells customer maximum allowed call duration and tries to call destination number	
	Determines call route according to rules (dial-peers or gatekeeper information), attempts to connect the call		
		When call is connected, sets timer to the maximum call duration	
Speaks on the phone			
		Warns customer when he has only 1 minute left and, if timer hits zero and customer is still talking, disconnects the call	
	After call is disconnected, sends accounting information about the outgoing call using Radius		
			Bills the account, customer and vendor for the outgoing call
Hangs up			
	Sends accounting information about the incoming telephony call		
			Bills the vendor of the incoming telephony service, unlocks session for this account

1. Prepaid Calling Cards (Using PortaUM®)

Sometimes an incoming call for a prepaid card service will arrive to your network via IP. For instance, say you bought an access number in a country where you do not own any network infrastructure; so instead of using E1 or T1 lines, a telco in that country will forward calls to you using SIP. In this case using a Cisco GW may be cumbersome, since you first have to convert the IP call to PSTN and then send it back via IP. Instead, you can run the built-in prepaid application on PortaUM® which, combined with a PSTN access number delivered directly to PortaSIP® via IP, allows you to offer a purely IP-based solution for prepaid calling card services.

Setting up Prepaid IVR on PortaUM

Before you proceed with the instructions, provided further in this chapter – please set up UM services as per the instructions, provided in the *Setting up and Using UM Services* chapter of the **PortaSwitch Handbook: Unified Communications**, and verify that they are working properly.

Checklist

Print the following page and use it to mark the operations you have completed while performing system setup according to the instructions in this chapter. Please make sure that you perform all of the operations (all of the boxes must be checked), otherwise the service will not work.

Operation	Done
General configuration	[]
Make sure configuration of general and network settings has already been performed according to the instructions in the <i>Basic Residential VoIP Service</i> section in the PortaSwitch Handbook: Residential VoIP Services	[]
Network configuration	
Make sure a node for your PortaUM is created and unified messaging service has been provided according to the instructions in the <i>Setting up and Using UM Services</i> chapter in PortaSwitch Handbook: Unified Communications	[]
Rating configuration (Vendor)	
Create a tariff A, which describes your termination costs	[]
Insert rates in tariff A for the destinations your customers will call	[]
Create a vendor	[]
Create a connection for this vendor using tariff A	[]
Configure the vendor that provides the IVR access number	[]
Configure a “VoIP from Vendor” connection to the vendor that provides the IVR access number	[]
Access number configuration	
Define your access number and associate the prepaid calling application with it	[]
Configure the parameters of the prepaid card application	[]
Rating configuration (Customer)	
Create a tariff B, which will be applied to prepaid card users	[]
Insert rates in tariff B for the destinations your customers will call	[]
Create your prepaid product	[]
In the rating list (of the prepaid product) include an entry that will contain your PortaUM node and tariff B containing the prepaid calling rates	[]
Account provisioning	
Create a retail customer who owns the prepaid cards	[]
Generate a batch of accounts (PINs) for this customer	[]

General Configuration of PortaBilling

Before proceeding with UM setup, please perform general system configuration according to the instructions in *Basic Residential VoIP Service* chapter in the **PortaSwitch Handbook: Residential VoIP Services**. At this point, all of your destinations, tariffs, products, customers and vendors should already be in the system.

Create PortaUM Node

You may use PortaUM® node created earlier (according to the *Setting up and Using UM Services* chapter of the **PortaSwitch Handbook: Unified Communications**) – In this case just skip this section and go to the *Create a Vendor Tariff* step.


The screenshots illustrate the steps to add a new node:

- Node Management Table:** Shows existing nodes:

Name	Node ID	IP	Manufacturer	Type	RADIUS Client	Delete
DemoCisco	12.12.23.22	12.12.23.22	Cisco	VOIP-GW		[X]
Huawei - 192.168.0.46	192.168.0.46	192.168.0.46	Huawei	ASN		[X]
PortaSIP - 193.28.87.51	193.28.87.51	193.28.87.51	PortaOne	PortaSIP		[X]
- Add Node Form:** Fields are filled as follows:
 - Node Name: PortaUM
 - Manufacturer: PortaOne
 - Type: PortaUM
 - Node ID: frum.portaone.com
 - NAS-IP-Address: 193.28.87.35
 - Auth. Transl. Rule: [?]
 - RADIUS Client:
 - RADIUS Key: PortaUM (Auto)
 - RADIUS Source IP: 193.28.87.35
 - RADIUS Dictionary: Cisco
 - POD Server:
- Updated Node Management Table:** The new node is added:

Name	Node ID	IP	Manufacturer	Type	RADIUS Client	Delete
DemoCisco	12.12.23.22	12.12.23.22	Cisco	VOIP-GW		[X]
Huawei - 192.168.0.46	192.168.0.46	192.168.0.46	Huawei	ASN		[X]
PortaSIP - 193.28.87.51	193.28.87.51	193.28.87.51	PortaOne	PortaSIP		[X]
PortaUM	frum.portaone.com	193.28.87.35	PortaOne	PortaUM		[X]

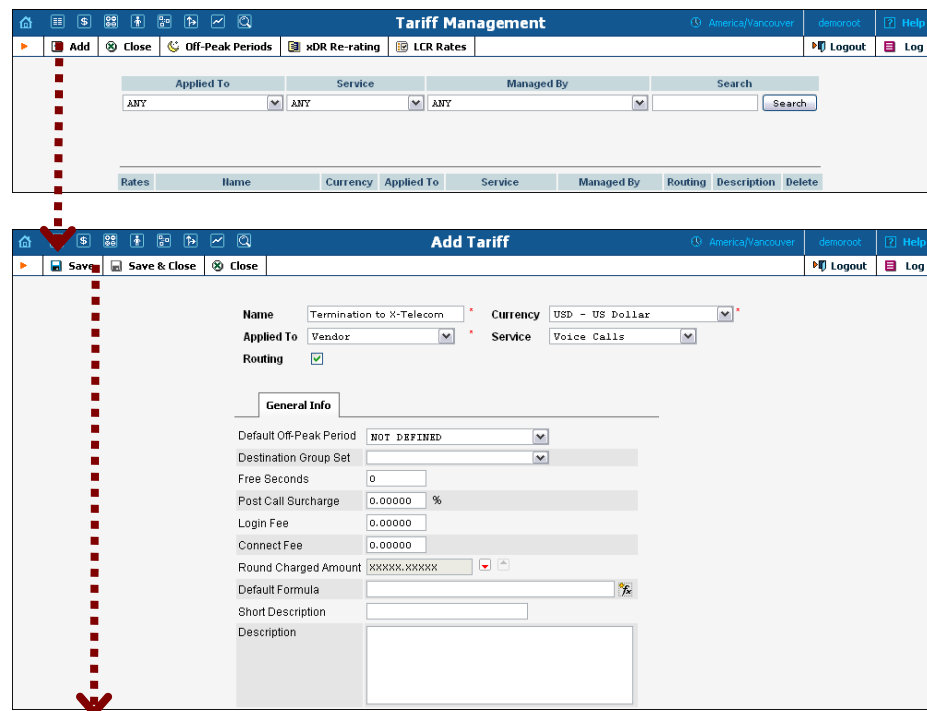
1. In the **Networking** section of the Admin-Index page, choose **Nodes**.
2. In the Node Management window, click **Add** icon.
3. Fill in the New Node form:
 - o **Node Name** – A short descriptive name for your UM server (this will be used in the select menus).
 - o **Manufacturer** – Select **PortaOne**.
 - o **Type** – Node type; select **PortaUM**.


- **Node ID** – The PortaUM® server’s hostname (recommended: hostname.domainname)
 - **NAS-IP-Address** – IP address of the PortaUM® server.
 - **Auth. Translation rule** – You can just leave this empty.
 - **Radius Client** – Make sure this check-box is enabled, since PortaUM® will need to communicate with the billing.
 - **Radius Key** – Enter the radius shared secret here; must be the same **key** as you entered during PortaUM® installation.
 - **Radius Source IP** – See the *Node ID, NAS IP address, and Radius source IP* section in the **PortaBilling Administrator Guide** for more information. Unless your PortaUM® server uses multiple network interfaces, the value here should be the same as the NAS-IP-Address.
 - **POD Server** – Leave this unchecked for now.
4. Click  **Save&Close**.

Create a Vendor Tariff

A tariff is a single price list for call services. A tariff combines:


- conditions which are applicable to every call regardless of the called destination
- per destination rates



1. In the **Rating** section of the Admin-Index page, choose **Tariffs**.
2. On the Tariff Management page, choose .
3. Fill in the **Add Tariff** form:

- **Name** – A short name of the tariff object; this is the name you will then see in the select menus.
- **Currency** – Indicates the currency, in which the vendor charges you.

NOTE: The currency for the tariff is chosen only once, and cannot be changed later.

- **Applied To** – Choose **Vendor** in the **Applied To** select menu.
 - **Routing** – Leave the **Routing** box checked, since in our scenario the routing is done by configuring the dial-peers on the gateway.
 - **Service** – Choose **Voice Calls** here.
 - **Default Off-peak Period** – If you do not differentiate between peak and off-peak rates, just choose **Not defined**; otherwise, select one of the previously defined off-peak periods.
 - **Short Description** – A short tariff description.
 - **Description** – An extended tariff description.
4. Click  **Save**.

Enter Rates

Rates are per-destination prices. Please refer to the *Call Billing Parameters* section in the [PortaBilling Administrator Guide](#) for more details on billing parameters.

Managing Rates Online

Managing rates online is very convenient for maintaining existing rate tables, as well as for reference purposes. In the case of new price lists or major updates, the offline method is better.

The interface shows a table for entering rates. The columns are: Edit, Destination, Country, Description, Peak-Off-Peak, Routing (Route Category, Preference, Huntstop), Interval, second (First, Next), Price, USD/minute (First, Next), Effective From (YYYY-MM-DD HH:MM:SS), and Delete.

Destination	Country	Peak-Off-Peak	Route Category	Preference	Huntstop	Interval, second	Price, USD/minute	Effective From
		NOT DEFINED	Default	5				
420		NOT DEFINED	Default	5		1	0.01	immediately

Edit	Destination	Country	Peak/Off-Peak	Routing			Interval, second		Price, USD/minute		Effective From	Actions
				Route Category	Preference	Huntstop	First *	Next *	First *	Next *		
			NOT DEFINED	Default	5							
	420	CZECH REPUBLIC Proper	Peak Off-Peak: NOT DEFINED	Default	5		1	1	0.01000	0.01000	2011-04-08 14:48:23	
	1201	UNITED STATES OF AMERICA New Jersey	Peak Off-Peak: NOT DEFINED	Default	5		1	1	0.02000	0.02000	2011-04-08 14:46:17	

- On the Tariff Management page you will see a list of available tariffs. Click the **Rates** icon previous to the name of the tariff. When you are in Tariff Management for a particular tariff, click on **Rates** in the toolbar.
- In the **Edit Rates** screen, click **Add**.
- Fill in the required information:
 - Destination** – A destination prefix may be entered directly, e.g. **420** for Czech Republic, or you can access the destinations directory by clicking the **Destination** link (in the column header). Here you can find the desired prefix by country name.




NOTE: The phone prefix you are trying to create a rate for must already exist in Destinations.

- Route category** – You can split your available routes into several categories, such as “High quality”, “Premium”, etc., then create routing plans for your customers. Use the **Default** route category for now.
- Preference** – The routing priority for the specific destination. 10 is the highest priority, 0 is the lowest (i.e. do not use this destination for routing at all). For now, you can just set all of your vendor rates at preference 5, and the system will organize available routes according to cost (LCR).
- Huntstop** – Do not try any routes with a lower preference.
- Interval First** – First billing unit in seconds.
- Interval Next** – Next billing unit in seconds.
- Price First** – Per-minute price for first interval.
- Price Next** – Per-minute price for next interval.
- Off-peak Interval First**– First billing unit in seconds for off-peak time.
- Off-peak Interval Next** – Next billing unit in seconds for off-peak time.
- Off-peak Price First** – Per-minute price for first interval of off-peak time.
- Off-peak Price Next** – Per-minute price for next interval of off-peak time.

NOTE: Off-peak fields appear only if an **off-peak period** has been defined for the tariff.

- **Effective From** – If you want this rate to take effect sometime in the future, you can either type in a date manually, or use the calendar (click the DD-MM-YYYY link).

NOTE: When using the calendar, you can specify that the date you are entering is in a different time zone than your current one. PortaBilling® will then automatically adjust the time.

- **Rate Formula Wizard**  – Launches the wizard for creating a custom rating formula
 - **Payback Rate, Hidden, Forbidden** or **Discontinued** – These flags are optional.
4. Click the  **Save** button in the toolbar, or the  icon on the left end of the row.

Managing Rates Offline


You also can upload rates from a .CSV or .XLS file – please consult the *Rate Import* chapter of the **PortaSwitch Handbook: Wholesale Services** for more details.



Perform the *Create Tariff* and *Enter Rates* steps described above until you have created a tariff with the termination costs for each termination partner you have; these tariffs are created as “Applied to: Vendor”.

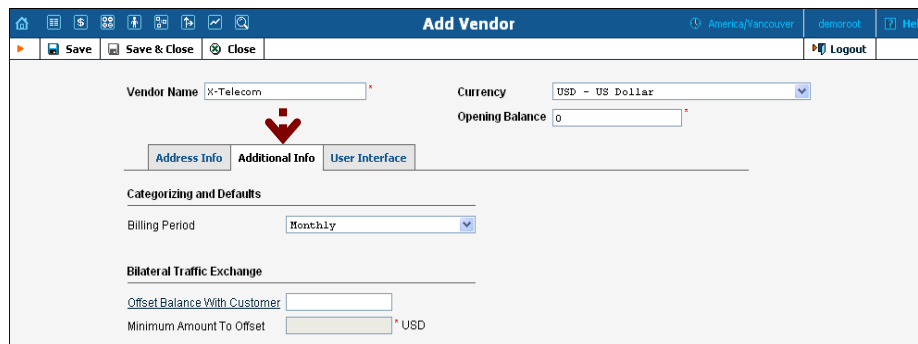
Create Vendors

This step is only required if you have not entered information about your vendors into the system before. Vendors are your termination partners or the providers of incoming toll-free lines.

1. In the **Participants** section of the Admin interface, choose **Vendors**.
2. On the Vendor Management page, choose  **Add**.

The screenshot shows the 'Add Vendor' form with the following fields and values:

- Vendor Name:** X-Telecom
- Currency:** USD - US Dollar
- Opening Balance:** 0
- Address Info:**
 - Company Name: X-Telecom
 - Contact: [Empty]
 - Phone: [Empty]
 - Fax: [Empty]
 - Alt. Phone: [Empty]
 - Alt. Contact: [Empty]
 - E-mail: voip@xtelecom.com
 - Description: [Empty]
 - Province/State: NJ
 - Postal Code: 01011
 - City: New Brunswick
 - Country/Region: USA



Add Vendor America/Vancouver demoroot Help

Save Save & Close Close Logout

Vendor Name X-Telecom Currency USD - US Dollar
Opening Balance 0

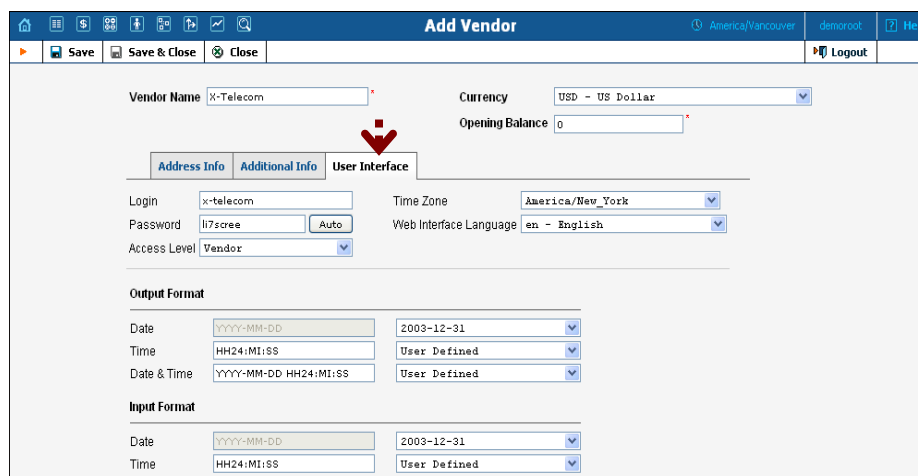
Address Info **Additional Info** User Interface

Categorizing and Defaults

Billing Period Monthly

Bilateral Traffic Exchange

Offset Balance With Customer
Minimum Amount To Offset * USD



Add Vendor America/Vancouver demoroot Help

Save Save & Close Close Logout

Vendor Name X-Telecom Currency USD - US Dollar
Opening Balance 0

Address Info Additional Info **User Interface**

Login x-telecom Time Zone America/New_York
Password li7scre Auto Web Interface Language en - English
Access Level Vendor

Output Format

Date YYYY-MM-DD 2003-12-31
Time HH24:MI:SS User Defined
Date & Time YYYY-MM-DD HH24:MI:SS User Defined

Input Format

Date YYYY-MM-DD 2003-12-31
Time HH24:MI:SS User Defined

- Fill in the **Add Vendor** form. Please note that there are three tabs available on the screen. The most important fields are:

Main form (top)

- **Vendor Name** – Short name for the vendor object; will be used on the web interface.
- **Currency** – The currency in which this vendor charges you.
- **Opening balance** – Starting balance for the vendor; default is zero.

Additional info

- **Billing period** – Split period for vendor statistics.

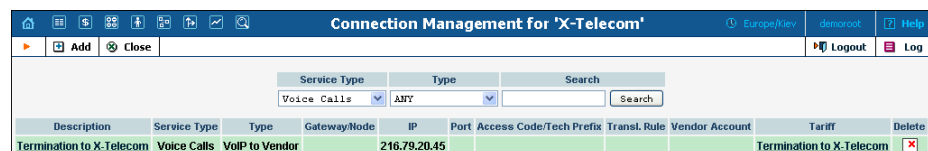
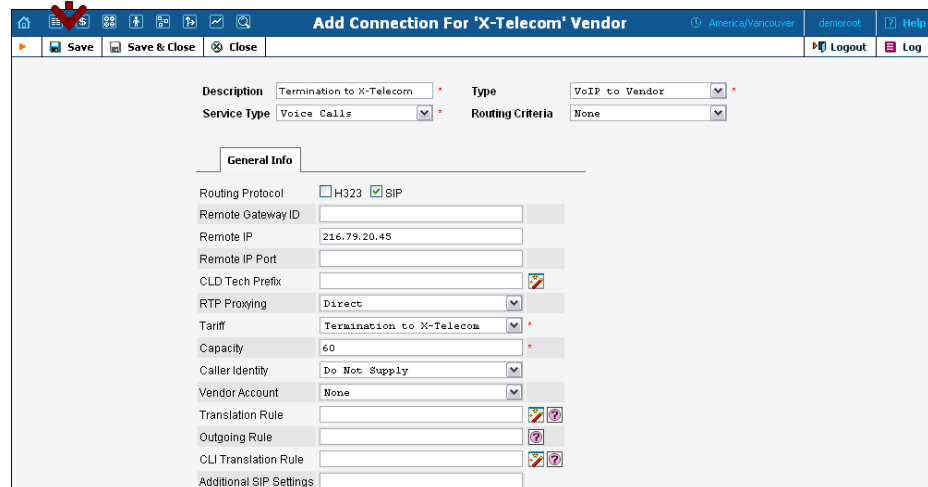
User-Interface

- **Time zone** – The time zone which the vendor uses for his billing period (when sending you an invoice). Statistics will be divided into periods according to this time zone.

- Click **Save&Close**.
- Repeat steps 2-4 to add all of your vendors.

Define Connections

1. In the **Participants** section of the Admin interface, choose **Vendors**.
2. Click on the **Connections** icon next to the vendor name.



3. Press **Add** to add a new connection.
4. Fill in the connection information. If you send traffic to the vendor via telephony, choose the node and enter an optional port pattern. If this connection is capable of handling H323 or SIP calls, enable the corresponding checkbox next to **Routing Protocol**. If you send traffic via VoIP, enter the remote IP address. Choose the tariff which defines your termination costs for this connection / vendor. **Description** and **Capacity** are mandatory for all connection types.
5. Click **Save&Close**.
6. Repeat steps 3-5 to add more connections to the same vendor, then click **Close** in order to exit to the **Vendor Management** screen.

- Repeat steps 2-6 to add connections for other vendors.

Configure Access from PSTN

Since the main purpose of this service is to give your customers access to your prepaid application from PSTN (by dialing your access number from their landline or mobile phone), you have to ensure that calls to that access number are delivered properly to your network and then handed over to PortaUM®.

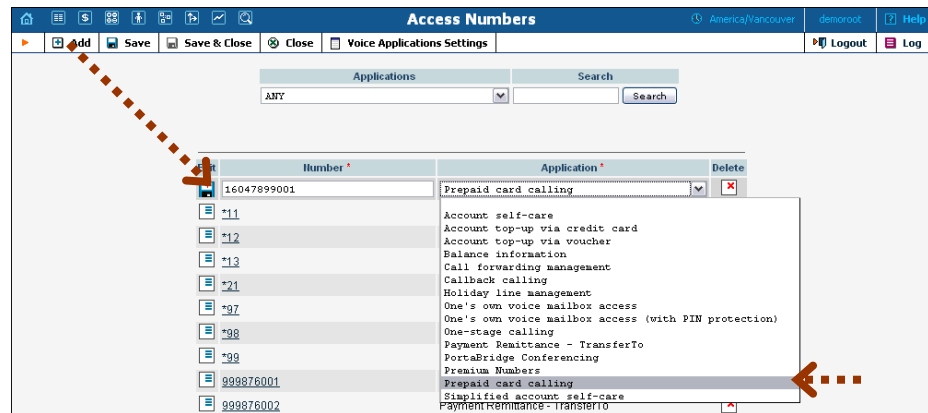
Please refer to the instructions in the *Incoming Calls from PSTN* chapter of the **PortaSwitch Handbook: Residential VoIP Services** for complete details about how to set up the vendor and the connection.

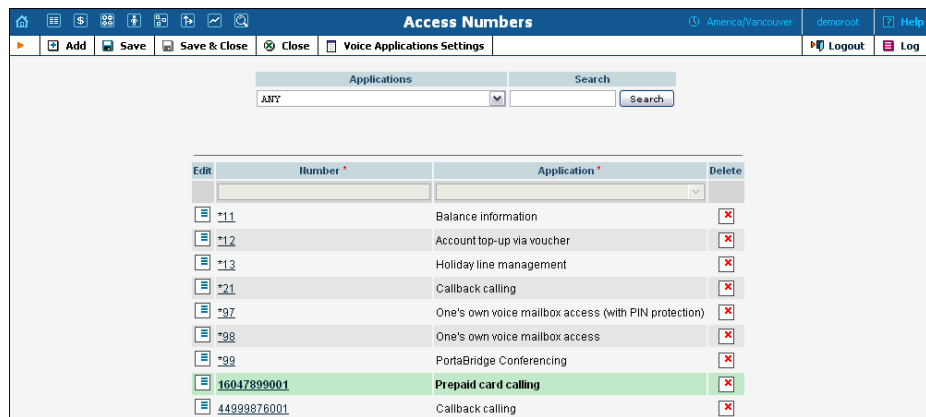
Configure the IVR Access Number

First you need to define that when a call is made to the access number for your prepaid calling card service, it will be routed to PortaUM® and the corresponding IVR application will be launched then.

Set up the Access Number

Set up the access number for the virtual PortaBilling® environment where you use this application.



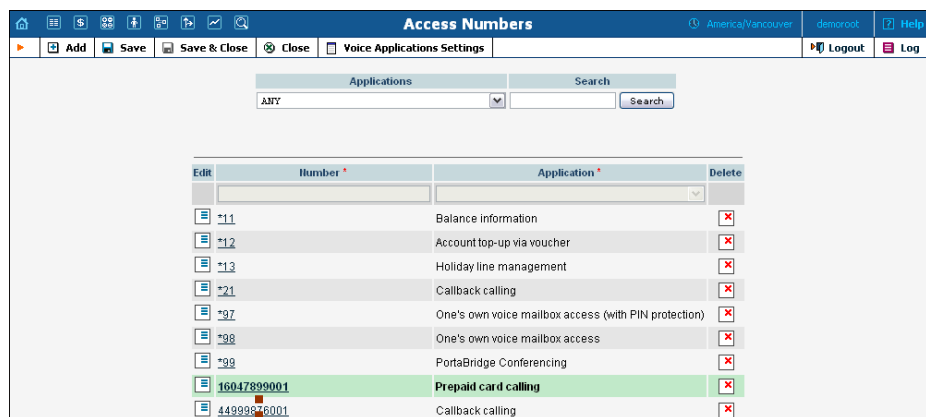


1. In the **Routing** section of Admin-Index, choose **Access Numbers**.
2. Click on the **Add** button.
3. In the **Number** field, enter your prepaid calling card access number.
In the **Application** drop-down box, select **Prepaid card calling**.
4. Click **Save**.

Of course, you can create multiple entities in order to register the prepaid application for more than one access number. This allows you to customize the application parameters (such as IVR languages or whether ANI authorization is performed), according to your requirements.

Customize the Parameters of the IVR Application

You may further customize the parameters that affect the IVR flow and enable features of your prepaid card application.



Access Numbers

Access Number 16047899001
Voice Application Prepaid card calling

Option	Value	Option	Value
ANI Translation Rule		Authorize With IVR Session ID	<input checked="" type="checkbox"/>
Announce Balance	<input checked="" type="checkbox"/>	Play Pre-ring MOH	<input type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>	Premium Number Subscribe Command	
Play Welcome Message	<input type="checkbox"/>	Premium Number SMS Number	
Check Service Password	<input type="checkbox"/>	Premium Number Deposited Amount	
Minimum Password Length	4	Premium Number Currency	
Maximum Password Length	4	Languages	
Prompts Brand		Minimum Voucher Length	11
Music On Hold Class	ringtone	Maximum Voucher Length	11
Check Associated Number	<input type="checkbox"/>	allow_auto_reg	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	ask_to_recharge	never
Seconds Rounding Mode	none	Manual Authentication	<input checked="" type="checkbox"/>
Restriction for calling with low balance	none	Toll Free	<input type="checkbox"/>
ANI Authentication	<input type="checkbox"/>	Minimum Card Length	11
End Announce Time, sec	0	Maximum Card Length	11
End Announce Type	beep	Maximum Login Attempts	3
Disconnect Call Before, sec	0	Maximum Dial Attempts	3
Conf Language List Is Preferred	<input type="checkbox"/>		

1. In the **Routing** section of Admin-Index, choose **Access Numbers**.
2. Click on the access number to access the parameters of the prepaid card application that is launched when a customer calls this particular access number.
3. Change the parameters.
4. Click **Save&Close**.

ANI Authentication (PINless Dialing)

In order to support PIN-less dialing, the prepaid application should have the ANI Authentication feature enabled. Then if the ANI number of the incoming call matches the ID of an account, this account is the one placing the call (and will be charged when the call is completed). The customer will immediately be asked to enter a destination, skipping the PIN entry step.

Access Number 16047899001
Voice Application Prepaid card calling

Option	Value	Option	Value
ANI Translation Rule		Authorize With IVR Session ID	<input checked="" type="checkbox"/>
Announce Balance	<input checked="" type="checkbox"/>	Play Pre-ring MOH	<input type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>	Premium Number Subscribe Command	
Play Welcome Message	<input type="checkbox"/>	Premium Number SMS Number	
Check Service Password	<input type="checkbox"/>	Premium Number Deposited Amount	
Minimum Password Length	4	Premium Number Currency	
Maximum Password Length	4	Languages	
Prompts Brand		Minimum Voucher Length	11
Music On Hold Class	ringtone	Maximum Voucher Length	11
Check Associated Number	<input type="checkbox"/>	allow_auto_reg	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	ask_to_recharge	never
Seconds Rounding Mode	none	Manual Authentication	<input checked="" type="checkbox"/>
Restriction for calling with low balance	none	Toll Free	<input type="checkbox"/>
ANI Authentication	<input checked="" type="checkbox"/>	Minimum Card Length	11
End Announce Time, sec	0	Maximum Card Length	11
End Announce Type	beep	Maximum Login Attempts	3
Disconnect Call Before, sec	0	Maximum Dial Attempts	3
Conf Language List Is Preferred	<input type="checkbox"/>		

When you provide both residential VoIP and PINless dialing services, you will have two types of accounts in the system, and the account ID will contain the phone number:

- “Normal” SIP accounts. When someone in your network dials the number, the system will recognize that the call should be delivered to one of the IP phones connected to PortaSwitch® – and will never be sent out to the PSTN.
- ANI accounts. The situation here is exactly the opposite: when someone in your network dials this number, the call will be sent out to the PSTN.

In order to avoid confusion between these two types of accounts (which may result in calls being routed improperly), it is recommended that you adopt a naming convention that allows both your administrators and the PortaBilling® routing engine to clearly distinguish between ANI accounts and regular SIP accounts.

One suggested naming convention that does all of this uses the prefix 'ani' for your ANI authentication accounts (naturally, you can choose a different prefix as well). For example, if you would like to allow your customer to use his cell phone with ANI 16041112222 for ANI authentication, you would create the account ani16041112222 for this customer.

You can also set up the ANI translation rule in the **ANI Translation Rule** field. This field contains a regular expression – please refer to the [PortaBilling Web Reference Guide](#) for more details and examples on composing regular expressions.

Access Numbers America/Vancouver demoroot Help

Save Save & Close Reset To Default Close

Access Number 16047899001
Voice Application Prepaid card calling

Option	Value	Option	Value
ANI Translation Rule	sf^0/ani44/	Authorize With IVR Session ID	<input checked="" type="checkbox"/>
Announce Balance	<input checked="" type="checkbox"/>	Play Pre-ring MOH	<input type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>	Premium Number Subscribe Command	
Play Welcome Message	<input type="checkbox"/>	Premium Number SMS Number	
Check Service Password	<input type="checkbox"/>	Premium Number Deposited Amount	
Minimum Password Length	4	Premium Number Currency	
Maximum Password Length	4	Languages	
Prompts Brand		Minimum Voucher Length	11
Music On Hold Class	ringtone	Maximum Voucher Length	11
Check Associated Number	<input type="checkbox"/>	allow_auto_reg	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	ask_to_recharge	never
Seconds Rounding Mode	none	Manual Authentication	<input checked="" type="checkbox"/>
Restriction for calling with low balance	none	Toll Free	<input type="checkbox"/>
ANI Authentication	<input checked="" type="checkbox"/>	Minimum Card Length	11
End Announce Time, sec	0	Maximum Card Length	11
End Announce Type	beep	Maximum Login Attempts	3
Disconnect Call Before, sec	0	Maximum Dial Attempts	3
Conf Language List Is Preferred	<input type="checkbox"/>		

IVR Languages

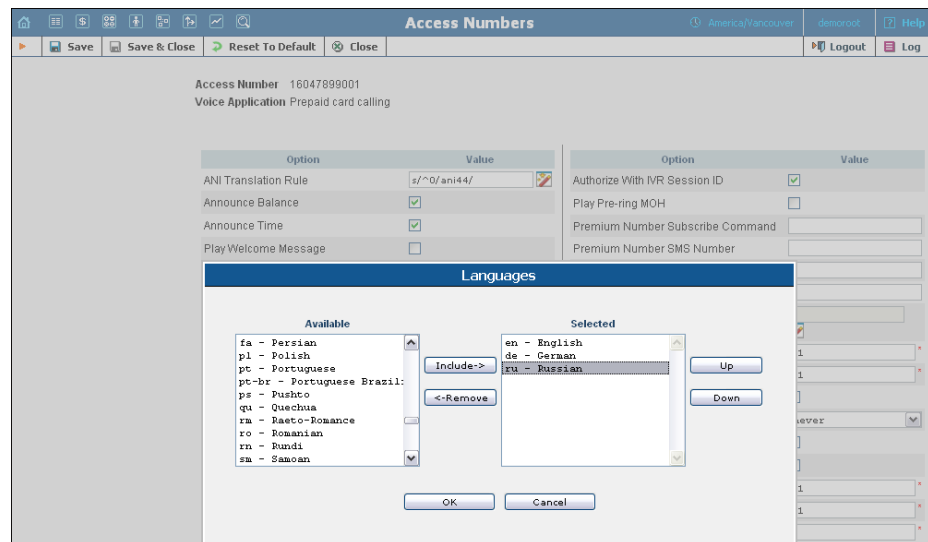
Configure in which languages the IVR will communicate with the customer.


Access Numbers America/Vancouver demoroot Help

Save Save & Close Reset To Default Close

Access Number 16047899001
Voice Application Prepaid card calling

Option	Value	Option	Value
ANI Translation Rule	sf^0/ani44/	Authorize With IVR Session ID	<input checked="" type="checkbox"/>
Announce Balance	<input checked="" type="checkbox"/>	Play Pre-ring MOH	<input type="checkbox"/>
Announce Time	<input checked="" type="checkbox"/>	Premium Number Subscribe Command	
Play Welcome Message	<input type="checkbox"/>	Premium Number SMS Number	
Check Service Password	<input type="checkbox"/>	Premium Number Deposited Amount	
Minimum Password Length	4	Premium Number Currency	
Maximum Password Length	4	Languages	
Prompts Brand		Minimum Voucher Length	11
Music On Hold Class	ringtone	Maximum Voucher Length	11
Check Associated Number	<input type="checkbox"/>	allow_auto_reg	<input type="checkbox"/>
Use Announcement Tariff	<input type="checkbox"/>	ask_to_recharge	never
Seconds Rounding Mode	none	Manual Authentication	<input checked="" type="checkbox"/>
Restriction for calling with low balance	none	Toll Free	<input type="checkbox"/>
ANI Authentication	<input checked="" type="checkbox"/>	Minimum Card Length	11
End Announce Time, sec	0	Maximum Card Length	11
End Announce Type	beep	Maximum Login Attempts	3
Disconnect Call Before, sec	0	Maximum Dial Attempts	3
Conf Language List Is Preferred	<input type="checkbox"/>		



1. Click on  icon near the **Languages** field to launch the window for the language selection.
2. In the **Available** languages box, select the language (or several languages) you wish to use for voice prompts. In this case, the IVR's first prompt will be the language selection prompt "Please press 1 for English, 2 for Russian, 3 for German, etc." To choose all languages at once, select the line **All available** on top. Then click the **Include->** button. The selected languages will appear in the **Selected** box. You can also change the language order using **Up** and **Down** buttons.
3. Press **Ok** to save finalize the language selection.

Prepaid Card IVR Configuration Parameters

See the *APPENDIX A. PortaUM IVR Applications Preferences* section of the **PortaUM Administrator Guide** to read more about the prepaid card IVR configuration parameters.

NOTE: There is a helpful tool-tip for each option. Just point your mouse to the desired option to invoke it.

Create a Customer Tariff




1. In the **Rating** section of Admin-Index, choose **Tariffs**.
2. On the Tariff Management page, choose **Add**.
3. Fill in the **New Tariff** form:
 - **Name** – A short name of the tariff object; this is the name you will then see in the select menus.
 - **Currency** – Indicates the currency in which you charge your prepaid card customers.

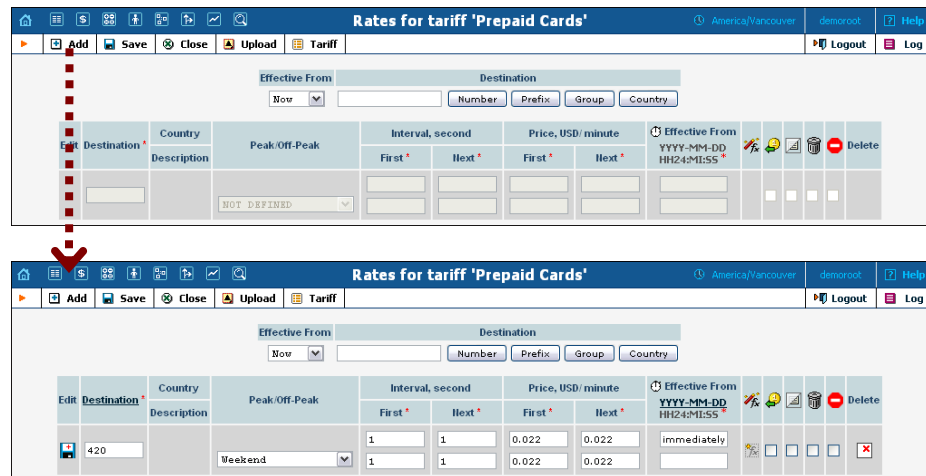
NOTE: The currency for the tariff is chosen only once, and cannot be changed later.

- **Applied To** – Choose “**Customer**”, as this tariff will be used to charge your prepaid customers.
- **Managed By** – Choose “**Administrator only**” here (this option is only visible after you select **Applied to: Customer** above).
- **Service** – Choose **Voice Calls** here.
- **Default Off-peak Period** – If you do not differentiate between peak and off-peak rates, just choose **Not defined**; otherwise, select one of the previously defined off-peak periods.
- **Destination Group Set** – If you wish to enter rates in the tariff not for each individual prefix, but for a whole group of prefixes


at once, you should create a destination group set and destination groups beforehand. Leave this select menu empty for now.





- **Round Charged Amount** – Instead of calculating xDRs with a 5-decimal-place precision, round up xDR amount values (e.g. XXXXX.XX000 means rounding to cents, so that 1.16730 becomes 1.17).
 - **Default Formula** – The default rating formula which will be applied to every new rate created in the tariff. If you leave this empty, “old-style” rating will be used.
 - **Short Description** – A short tariff description. This will be shown in the rate lookup on the admin interface and the self-care pages for your accounts and customers.
 - **Description** – An extended tariff description.
4. Click  **Save**.

Enter Rates



The interface shows a table for entering rates. The top screenshot shows the 'Add' button in the toolbar. The bottom screenshot shows a row of data with the 'Save' button highlighted.

Destination	Country	Peak-Off-Peak	Interval, second		Price, USD/minute		Effective From YYYY-MM-DD HH24:MLSS	Actions
			First *	Next *	First *	Next *		
		NOT DEFINED						
420		Weekend	1	1	0.022	0.022	Immediately	


1. On the Tariff Management page you will see a list of available tariffs. Click the  **Rates** icon previous to the name of the tariff. When you are in Tariff Management for a particular tariff, click on **Rates** in the toolbar.
2. In the **Edit Rates** screen, click  **Add**.
3. Fill in the required information (please refer to the *Enter Rates for Vendor Tariff* section above for a detailed description of the available rate attributes).
4. Click the  **Save** button in the toolbar, or the  icon on the left end of the row.
5. Repeat these steps if you need to enter more rates.

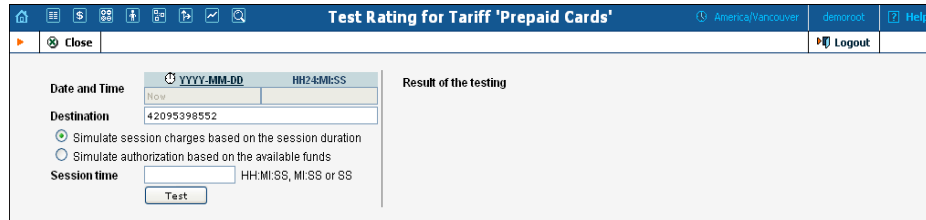


Perform the *Create Tariff* and *Enter Rates* steps described above until you have created a tariff for each account’s billing scheme; these tariffs are created as “Applied to: Customer”. For example, if you plan to charge

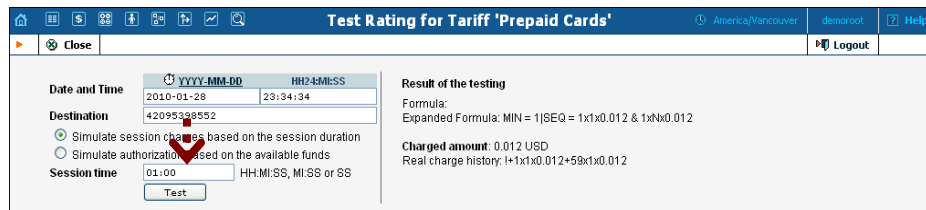
your customers more when they access toll-free lines instead of local ones, you need two tariffs, i.e. “Normal” and “Using Toll-free line”.


Test Rate Configuration (Optional)

1. While in the **Edit Tariff** window, click on the  **Test** button to go to the Test Rating screen.



2. Type in the phone number for which you would like to test the rating, as well as the estimated call duration, then click on the **Test** button.



3. You will now see the estimated amount charged for this call, as well as a detailed explanation of the rating process.
4. Press the  **Close** button to return to the **Edit Tariff** window.

Create a Product

Prepaid cards will be issued for a specific product. Products are a powerful feature that defines different ways to bill an account. Product definition is always done in two steps: product definition and creation of the rating list.



The top screenshot shows the 'Add Product' form. The 'Product Name' is 'Prepaid Cards', 'Currency' is 'USD - US Dollar', and 'Managed By' is 'Administrator only'. The 'General Info' tab is active, showing fields for Breakage (0.1), Overdraft Protection (Debit accounts only), Account Default ACL (Access Level new), Default Discount Plan (None), Info URL (http://mydomain.com/prepaid), and Description (Prepaid cards).

The bottom screenshot shows the 'Edit Product' page for 'Prepaid Cards'. The 'Product Name' is 'Prepaid Cards' and 'Currency' is 'USD'. The 'Managed By' is 'Administrator only'. The 'General Info' tab is active, and a red message at the bottom says 'Please define at least one Services and Rating entry'.


1. In the **Rating** section of the Admin-Index page, choose **Products**.
2. On the Product Management page, click the **Add** icon.
3. Fill in the “Add product” form:
 - **Product name** – Product object name.
 - **Currency** – Product currency; only tariffs which have the same currency will be permitted in the rating list.
 - **Managed by** – If you want this product to be used for your reseller’s accounts, so that the reseller himself can change the parameters of this tariff and create new accounts with this product, choose the customer’s name from the menu. Otherwise choose **Administrator only** here.

General Info tab

- **Breakage** – Leftover balance which is considered “useless” (for statistical purposes). Accounts with a balance below breakage will be counted as *depleted*. This does not affect account authentication or authorization, so the account can still make calls if there is enough money left to cover at least the first interval.
- **Info URL** – If you have an external server with a description of product features, enter the URL here (e.g. <http://www.myproduct.com>). Your customers will be able to go there from their self-care page.
- **Description** – Your description of the intended use of this product.

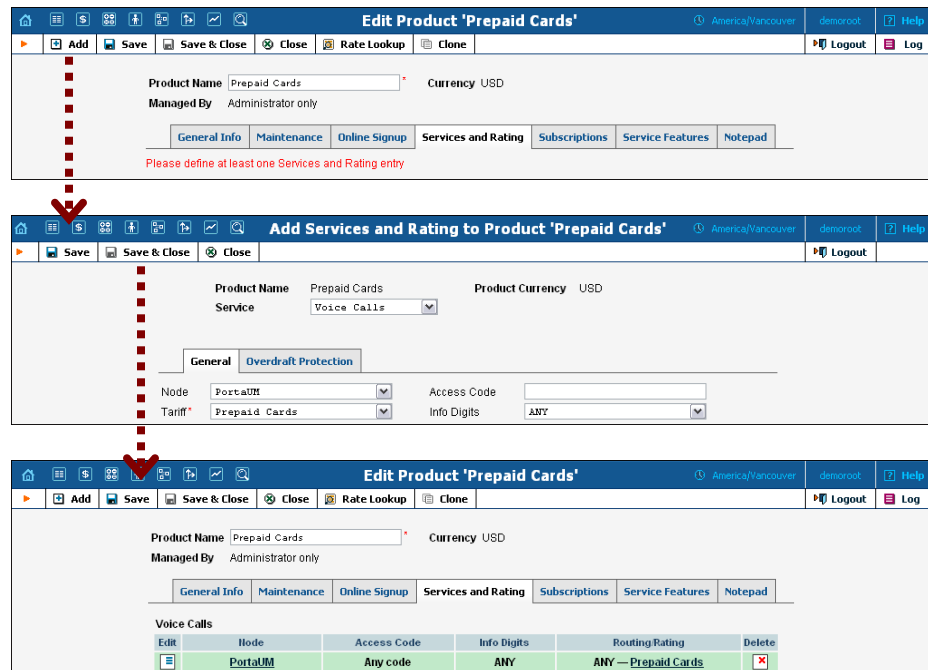
Maintenance tab

NOTE: The Maintenance Fees functionality is an obsolete feature and may be removed in future releases. Please use subscription plans to apply periodic charges.

- **Period** – Surcharge application interval; will be shown in call history as a separate line each time it is charged. **None** disables the maintenance fees.
 - **Fee** – Surcharge amount.
 - **Effective from** – Apply the specified maintenance fee only after a certain date (no fees assessed until then); choose **Immediately** to start applying charges as soon as possible.
4. Click  **Save**.
 5. Click on the **Services and Rating** tab to edit this product's rating list.

Enter Node and Tariff in the Product's Rating List



The rating list has two functions: it defines permitted access points (nodes and access numbers) and specifies which tariff should be used for billing in each of these points.




The first screenshot shows the 'Edit Product 'Prepaid Cards'' page with the 'Services and Rating' tab selected. A red dashed arrow points to the 'Add' button in the top toolbar.

The second screenshot shows the 'Add Services and Rating to Product 'Prepaid Cards'' page. A red dashed arrow points to the 'Service' dropdown menu, which is set to 'Voice Calls'. Below it, the 'Node' dropdown is set to 'PortaUM' and the 'Tariff' dropdown is set to 'Prepaid Cards'.

The third screenshot shows the 'Edit Product 'Prepaid Cards'' page with the 'Services and Rating' tab selected. A red dashed arrow points to the 'Add' button in the top toolbar. Below the tabs, a table titled 'Voice Calls' is visible:

Edit	Node	Access Code	Info Digits	Rotating Rating	Delete
	PortaUM	Any code	ANY	ANY — Prepaid Cards	

1. When the **Services and Rating** tab is selected, click on the  **Add** icon.
2. Choose **Voice Calls** in the **Service** select menu.
3. In the **Node** select menu, select the PortaUM node.
4. You can also use an access number for rating entry in the **Access Code** field. For example, if you have a node with two access numbers, local (1-212-1234567) and toll-free (1-800-12345678), you can set up the product's rating list in such a way that if a customer calls via a toll-free line, he will be billed using a different tariff (one which includes surcharges).

5. In the **Tariff** menu, select the tariff that will be applied to your prepaid calling card customers.
6. Click **Save&Close** to save this rating entry.

Create a Customer

A customer is an owner of accounts. The customer's contact information is used to distribute account usage information, call statistics, invoices, and so on. Even if your company owns and distributes all of its prepaid cards, you will need at least one customer object to maintain all of the prepaid card accounts organized in one location.

In the **Participants** section of Admin-Index, choose **Customers**.

1. On the Customer Management page, click **Add Customer** (In this example, we assume that you are creating the customer manually, so choose **Manually** from the drop-down menu (do not use any of the Quick Form options)). Normally, most of your customers would be retail customers.
2. Fill in the **New Customer** form. Please note that there are several tabs with extra information available on the screen. The most important fields are:

Main form (top)

- **Customer Name** – Short name for the customer object; will be used on the web interface.
- **Currency** – The currency in which this customer will be billed.
- **Opening balance** – Starting balance for the customer; default is zero.
- **Customer Class** – Choose the customer class you created in the previous step.

Address info tab

- **E-mail** – E-mail address for distribution of accounting information. After the billing period is over, a list of xDRs and other statistics will be sent to this address.
- **Bcc** – Delivery to the specified email address of your account representative a copy of every outgoing email sent to the customer; this may be used for debug and archiving purposes.

Additional info tab

- **Billing period** – Frequency of distribution of accounting information. For more details about different available billing periods, see the [PortaBilling Administrator Guide](#).
- **Send Statistics – Summary only** – Distribute a call summary only, and do not attach a details file; this might be useful in the case of a large amount of calls. Other options are **full statistics** (attach a complete list of xDRs) or **do not send** (no not deliver call statistics to this customer via email at all).

Payment info tab

- **Credit limit** – If left empty, there is no credit limit for this customer.

User Interface tab

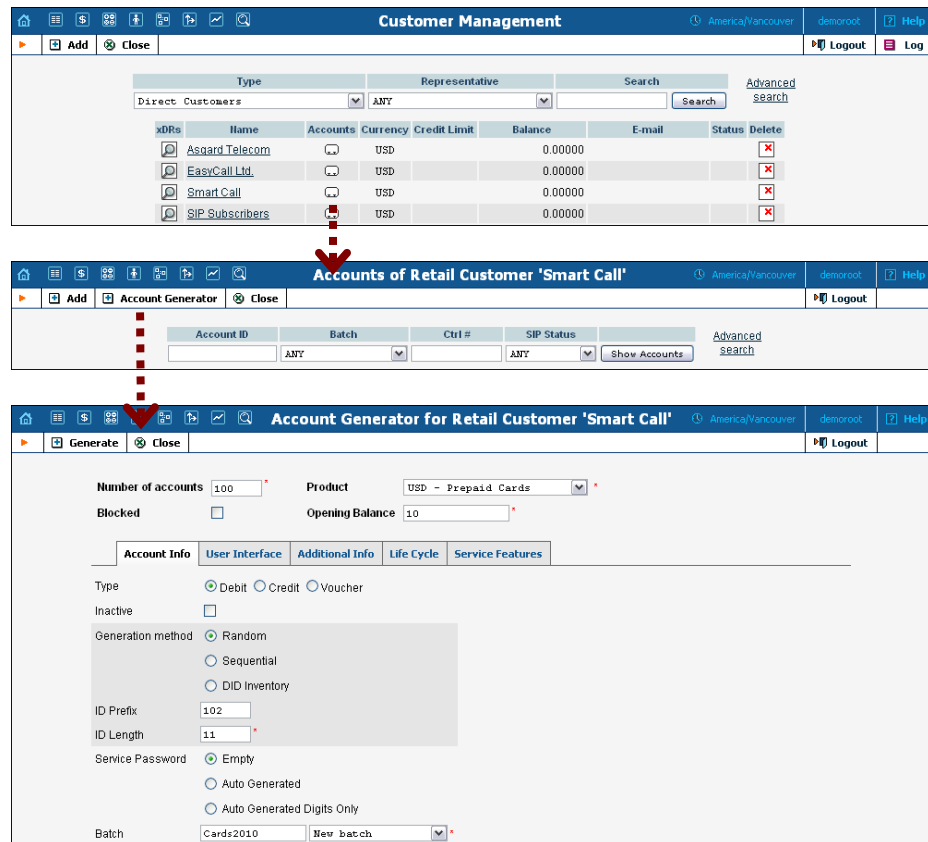
- **Time zone** – The time zone in which the customer will see his xDRs, and also that which defines his billing period. For example, if you choose **America / New_York** here and the billing period is **Monthly**, this means the billing period will start on the first day of the month at 00:00 New York time.
- **Web Interface Language** – The language to be used on the customer self-care web interface.



3. Click **Save&Close**.

Generate Accounts

NOTE: Before generating accounts for a production system, read the section “Provisioning Prepaid Accounts”.

1. Go to the **Customers** screen (the screen which contains a list of customers). It should resemble the screenshot below:



2. Next to the customer name, click on the Account  or  icon (the one in the **Accounts** column), which will take you to the account management for that customer.
3. Click on the **Account generator**.
4. Fill in the “Account generator” form:
 - **Number of accounts** – Number of accounts (prepaid cards) to be generated.
 - **Product** – Choose the product which you would like your accounts to have.
 - **Blocked** – It is normal practice to generate all your prepaid cards as blocked, so they cannot be misused before being sold to the dealer or end customer. You can always unblock the whole batch of cards or an individual card later.
 - **Opening balance** – The initial balance on the card.

Account info tab

- **Account type** – Account type; select **Debit** for prepaid service.
- **Inactive** - Check this if you want to generate the accounts as initially inactive and assign them to a distributor later on.
- **Generation method** – Choose **Random** here; this will assign every account a unique, randomly-generated PIN.
- **ID prefix** – If you would like all of the generated accounts to start with the same digit string (e.g. 12), enter it here. Thus, if you

enter 12 and an ID length of 10, account IDs (PINs) will look like this: 12NNNNNNNNN, where N = random digits.

- **ID length** – All account IDs (PINs) will be numerical and of the specified length. In order to avoid problems with the prepaid card print-shop, PortaBilling® will not generate account numbers with a leading zero. Also, PortaBilling® will only allow generation of a batch with feasible parameters, e.g. it is impossible to generate a batch of 1,000 accounts with ID length 4 and ID starting at 55.
- **Service Password** – To improve security, you can use an account password during authentication, in addition to a PIN. If you choose **Empty**, no password will be assigned to the account, and the password check will be switched off during authentication. Choosing **Empty** is recommended by default. If you decide to use passwords, then please use the **Auto-generated digits only** option, since then the password can be entered in the IVR via phone keys.
- **Batch** – Accounts are grouped into batches. If a new batch name is provided in the text field, all accounts will be placed into a new batch with the given name. Otherwise, an existing batch should be selected from the drop-down list.

User Interface tab

- **Login** – If you choose **Account ID** (default), your customer will use his account ID (PIN) to login to the self-care pages. If you choose **Empty**, the account owner will not be able to use the self-care pages at all until a login has been assigned for his account.
- **Password – Auto-generated** means that a random password for web access will be assigned for each account (these passwords will be included in the .CSV file with the account information). **Empty** means that no password will be assigned, so account owners will be able to login to the web interface simply by providing their account ID (PIN).
- **Time Zone** – When an account owner accesses the web self-care pages to see a list of his calls, the time will be shown in the time zone most appropriate for him.
- **Web Interface Language** – The language to be used on the account self-care web interface.



Additional Info tab

- **E-Commerce Enabled** – If checked, this will allow your debit card owners to make online payments via the PortaBilling® web interface. (Leave unchecked.)
- **Discount Plan** – Applies a specific discount plan to this group of accounts. (Leave as **Product Default**.)

- **Distributor** – You can assign a specific distributor to this group of accounts.

Life Cycle tab

- **Activation Date** – Account activation date.
- **Expiration Date** – Account expiration date.
- **Life Time** – Relative expiration date; account will expire on “first usage date” + “life time” days. If you do not want to use this feature, leave the field blank.

5. Click  **Generate**; a confirmation screen will indicate that your information has been accepted.
6. Click  **Close** to return to the account administration page.

NOTE: Account generation tasks are executed every few minutes, and it may take a while to generate large numbers of accounts.



Notification about the generated cards will be sent by email to the user who created them. A CSV file with information about the new accounts will be attached.

Batch	Ctrl #	PIN	VoIP Password	Web login	Web Password
cards2006-2007	1	1025751196		1025751196	sdon2wle
cards2006-2007	2	1023817093		1023817093	jlli3eji
cards2006-2007	3	1024223333		1024223333	lapa9hrx
cards2006-2007	4	1026900299		1026900299	lssayd0i
cards2006-2007	5	1024573834		1024573834	wr8rom
cards2006-2007	6	1020419473		1020419473	pubjmg
cards2006-2007	7	1029839884		1029839884	mbhmhe0
cards2006-2007	8	1021497233		1021497233	vy6bapp
cards2006-2007	9	1026810949		1026810949	mogat7pl
cards2006-2007	10	1028778479		1028778479	phte8gfn
cards2006-2007	11	1022556591		1022556591	yx7hngss
cards2006-2007	12	1024247890		1024247890	oeg2o00
cards2006-2007	13	1024247890		1024247890	oeg2o00



Tip: In case the original email message was lost or accidentally deleted, the file containing generated accounts is stored on the slave PortaBilling® server in the user **porta-admin** home directory, sub-directory **cards**.

2. Prepaid Calling Cards (Using a Gateway)

Setting up Your Network Components

Please refer to the *Appendices* for the instructions applicable to your specific type of gateway.

Checklist

Print the following page and use it to check off the operations you have completed while performing system setup according to the instructions in this chapter. Please be sure to perform all of the operations (all of the boxes must be checked), otherwise the service will not work.

Operation	Done
General configuration	
General configuration has already been performed according to the instructions in the <i>Prepaid Calling Cards (Using PortaUM®)</i> chapter above	[]
Network configuration	
Create a node for your gateway	[]
Configure your gateway	[]
Rating configuration	
Perform the standard rating configuration for the prepaid services as described in the <i>Prepaid Calling Cards (Using PortaUM®)</i> chapter above	[]
In the rating list (of the prepaid product) include an entry that will contain gateway node and tariff containing the prepaid calling rates	[]
Account provisioning	
Create a retail customer who owns the prepaid cards	[]
Generate a batch of accounts (PINs) for this customer	[]
Testing	
Try to make a test call	[]

PortaBilling Configuration

You should perform the billing configuration according to the instructions in the *Prepaid Calling Cards (Using PortaUM®)* chapter in this document, the only exception being that you will use a gateway instead of PortaUM® node.

Create Nodes

This step is only required if you have not entered your gateways into the system before. In this case, you must enter your gateways as nodes. PortaBilling® requires some key information about your network equipment such as IP address, Node ID, Radius shared secret, etc.

The screenshots illustrate the process of adding a new node to the system. The first screenshot shows the 'Node Management' page with a table of existing nodes and an 'Add' button highlighted. The second screenshot shows the 'Add Node' form with the following fields filled out:

- Node Name: Cisco-gw
- Manufacturer: Cisco
- Type: VOIP-GW
- Node ID: cisco-gw.mydomain.com
- NAS-IP-Address: 192.168.0.99
- RADIUS Client:
- RADIUS Key: secret
- RADIUS Source IP: 192.168.0.99
- RADIUS Dictionary: Cisco
- POD Server:

The third screenshot shows the 'Node Management' page with the newly added 'Cisco-gw' node highlighted in green in the table below.

Name	Node ID	IP	Manufacturer	Type	RADIUS Client	Delete
Demo Cisco	12.12.23.23	12.12.23.23	Cisco	VOIP-GW		
Huawei - 192.168.0.48	192.168.0.48	192.168.0.48	Huawei	ASN	<input checked="" type="checkbox"/>	
PortaSIP - 193.28.87.41	193.28.87.41	193.28.87.41	PortaOne	PortaSIP	<input checked="" type="checkbox"/>	
PortaSIP - 193.28.87.48	193.28.87.48	193.28.87.48	PortaOne	PortaSIP	<input checked="" type="checkbox"/>	
Cisco-gw	cisco-gw.mydomain.com	193.168.0.99	Cisco	VOIP-GW	<input checked="" type="checkbox"/>	

1. In the **Networking** section of the Admin-Index page, choose **Nodes**.
2. In the Node management window, click the **Add** icon.
3. Fill in the New Node form:
 - o **Node Name** – A short descriptive name for this node (will be used in the select menus).
 - o **Manufacturer** - Select **Cisco** or **Quintum**.
 - o **Type** – VoIP node type; select **VOIP-GW**.

- **Node ID** – h323-id (recommended hostname.domainname).
 - **NAS-IP-Address** – IP address of the gateway.
 - **Auth. Translation rule** – Leave this empty for now; see the **Translation Rules** section of the **PortaBilling Administrator Guide**.
 - **RTP proxying** – Leave the default selection (Optimal); for more details regarding NAT traversal, see the **PortaSIP Administrator Guide**.
 - **Radius Client** – Make sure this check-box is enabled, since the gateway (node) must be able to communicate with PortaBilling via RADIUS in order to validate the prepaid card PIN.
 - **Radius Key** – Enter the RADIUS secret key you have specified in the configuration of the gateway.
 - **Radius Source IP** – See the **Node ID, NAS IP address, and Radius source IP** section of the **PortaBilling Administrator Guide**. Unless your gateway has multiple network interfaces, the value here should be the same as the NAS-IP-Address.
 - **POD Server** – This checkbox relates to ISP billing; leave it unchecked for now.
4. Click **Save&Close**.
 5. Repeat steps 2-4 until all of your nodes have been entered.

Create a Product

The image shows three sequential screenshots of the PortaBilling web interface:

- Product Management:** The top navigation bar includes 'Product Management', 'America/Vancouver', 'demoroot', and 'Help'. Below the navigation bar are 'Add' and 'Close' buttons. A search bar is visible with 'Managed By' set to 'ANY' and a 'Search' button. A table header shows columns for 'Name', 'Currency', 'Managed By', 'Description', and 'Delete'.
- Add Product:** The 'Add Product' form is shown. Fields include 'Product Name' (Prepaid Cards), 'Currency' (USD - US Dollar), and 'Managed By' (Administrator only). There are tabs for 'General Info' and 'Maintenance Fee'. Other fields include 'Breakage' (0.1), 'Overdraft Protection' (Debit accounts only), 'Account Default ACL' (Access Level new), 'Default Discount Plan' (None), 'Info URL' (http://mydomain.com/prepaid), and 'Description' (Prepaid cards).
- Edit Product 'Prepaid Cards':** The 'Edit Product' page for 'Prepaid Cards' is shown. It includes 'Save', 'Save & Close', 'Close', 'Rate Lookup', and 'Clone' buttons. The 'Product Name' is 'Prepaid Cards' and 'Currency' is 'USD'. There are tabs for 'General Info', 'Maintenance', 'Online Signup', 'Services and Rating', 'Subscriptions', 'Service Features', and 'Notepad'. A red message at the bottom states: 'Please define at least one Services and Rating entry'.

1. In the **Rating** section of the Admin-Index page, choose **Products**.
2. On the Product Management page, click the **Add** icon.
3. Fill in the “Add product” form. Please refer to the *Create a Product* section above for a detailed description of the available parameters.

Enter Node and Tariff in the Product's Rating List

Edit Product 'Prepaid Cards'

Product Name: Prepaid Cards Currency: USD
 Managed By: Administrator only

General Info | Maintenance | Online Signup | **Services and Rating** | Subscriptions | Service Features | Notepad

Please define at least one Services and Rating entry

Add Services and Rating to Product 'Prepaid Cards'

Product Name: Prepaid Cards Product Currency: USD
 Service: Voice Calls

General | **Overdraft Protection**

Node: Cisco-gw Access Code:
 Tariff: Prepaid Cards Info Digits: ANY

Add Services and Rating to Product 'Prepaid Cards'

Product Name: Prepaid Cards Product Currency: USD
 Service: Voice Calls

General | **Overdraft Protection**

Check Minimum Funds: Do not check
 Min. Session Deposit: 0.00000 USD
 Max. Session Deposit: USD
 Max. Authorization Chunk: USD
 Overuse Notification:

Edit Product 'Prepaid Cards'

Product Name: Prepaid Cards Currency: USD
 Managed By: Administrator only


General Info | Maintenance | Online Signup | **Services and Rating** | Subscriptions | Service Features | Notepad

Voice Calls

Edit	Node	Access Code	Info Digits	Routing Rating	Delete
<input type="checkbox"/>	Cisco-gw	Any code	ANY	ANY — Prepaid Cards	<input type="checkbox"/>

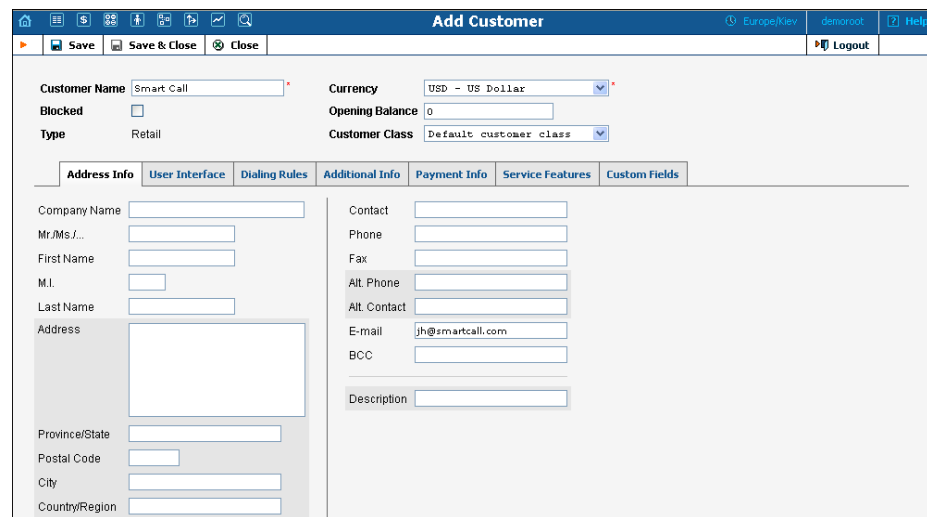
1. When the **Services and Rating** tab is selected, click on the **Add** icon.
2. Choose **Voice Calls** in the **Service** select menu.
3. In the **Node** select menu, select the node where your IVR will be running.
4. You can also use an access number for rating entry in the **Access Code** field. For example, if you have a node with two access numbers, local (1-212-1234567) and toll-free (1-800-12345678), you can set up the product's rating list in such a way that if a customer calls via a toll-free line, he will be billed using a different tariff (one which includes surcharges).

NOTE: The Access Code feature requires modification of Cisco platform application scripts. For more information about this feature, see the System Concepts section of the **PortaBilling Administrator Guide**. The Access Code feature on the Quintum platform requires the ACCESSCODE feature (available in the recent firmware).


5. The **Info Digits** menu allows you to apply different tariffs depending on the type of line from which your customer originates a call. If you are unsure whether your telecom sends such information, leave the default value ANY.
6. In the **Tariff** menu, select the tariff that will be applied to your prepaid calling card customers.
7. Configure overdraft protection for this product on the **Overdraft Protection** tab. (Please consult the *Rating* section in the **PortaBilling Web Reference Guide** for a description of the parameters available here.)
8. Click  **Save&Close** to save this rating entry.

Create a Customer

A customer is an owner of accounts. The customer's contact information is used to distribute account usage information, call statistics, invoices, and so on. Even if your company owns and distributes all of its prepaid cards, you will need at least one customer object to maintain all of the prepaid card accounts organized in one location.



In the **Participants** section of Admin-Index, choose **Customers**.

1. On the Customer Management page, click  **Add Customer** (In this example, we assume that you are creating the customer manually, so choose **Manually** from the drop-down menu (do not use any of the Quick Form options)). Normally, most of your customers would be retail customers.

2. Fill in the **New Customer** form. Please refer to the *Create a Customer* section above for a detailed description of the available parameters.
3. Click **Save&Close**.

Generate Accounts



NOTE: Before generating accounts for a production system, read the section “Provisioning Prepaid Accounts”.

1. Go to the **Customers** screen (the screen which contains a list of customers). It should resemble the screenshot below:

The screenshot shows the 'Customer Management' interface. At the top, there are navigation icons, a title bar 'Customer Management', and user information 'America/Vancouver', 'demoroot', and 'Help'. Below the title bar are buttons for 'Add' and 'Close'. The main area contains a search section with 'Type' (Direct Customers), 'Representative' (ANY), and a 'Search' button. Below this is a table with columns: xDR#, Name, Accounts, Currency, Credit Limit, Balance, E-mail, Status, and Delete. The table lists four customers: Asgard Telecom, EasyCall Ltd., Smart Call, and SIP Subscribers, all with a balance of 0.00000 and a status of 'X'.

The screenshot shows the 'Accounts of Retail Customer 'Smart Call'' interface. It has a title bar with 'Accounts of Retail Customer 'Smart Call'', user information, and 'Logout' and 'Log' buttons. Below the title bar are buttons for 'Add', 'Account Generator', and 'Close'. The main area contains a search section with 'Account ID', 'Batch' (ANY), 'Ctrl #', 'SIP Status' (ANY), and a 'Show Accounts' button.

The screenshot shows the 'Account Generator for Retail Customer 'Smart Call'' interface. It has a title bar with 'Account Generator for Retail Customer 'Smart Call'', user information, and 'Logout' and 'Log' buttons. Below the title bar are buttons for 'Generate' and 'Close'. The main area contains a form with the following fields: 'Number of accounts' (100), 'Product' (USD - Prepaid Cards), 'Blocked' (checkbox), and 'Opening Balance' (10). Below these are tabs for 'Account Info', 'User Interface', 'Additional Info', 'Life Cycle', and 'Service Features'. Under 'Account Info', there are radio buttons for 'Type' (Debit, Credit, Voucher), a checkbox for 'Inactive', and radio buttons for 'Generation method' (Random, Sequential, DID Inventory). Below these are input fields for 'ID Prefix' (102) and 'ID Length' (11). Under 'Service Features', there are radio buttons for 'Service Password' (Empty, Auto Generated, Auto Generated Digits Only). At the bottom, there is a 'Batch' field (Cards2010) and a 'New batch' dropdown.

2. Next to the customer name, click on the Account  or  icon (the one in the **Accounts** column), which will take you to the account management for that customer.
3. Click on the **Account generator**.
4. Fill in the “Account generator” form (please refer to the *Generate Accounts* section above for a detailed description of the available parameters).
5. Click **Generate**; a confirmation screen will indicate that your information has been accepted.
6. Click **Close** to return to the account administration page.

Test Everything Together

1. Start Radius debug on GW.
2. Make sure the PortaBilling® radius server is running.
3. Try to make a call and use one of the accounts.
4. Browse information using **BE Log Viewer**.

Example of a normal debug session:

Jun 05 18:04:54: Processing request (BE ver1.245.2.4,pid85499):

There is a copy of all the incoming attributes in the log.

```
NAS-IP-Address      = '193.28.87.3'
NAS-Port-Name      = 'ISDN 2:D:23'
NAS-Port-Type      = 'Async'
User-Name          = '59153211058'
```

The User-Name attribute contains the PIN number entered by the user.

```
Calling-Station-Id = '14257891107'
Service-Type       = 'Login-User'
h323-conf-id       = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
```

h323-conf-id is the unique ID for every call.

```
Password          = ''
h323-ivr-out       = 'PortaBilling_Original_CLD:4041234567'
```

This is a special PortaBilling attribute which reports the original access number on the gateway used by the customer to access the IVR.

```
h323-ivr-out       = 'transactionID:361'
NAS-Port           = '0'
```

This is an **authentication** request (also called **first authentication**), since there is no **Called-Station-ID** attribute. The purpose is to verify that such an account really exists in the database, and to return account attributes such as account balance.

```
Jun 05 18:04:54: h323-conf-id=465F5B2B F42F11DA 8274BDD0 75CFFB2D/4, call-id=
Jun 05 18:04:54: Found a call in cache with such id
Jun 05 18:04:54: PrepareNexecute 'AccountAuth'
Jun 05 18:04:54: Found Account: 59153211058[96,debit,balance=10.00000] of
customer SmartCall SRL [20,balance=0.00000,limit=none]
```

The line above confirms that such an account has indeed been found in the database.

```
Jun 05 18:04:54: Account 59153211058 is not logged in yet
Jun 05 18:04:54: Account has an empty password, skip the password check
Jun 05 18:04:54: Attempt to charge account with a login fee
Jun 05 18:04:54: Logging in account '59153211058'(96) to '465F5B2B F42F11DA
8274BDD0 75CFFB2D'
Jun 05 18:04:54: Account '59153211058' logged in, setting call lifetime to 1800
sec
```

Since this is a **debit** account, the session is locked and the call lifetime is increased to prevent multiple login attempts.

```
Jun 05 18:04:54: Updating account usage of '59153211058' with 'Mon Jun  5
18:04:54 2006'
```

The first use date for the account is updated.

```
Jun 05 18:04:54: PrepareNexecute 'UpdateAccountUsage'
Jun 05 18:04:54: Authentication acknowledge response
```

Here is an overview of all the information sent back to the gateway:

```
h323-credit-amount = 10.00
h323-billing-model  = 1
h323-ivr-in         = Tariff:SmartCall Prepaid
h323-ivr-in         = PortaBilling_AccountBalance:10.00000
h323-ivr-in         = PortaBilling_ProductBreakage:0.10000
h323-ivr-in         = available-funds:10.00
h323-return-code    = 0
h323-currency       = USD
h323-preferred-lang = en
Jun 05 18:04:54: ...Done.
```

This completes processing for the request.

```

Jun 05 18:06:13: Processing request (BE ver1.245.2.4,pid85499):
NAS-IP-Address      = '193.28.87.3'
User-Name           = '59153211058'
Called-Station-Id   = '16046282508'
Called-Station-Id contains the destination number dialed by the user.
Calling-Station-Id  = '14257891107'
Service-Type        = 'Login-User'
h323-conf-id        = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
Password            = ''
h323-ivr-out        = 'PortaBilling_Seed:10649791024'
h323-ivr-out        = 'PortaBilling_Original_CLD:4041234567'
h323-ivr-out        = 'transactionID:362'

```

Since **Called-Station-ID** is present, this is an **authorization** (or **second authentication**) request. The purpose is to determine whether the account is allowed to call this phone number and what the maximum allowed call duration is.

```

Jun 05 18:06:13: h323-conf-id=465F5B2B F42F11DA 8274BDD0 75CFFB2D/4, call-id=
Jun 05 18:06:13: Found a call in cache with such id
Jun 05 18:06:13: Copied account: 59153211058[96,debit,balance=10.00000] of
customer SmartCall SRL [20,balance=0.00000,limit=none] from '193.28.87.3' into
the current request

```

Thanks to the **PortaBilling** call cache, you do not need to look up the account in the database once again.

```

Jun 05 18:06:13: Checking if this call comes through a VoIP from vendor
connection
Jun 05 18:06:13: No VoIP from vendor connections were found
Jun 05 18:06:13: Account 59153211058 is already logged in, same session
Jun 05 18:06:13: Account has an empty password, skip the password check
Jun 05 18:06:13: Applying override translation rule on CLD ...
Jun 05 18:06:13: Translation 's/^\*3164\*//' applied: '16046282508' unchanged

```

Internal PortaBilling number translation.

```

Jun 05 19:34:28: Applying customer dialing translation rule on CLD ...
Jun 05 19:34:28: Translation 'local_to_e164($_,{cc=>'420',ip=>'00'})|#% cc=420
ip=00' applied: '0016046282508' -> '16046282508'

```

The customer's translation rule is now applied, i.e. the number is converted from the format the customer dialed (with 00) into E.164 format.

```

Jun 05 18:06:13: Setting up a new charge with tariff 'SmartCall Prepaid' ...
Jun 05 18:06:13: Checked 2006-06-06 03:06:13 Europe/Prague against 'hr{21-7}
wd{mo-fr }, wd{sa su }': 1
Jun 05 18:06:13: Start of call is peak level 1

```

Off-peak period check: yes, off-peak rates will be applied to this call.

```

Jun 05 18:06:13: PrepareNexecute 'GetPricePerDestination*'
Jun 05 18:06:13: Compute maximum call duration for leg Account 59153211058 to
destination with funds 10.00000 (account funds 10.00000)

```

Based on the account's current balance, the maximum call duration is calculated.

```

Jun 05 18:06:13: Maximum call duration: 9840 announced as 12000
(!+0.1+164x60x0.05+0*20%) by rate 93 using 10649831771 as seed

```

Because the rate uses tricky options, the announced call duration is different from the real call duration.

```

Jun 05 18:06:13: Limited call duration for Debit account - enhance call
lifetime with 9900s to Mon Jun 5 20:51:13 2006
Jun 05 18:06:13: Enhance lifetime with 1800s to Mon Jun 5 20:51:13 2006
Jun 05 18:06:13: Authentication acknowledge response

```

```

h323-billing-model      = 1
h323-ivr-in             = Tariff:SmartCall Prepaid
h323-ivr-in             = PortaBilling_CLID:14257891107
h323-ivr-in             = PortaBilling_CompleteNumber:16046282508
h323-ivr-in             = DURATION:9840
h323-return-code       = 0
h323-currency           = USD
h323-credit-time       = 12000
h323-preferred-lang    = en
Jun 05 18:06:13: ...Done.

```

This completes processing for the request.

```

Jun 05 18:09:03: Processing request (BE ver1.245.2.4,pid85499):
NAS-IP-Address      = '193.28.87.3'
NAS-Port-Name       = 'ISDN 2:D:23'
NAS-Port-Type       = 'Async'
User-Name           = '59153211058'
Called-Station-Id   = '16046282508'
Calling-Station-Id  = '14257891107'
Acct-Status-Type    = 'Stop'
Service-Type        = 'Login-User'
h323-gw-id          = 'begemot.'
h323-call-origin    = 'answer'
h323-call-type      = 'Telephony'

```

Call origin and call type define which call leg you are receiving information about.

```

h323-setup-time     = '04:04:44.226 EEST Tue Jun 6 2006'
h323-connect-time   = '04:04:44.238 EEST Tue Jun 6 2006'
h323-disconnect-time = '04:09:03.223 EEST Tue Jun 6 2006'

```

The three attributes above define call initiation, call connect and call disconnect time, respectively.

```
h323-disconnect-cause = '10'
```

This call was disconnected normally (the user hung up).

```

h323-voice-quality   = '0'
h323-conf-id         = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
Acct-Session-Id     = '0000063E'
Acct-Input-Octets    = '129836'
Acct-Output-Octets   = '272020'
Acct-Input-Packets   = '7387'
Acct-Output-Packets  = '8398'
Acct-Session-Time    = '259'
Acct-Delay-Time      = '0'
h323-incoming-conf-id = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
subscriber           = 'RegularLine'
gw-rxd-cdn           = 'ton:0,npi:0,#:4041234567'
calling-party-category = '9'
transmission-medium-req = '0'
h323-ivr-out         = 'PortaBilling_Session:unlock'
h323-ivr-out         = 'Tariff:Unknown'
release-source       = '4'
gw-rxd-cgn           = 'ton:0,npi:0,pi:1,si:0,#:14257891107'
gw-collected-cdn    = '16046282508T'
charged-units        = '0'
disconnect-text      = 'normal call clearing (16)'
peer-address         = '14257891107'
info-type            = 'speech'
peer-id              = '710'
peer-if-index        = '218'
logical-if-index     = '126'
acom-level           = '20'
coder-type-rate      = 'g729br8'
noise-level          = '4294967237'
voice-tx-duration    = '136050 ms'
tx-duration          = '154970 ms'
Acct-Authentic       = 'RADIUS'
NAS-Port             = '0'
Exec-Program-Log     = 'porta-billing.pl'
Jun 05 18:09:03: h323-conf-id=465F5B2B F42F11DA 8274BDD0 75CFFB2D/4, call-id=
Jun 05 18:09:03: Found a call in cache with such id
Jun 05 18:09:03: Copying access CLD '4041234567' into request's
PortaBilling_Original_CLD attribute
Jun 05 18:09:03: Copied account: 59153211058[96,debit,balance=9.7] of customer
SmartCall SRL [20,balance=0.00000,limit=none] from '193.28.87.3' into the
current request
Jun 05 18:09:03: PrepareNexecute 'GetActiveLegIdByAcct'
Jun 05 18:09:03: PrepareNexecute 'DeleteActiveLeg'
Jun 05 18:09:03: Force unlock requested by NAS

```

Jun 05 18:09:03: Scheduling 59153211058 for logout, call lifetime reduced to 15
For the answer / telephony call leg, the account (debit card) session is unlocked, since the customer hung up the incoming session; thus there will be no more outgoing calls.

Jun 05 18:09:03: Set lifetime with 15s to Mon Jun 5 18:09:18 2006

Jun 05 18:09:03: Looking up vendor/connection

Jun 05 18:09:03: Trying to match connection for call

Jun 05 18:09:03: Looking for a connection Telephony/answer

Checking for a PSTN from Vendor connection.

Jun 05 18:09:03: Telephony, matching by the node IP '193.28.87.3', port 'ISDN 2:D:23' and CLD '4041234567'

Jun 05 18:09:03: Unknown node IP or no telephony connections for this node

Jun 05 18:09:03: Connection to vendor not found

Jun 05 18:09:03: No connection from vendor

Jun 05 18:09:03: Accounting response

Jun 05 18:09:03: ...Done.

This completes processing for the request.

```
Jun 05 18:09:03: Processing request (BE ver1.245.2.4,pid85499):
NAS-IP-Address      = '193.28.87.3'
User-Name           = '59153211058'
Called-Station-Id   = '16046282508'
Calling-Station-Id  = '14257891107'
Acct-Status-Type    = 'Stop'
Service-Type        = 'Login-User'
h323-gw-id          = 'begemot.'
h323-call-origin    = 'originate'
h323-call-type       = 'VoIP'
h323-setup-time     = '04:06:19.533 EEST Tue Jun 6 2006'
h323-connect-time   = '04:06:24.481 EEST Tue Jun 6 2006'
h323-disconnect-time = '04:09:03.211 EEST Tue Jun 6 2006'
h323-disconnect-cause = '10'
h323-voice-quality  = '16'
h323-conf-id        = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
call-id             = '7F2FD63F-F42F11DA-8277BDD0-
75CFFB2D@193.28.87.3'
Acct-Session-Id     = '00000640'
Acct-Input-Octets   = '158500'
Acct-Output-Octets  = '129836'
Acct-Input-Packets  = '7925'
Acct-Output-Packets = '7387'
Acct-Session-Time   = '159'
Acct-Delay-Time     = '0'
h323-incoming-conf-id = '465F5B2B F42F11DA 8274BDD0 75CFFB2D'
subscriber          = 'RegularLine'
session-protocol    = 'sipv2'
gw-rxd-cdn          = 'ton:0,npi:0,#:444444444'
h323-ivr-out        = 'PortaBilling_Original_CLD:444444444'
h323-ivr-out        = 'PortaBilling_Seed:10649791024'
h323-ivr-out        = 'PortaBilling_Session:unlock'
h323-remote-address = '70.68.128.186'
release-source      = '4'
remote-media-address = '70.68.128.186'
gw-rxd-cgn          = 'ton:0,npi:0,pi:1,si:0,#:14257891107'
gw-collected-cdn   = '16046282508T'
gw-final-xlated-cdn = 'ton:0,npi:0,#:16046282508'
gw-final-xlated-cgn = 'ton:0,npi:0,pi:1,si:0,#:14257891107'
charged-units       = '0'
disconnect-text     = 'normal call clearing (16)'
peer-address        = '16046282508'
info-type           = 'speech'
peer-id             = '910'
peer-if-index       = '225'
logical-if-index    = '0'
```

```

codec-bytes = '20'
coder-type-rate = 'g729br8'
ontime-rv-playout = '154850'
remote-udp-port = '5060'
remote-media-udp-port = '35422'
vad-enable = 'disable'
receive-delay = '57 ms'
round-trip-delay = '364 ms'
hiwater-playout-delay = '97 ms'
lowater-playout-delay = '57 ms'
gapfill-with-interpolation = '0 ms'
gapfill-with-prediction = '610 ms'
gapfill-with-redundancy = '0 ms'
gapfill-with-silence = '20 ms'
early-packets = '14'
late-packets = '23'
lost-packets = '2'
Acct-Authentic = 'RADIUS'
Exec-Program-Log = 'porta-billing.pl'
Jun 05 18:09:03: h323-conf-id=465F5B2B F42F11DA 8274BDD0 75CFFB2D/4, call-
id=7F2FD63F-F42F11DA-8277BDD0-75CFFB2D@193.28.87.3/4
Jun 05 18:09:03: Found a call in cache with such id
Jun 05 18:09:03: Copied account: 59153211058[96,debit,balance=10.00000] of
customer SmartCall SRL [20,balance=0.00000,limit=none] from '193.28.87.3' into
the current request
Jun 05 18:09:03: PrepareNexecute 'GetActiveLegIdByAcct'
Jun 05 18:09:03: PrepareNexecute 'DeleteActiveLeg'
Jun 05 18:09:03: Force unlock requested by NAS
Jun 05 18:09:03: Scheduling 59153211058 for logout, call lifetime reduced to 15
Jun 05 18:09:03: Logging out account '59153211058'(96) from '465F5B2B F42F11DA
8274BDD0 75CFFB2D'
Jun 05 18:09:03: Set lifetime with 15s to Mon Jun 5 18:09:18 2006
Jun 05 18:09:03: Looking up vendor/connection
Jun 05 18:09:03: Trying to match connection for call
Jun 05 18:09:03: Looking for a connection VoIP/originate
Jun 05 18:09:03: Outgoing VoIP, matching by the remote IP address
'70.68.128.186' (env 4)
Jun 05 18:09:03: Found connection 3 'X-Telecom Termination' to vendor 'X-
Telecom'
Connection found, so the call should be billed.
Jun 05 18:09:03: Found vendor/connection
Jun 05 18:09:03: Charging call ...
Jun 05 18:09:03: Checked 2006-06-06 03:06:24 Europe/Prague against 'hr{21-7}
wd{mo-fr }, wd{sa su }': 1
Jun 05 18:09:03: Start of call is peak level 1
Jun 05 18:09:03: End of call is peak level 1
Verifying whether peak or off-peak rate should be applied.
Jun 05 18:09:03: Can reuse the already initialized charge.
Jun 05 18:09:03: Calculating account's charge by tariff 'SmartCall Prepaid'
Jun 05 18:09:03: Call to '16046282508' with duration 159 seconds will be
charged for 180 seconds and cost is 0.3 (0.1+3x60x0.05+20%) by rate 93 using
10649831771 as seed
The account charge is calculated; note that, in addition to normal per-minute charges, a connection fee and
a post-call surcharge have been applied.
Jun 05 18:09:03: Setting up a new charge with tariff 'Termination to X-Telecom'
...
Jun 05 18:09:03: Using peak rate, since no off-peak is defined
Jun 05 18:09:03: PrepareNexecute 'GetPricePerDestination*'
Jun 05 18:09:03: Calculating vendor's charge by tariff 'Termination to X-
Telecom'
Now your termination costs to the vendor are calculated.

```

```

Jun 05 18:09:03: Call to '16046282508' with duration 159 seconds will be
charged for 162 seconds and cost is 0.064 (1x30x0.02+22x6x0.02) by rate 92
using 10649831771 as seed
Jun 05 18:09:03: Charging account for the call
Jun 05 18:09:03: Inserting CDR
Jun 05 18:09:03: PrepareNexecute 'InsertAccountCDR'
Jun 05 18:09:03: Charging debit account 59153211058 0.3
Jun 05 18:09:03: PrepareNexecute 'UpdateDebitAccountBalance'
The CDR is inserted and the account's balance is modified.
Jun 05 18:09:03: Debit account of retail customer, bill only the account
Since this is a debit account, the customer's balance is not affected.
Jun 05 18:09:03: Charging vendor for the call
Jun 05 18:09:03: Charging vendor 3 'X-Telecom' 0.064
Jun 05 18:09:03: Inserting CDR
Jun 05 18:09:03: PrepareNexecute 'InsertVendorCDR'
Jun 05 18:09:03: PrepareNexecute 'UpdateVendorBalance'
The CDR is inserted and the vendor's balance is modified.
Jun 05 18:09:03: Accounting response
Jun 05 18:09:03: ...Done.
    
```

Verify Call History for Account

To view the xDR of an account, go to Customers, select the Customer owning the accounts, and click on the Accounts icon; or, alternatively, select **Account Info** in the Help Desk section of the Admin-Index page.

Accounts of Retail Customer 'Smart Call'											
										Advanced search	
Account ID	Batch	Ctrl #	SIP Status								
	AMY		AMY								
xDRs	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
	10202279730		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10202794994		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10203154739		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10203594729		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10215192128		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10215462582		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10219724758		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10226868889		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10227980712		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10242745274		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10254223669		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10257227445		USD	10.00000		Debit	Prepaid Cards	Cards2010			
	10257826881		USD	10.00000		Debit	Prepaid Cards	Cards2010			



You can also go to the account self-care page (accessible via the **Accounts** menu item in the **Home** popup menu). The only difference is that account's owner does not have the option of seeing incomplete (failed) calls when using the self-care pages.

Login with the account's web access login and password. After that you will be able to see the account's dashboard interface with functional drop-down menus upper left. On the **Statistics** menu, click **xDR Browser**.

The screenshots show the following steps:

- Account Login:** A form with fields for Login (10202279730) and Password (*****), and a Login button.
- Account self-care:** A page with a navigation menu including 'xDR Browser'. A table shows account details:

Account ID	Balance	Status
10202279730	10.00 USD	
- Your xDR History:** A page with filters for From Date (2011-01-19), To Date (Now), and Service (All). A Show xDRs button is visible.
- Your xDR History (Detailed):** A page showing account details and a summary table:

Account	10202279730	Credits/Refunds	0.00000 USD
From	2011-01-19 09:29:40	Payments	0.00000 USD
To	2011-01-20 09:30:55	Subscriptions Charged	0.00000 USD
Charged by	'Prepaid Cards' product	Services Charged	0.00000 USD
Type	Debit	Total	0.00000 USD
Total Sessions	0		
Total Transactions	0		

 Below the table is a 'Show Totals By Services' link and the text 'No xDRs found.'

Choose the date range for which you want to see a list of calls, and click **Show xDRs**. In the results table you will see call charges and other fees, such as maintenance fees or refunds (if any). The report can be also downloaded by clicking the **Download** icon.

Check Call History

If you want to see a list of all calls going through the system, or perhaps only those for a particular destination, use the **Trace Session**.

The screenshot shows the 'Trace Session' window with search filters and a table of voice calls. The search filters include:

- H323-conf id: (empty)
- Rate Pattern: %
- Service: Any service
- From: 2010-07-15
- To: 2010-08-15
- Time Zone: Server Time Zone (UTC)

The 'Voice Calls' table has the following columns: View, Error Report, CLID(ani), CLID(dnis), Country, Description, Connect Time, Disconnect Time, Duration, min:sec, Amount, Account/Alias, Customer, Vendor, and Disconnect Reason. The table contains 20 rows of call data with various statuses like 'Normal call clearing', 'Normal call clearing', 'Normal, unspecified', and 'Destination out of order'.

- In the **Helpdesk** section of Admin-Index, choose **Trace Session**.
- Fill in the check phone number form:
 - **h323-conf-id** – If you need to trace a specific call, enter the h323-conf-id here; otherwise leave this empty.
 - **Rate Pattern** – The phone number you are looking for or a destination pattern (first digits and a percent sign, for example **420%**).
 - **From, To Date** – The date range.
- Click **Search Sessions**.

The advantage of this method is that you can see all call attempts, including unsuccessful calls, with disconnect reasons displayed. Also, you can see the billing history for a call.

For the administrator’s convenience, account xDRs can be also reached from the Account Management window by clicking the **xDRs** icon for an account.

Common Symptoms / Problems

Common Symptom / Problem	Description / Solution
Radius debug on GW shows requests, but PortaBilling® Radius debug does not.	There are several reasons why communication may be unsuccessful: <ol style="list-style-type: none"> 1. Wrong radius server IP configuration in GW. Verify and correct. 2. Wrong radius port(s) configuration in GW. Verify and correct. 3. IP network problems. Verify that your network is configured correctly, including cables and firewalls.
PortaBilling® Radius debug shows requests arriving but says “request from unknown client”.	Verify and correct Node IP address in PortaBilling®. Consider any propagation delay, which may require 15 minutes.
Arriving PortaBilling® Radius debug showing requests displays a “failed to decrypt” message.	Verify if PortaBilling® Node Radius key configuration is the same as GW radius key (shared secret).
PortaBilling® replies with authentication reject.	Verify product rating list and account status.
Debug session looks normal but GW hangs up (or says nothing) after receiving authentication confirmation.	The most common reason for this is the lack of a particular prompt on IVR prompt servers. This situation may occur only for specific monetary or time values.
Account balance not decreased after successful call, and call does not appear in call history.	Verify that the GW is transmitting stop accounting records. Set <code>accountingtype 2</code> for Quintum or <code>gw-accounting h323 vsa</code> for Cisco.

Advanced Prepaid Service with Roaming

Deploying prepaid card products with roaming is easy with PortaBilling®. Just install additional gateways in different geographical locations and enter the corresponding nodes in PortaBilling®. Then create tariffs which reflect your service charges for different geographical locations, and extend the product rating list using new nodes and tariffs.

Provisioning Prepaid Accounts

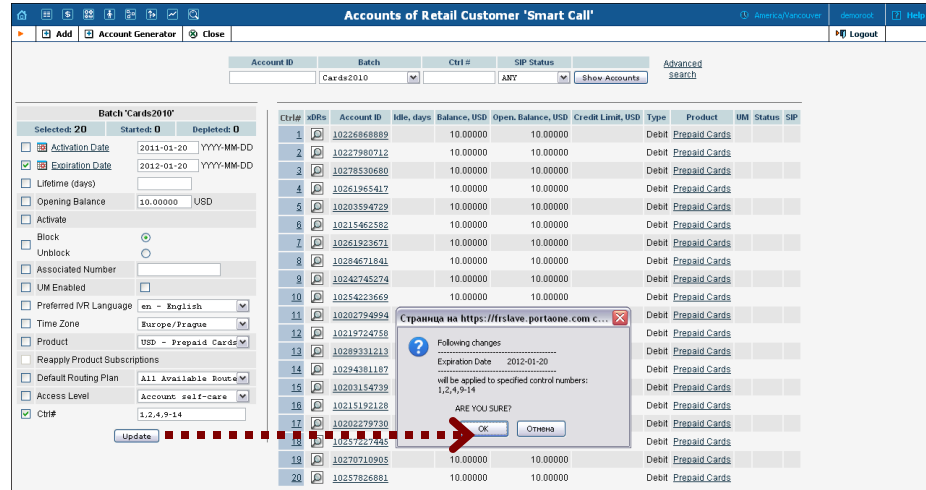
PortaBilling® account management is based on batches and control numbers. A batch is a named set of accounts. By giving descriptive names to batches you can keep your accounts well organized. (Examples of batch names: “FLEX CARD 10\$”, “EASY CALL 5\$”.) Accounts in each batch are automatically numbered by control numbers, starting with one. If you are generating more accounts for an existing batch, PortaBilling® will continue control number assignment from the next available number in the sequence.

Available account management options:

- Single account
- Whole batch
- batch + list of control numbers
- batch + range of control numbers

It’s a good idea to print the batch and control number on the prepaid card and keep a card distribution register, so that later you can block some specific cards in case of fraud, or give extra promotional credit to some customers. You can also distribute all of your cards as blocked, so that the dealer will call your support and request card activation only once the card is sold to a customer. Of course, the dealer should not be able to see the PIN at any time – this is why we need an alternate way of identifying a card, i.e. by batch and control number.

In the **Participants** section of Admin-Index, choose **Customers**, click the View accounts icon next to the customer, and then select the batch name from the select menu. Or, alternatively, you can go to **Account info** in the main menu and choose the customer and batch you want to work with. You should then see a batch operation screen similar to the one below:



1. On the left side of the screen, click the checkbox next to the fields which you would like to update, and enter the new values. If you would like to activate inactive accounts, check the box next to **Activate**.
2. You can update a whole batch, or only update individual accounts, by entering their control number (or control number range) in the **Ctrl#** field.



TIP: If you click on the control number (leftmost column), it will be automatically inserted into the **Ctrl#** field.

3. Let us assume you would like to unblock accounts and add \$5 to their balance. You should then click the checkboxes next to **Opening Balance** and **Block / Unblock**, enter the balance adjustment value, and pick the new account status.
4. Click the **Update** button.
5. Confirm **OK** in the popup window.

NOTE: Balance adjustment will be reflected in call history as a separate line.

3. Callshop Services

Callshop Services

The callshop owner is your reseller. He pays you for all outgoing calls, and wants to keep track of calls made by individual accounts (phone booths) so that he can charge his customers. The only difficulty here is that many different customers will use the same phone booth (account) during the day, and each of them must receive his own bill.

The screenshot shows the 'Add Reseller' form in a web application. The 'Customer Name' is 'Call shops'. Under the 'Additional Info' tab, the 'Callshop Enabled' checkbox is checked. A red arrow points to this checkbox. Other fields include 'Currency' (USD - US Dollar), 'Opening Balance' (0), and 'Customer Class' (Call shops).

First of all, make sure that the callshop functionality is enabled for this reseller (**Callshop enabled** checkbox on the **Additional Info** tab in customer info). After that, the administrator or reseller himself can turn on / off callshop functionality for specific subcustomers who represent individual callshops.

The screenshot shows the 'Add Subcustomer For "Call shops"' form. The 'Customer Name' is 'Callshop 1'. Under the 'Additional Info' tab, the 'Callshop Enabled' checkbox is checked. A red arrow points to this checkbox. Other fields include 'Currency' (USD - US Dollar), 'Opening Balance' (0), and 'Customer Class' (Call shops).

Thus the callshop owner will create an account for each of the phone booths. When a customer enters the booth, the callshop operator will activate the timer (this also unblocks the account).

The screenshot shows a table titled 'Accounts of Retail Customer Callshop 1'. The table has columns for xDRs, Timer, Receipt, Account ID, Idle, days, Currency, Balance, Credit Limit, Type, Product, Batch, UM, Status, and SIP. Two rows are visible, both with a 'Credit' type and 'Callshop' product. A red arrow points to the first row.

xDRs	Timer	Receipt	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
			198337523	0	USD	0.00000		Credit	Callshop				
			190337524	0	USD	0.00000		Credit	Callshop				

Account ID	Batch	Ctrl #	SIP Status	
	AMY		AMY	Show Accounts

xDRs	Timer	Receipt	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
			190337523	0	USD	0.00000		Credit	Callshop				
			190337524	0	USD	0.00000		Credit	Callshop				

After the customer exits the booth, the callshop operator stops the timer for that booth. This blocks the account so that no one can use the booth unnoticed while the operator is dealing with the previous customer's payment.

xDRs	Timer	Receipt	Account ID	Idle, days	Currency	Balance	Credit Limit	Type	Product	Batch	UM	Status	SIP
			190337523	0	USD	0.00000		Credit	Callshop				
			190337524	0	USD	0.00000		Credit	Callshop				

From	To	Country	Date/Time	Charged time	Amount, USD
190337524	190337523		2011-09-02 16:02:20	4:24	0.66000
	Start Timer		2011-09-02 15:58:06	0:00	0.00000

▶ Total Charged Time, min:sec 4:24 Total Charged 0.66 USD



Finally, by simply clicking the Receipt button, the operator can obtain a receipt containing a list of all the calls made by the customer and the total amount charged. This receipt can also be easily printed. If a reseller (callshop owner) has several callshop operators, it is not advisable to give each one of them access to the reseller's self-care interface. Instead, each should be created as a CC Staff account, and should use the CC Staff interface to activate timers and so on.

4 . Appendices

APPENDIX A. Prepaid Billing Features

Tricky vs. honest charges

Should surcharges affect the time announced to the user? For example, if an account has a \$10 balance, and the price per minute is 0.10 but there is a 0.20 connection fee (or 5% post-call surcharge), should the customer hear: “You have 100 minutes”? Should he be allowed call for 100 minutes, or less? PortaBilling® allows calculation of two call durations during call authorization:

- The call duration to be announced to the customer (`h323-credit-time`). This is a default parameter, and historically has been used to limit the maximum call duration as well.
- The actual call duration (when the call should be disconnected – `h323-ivr-in DURATION`).

So the difference between the “honest” and “tricky” charge is that the former affects both values for call duration, while the latter only affects the “actual” call duration. So, in our example above (\$10 balance, rate 0.10/min):

- if the fixed charge 0.20 is honest, then the customer will hear “You have 98 minutes”, and will be disconnected after 98 minutes.
- if the fixed charge 0.20 is tricky, then the customer will hear “You have 100 minutes”, but will still be disconnected after 98 minutes.



You are free to use either honest or tricky charges, depending on how your business model is set up. Please note that it is your responsibility to make a proper disclaimer to customers when using tricky charges.

NOTE: In order to implement this functionality, your gateway / IVR should be able to work with two call duration values. This feature is available in recent releases of the Quintum firmware. For the Cisco platform, you will have to use the PortaOne prepaid IVR TCL script.

Random charges

When using the tricky charges described above, one problem is that customers may still discover that they are being charged over and above the per-minute rate by comparing the amount deducted from their account to the estimated charges. PortaBilling® allows you to make this detection much more difficult, by applying special charges only randomly. As a result, special charges will apply not to all calls, but rather only to some of them, which makes it virtually impossible to “reverse-engineer” your system of charges.

In creating a rating formula, you may assign a probability to each surcharge (fixed or relative). This parameter defines the chance of this surcharge being applied, e.g. a probability of 25% percent means that there is a one in four chance of its being applied when calculating the total charged amount for a call, such that, in the final analysis, this surcharge will, on average, be applied to every fourth call. Another example is the random charges configuration shown below:

Rating Sequence
5 intervals of 60 seconds, 0.10 USD/min
Fixed surcharge: 0.15 USD. Type: Tricky. Probability: 25%
N intervals of 60 seconds, 0.10 USD/min
Relative surcharge: 30%. Type: Tricky. Probability: 20%

Figure 4-1

Since every random charge is evaluated independently, this formula will produce the following result (an average calculated based on a large number of calls):

- in 60% of calls, no surcharges will be applied at all
- in 5% of calls, both the fixed surcharge and relative surcharges will be applied
- in 15% of calls, the post-call surcharge will be applied
- in 20% of calls, the fixed surcharge will be applied

Random disconnects

Since fees such as the connect or disconnect fee are applied once per call, it is obvious that you will earn more profits on many short calls than on a few long ones. Also, you may not wish to allow your customers to make too long calls, as this occupies incoming phone ports on your gateway. So your goal is to disconnect some calls so that customers will have to redial. If the disconnect occurs at a certain moment in time (e.g. the 20th minute of a conversation), it will be very easy for the end-user to notice. Therefore, the disconnect should be made to appear as if it had happened naturally, that is, randomly.

The random disconnect element in the PortaBilling® rating formula allows you to specify a certain probability according to which calls will be disconnected at a random moment of time during a certain period (for instance, between the 10th and 20th minute). The interval during which the disconnect should occur is called dispersion.

Let's take a look at the example below:

Rating Sequence
Fixed surcharge: 0.20 USD. Type: Tricky
10 intervals of 60 seconds, First price USD/min
Call disconnect: Dispersion: 300 sec. Probability: 20 %
30 intervals of 60 seconds, Next price USD/min
Call disconnect: Dispersion: -900 sec. Probability: 100 %
N intervals of 60 seconds, Next price USD/min

Figure 4-2

There are two call disconnect elements. The first one specifies, with a probability of 20%, that the call should be disconnected within 5 minutes (300 seconds) **after** this element is entered into the formula, i.e. the disconnect will happen sometime between the 10th and 15th minute of the call. The second element specifies that the call will **always** be disconnected (100% probability) 15 minutes (900 seconds) **before** this element is entered into the rating formula (i.e. the dispersion parameter is negative); so the disconnect will occur sometime between the 25th and 40th minute of the call. Thus, when this formula is applied in the actual tariff, the result will be that there are no calls longer than 40 minutes, i.e. every call will be cut off at some random instant between the 25th and 40th minute, while some calls will even be disconnected earlier (between the 10th and 15th minute).

Add duration

This feature is similar to the “relative surcharge” discussed earlier, but works in a different way. The main disadvantage of post-call surcharges is that the time charged does not correspond to the officially-quoted price per minute.

For instance, if you are using 30-second rounding, a 0.10/min rate and a 10% post-call surcharge, and the customer makes a call for 4 minutes and 52 seconds, he will be charged $10 \times (30/60) \times 0.10 + 10\% = 0.55$. However, on the CDR this will be represented as “charged time: 5:00 minutes, charged amount: 0.55” - which might lead to a dispute, since you have quoted the customer a rate of 0.10/min.

The add duration feature allows you to increase the call duration before any other charges are applied, so it will look as if the call was actually made for the longer duration. Thus, taking the example above, what will happen if we replace the relative surcharge with an add duration of 10%? First of all, the call duration will increase by 10%, becoming 5:21. Then this call will be rated using 30-second intervals, i.e. it will be rated $11 \times (30/60) \times 0.10 = 0.55$, and the CDR will read: “charged time: 5:30 minutes, charged amount: 0.55” - therefore it will be perfectly in line with your quoted rates.

A flexible add duration ratio is possible, since calls can be split into any number of segments and the duration of each segment increased

according to a different ratio. For instance, the first 5 minutes could be “stretched” by 20%, the following 5 minutes increased by 10%, and the next 10 minutes increased by 5%, with the remaining call duration unchanged. This allows you to avoid the problem of a 20% increase applied to the entire duration of a long call, which is easily noticeable.

Edit	Up/Dn	Interval, sec.	Extend By, %	Delete
		First 300 seconds	20	
		Following 300 seconds	10	
		Following 600 seconds	5	
		Remaining call duration	0	

This produces the following results:

- A call 4 minutes in duration will be charged as $4:00 + 4:00 * 20\% = 4:48$
- A call 6 minutes in duration will be charged as $6:00 + 5:00 * 20\% + 1:00 * 10\% = 6:00 + 1:00 + 0:06 = 7:06$
- A call 12 minutes in duration will be charged as $12:00 + 5:00 * 20\% + 5:00 * 10\% + 2:00 * 5\% = 12:00 + 1:00 + 0:30 + 0:06 = 13:36$
- A call 30 minutes in duration will be charged as $30:00 + 5:00 * 20\% + 5:00 * 10\% + 10:00 * 5\% = 30:00 + 1:00 + 0:30 + 0:30 = 32:00$
- A call 45 minutes in duration will be charged as $45:00 + 5:00 * 20\% + 5:00 * 10\% + 10:00 * 5\% = 45:00 + 1:00 + 0:30 + 0:30 = 47:00$

As you can see, the increase mainly affects short calls (or the initial portion of long calls), but does not increase drastically with the total call duration.

Using “billing tricks”



Please note that you are responsible for finding out which call rating features are allowed in your business and providing your customers with the required disclaimer.

APPENDIX B. PortaOne Calling Card Application Special Features

Here is a list of features not available in Cisco’s standard calling card application (app_debitcard.2.0.2.8 a.tcl), including information on how they can be configured in the PortaOne IVR.

Credit Account Support

PortaOne's IVR application can work with both debit and credit accounts. For credit accounts, the amount of available funds, computed by PortaBilling® as $(\text{credit_limit} - \text{balance})$, is played. So for an account with a credit limit of \$100 and a balance of \$75, the amount of available funds is \$25. If both an account and a customer have been assigned a credit limit, then the available funds for the account and customer will be computed according to this same formula, with the smaller amount returned to the IVR.

ANI Authentication

PortaOne's IVR application can perform authentication using the ANI number of an incoming call leg. If authentication is successful, the IVR does not ask for a PIN, and starts with the balance announcement.

Configuration syntax:

```
call application voice <app-name> ani-authentication <yes|no>
```

Example:

```
call application voice porta ani-authentication yes
```

Normally, if ANI authentication fails the IVR will prompt the user to enter a PIN number. However, this may be disabled so that the script is then used to provide ANI-only service.

Configuration syntax:

```
call application voice <app-name> card-authentication <yes|no>
```

Example:

```
call application voice porta card-authentication no
```

Number Translation and Abbreviated Dialing Expansion

As a part of the authorization process, the IVR application receives a translated destination number from PortaBilling® and then initiates an outgoing call to this number (instead of the one originally dialed by the customer). This permits the following:

- Applying various number translation schemes on the billing side, e.g. the same access number and the same IVR application can be used for customers with different dialing habits. Customer A may dial the phone number as 0114202123456, while customer B dials it as 004202123456. PortaBilling® will apply the respective customer's translation rules and return the normalized number 4202123456. This significantly simplifies configuration of

outgoing dial-peers on your Cisco gateway, since outgoing calls are always in the same format.

- Translating short dialed numbers (e.g. 101) into complete phone numbers according to a list of dialing abbreviations defined for the customer.

Multi-Currency Support

The default Cisco application will always play only one currency, e.g. that associated with the specific language. You can change the TTS module configuration so that “dollars” will be played for English and “crowns” for Czech, but you cannot allow customers with balances in dollars and pounds to access the same gateway and work with the English IVR, as some of them are bound to hear the wrong currency name.

PortaOne’s IVR application, in tandem with PortaOne TTS modules, can dynamically switch the currency announced based on the currency code (h323-currency) for a particular account supplied by the billing. This allows you to use the same access number for products in different currencies.

Configuration syntax:

```
call application voice <app-name> multi-currency <yes|no>  
(the default setting is no)
```

Example:

```
call application voice porta multi-currency yes
```

Balance Announcement Suppression

This allows you to disable announcement of an account’s current balance, and instead proceed to prompt for the destination number.

Configuration syntax:

```
call application voice <app-name> balance-suppression <yes|no>
```

Example:

```
call application voice porta balance-suppression yes
```

Time Announcement Suppression

This allows you to disable announcement of the maximum allowed call duration, and instead just start connecting the call.

Configuration syntax:

```
call application voice <app-name> time-suppression <yes|no>
```

Example:

```
call application voice porta time-suppression yes
```

Last Number Redial

The customer may redial the last number by simply pressing the star key (*) when beginning to enter the destination number.

NOTE: Once you have already entered some digits of the destination number, the star key may be used to reset the current entry and start entering the phone number from the beginning.

Configuration syntax:

```
call application voice <app-name> redial-enable <yes|no>
```

Example:

```
call application voice porta redial-enable yes
```

Disallow Calls When Balance Is Too Low

If an account's current balance is lower than the breakage threshold specified in the product configuration, the IVR may disable outgoing calls. There are two ways to block outgoing calls:

- Play an announcement and disconnect the incoming call leg.
- Allow the user to dial the destination number, but do not actually initiate the outgoing call, giving just a fast busy signal instead.

Configuration syntax:

```
call application voice <app-name> check-low-balance  
<disconnect|nocalls|no>
```

Example:

```
call application voice porta check-low-balance nocalls
```

APPENDIX C. Cisco Gateway Configuration Guidelines

Obtain the debitcard script

The default Cisco debitcard application is provided free of charge to all users who have a valid Cisco support contract (CCO). Obtain the latest version of the script (2.0.2.8a). Please note that this script does not support any billing tricks, such as:

- Announced and real call duration
- Different rates based on the access number
- Special rates for the account's first call

Please contact PortaOne TCL support at tcl-support@portaone.com for assistance in implementing these features in your script.

NOTE: According to the Cisco licensing agreement, PortaOne may not distribute the Cisco debitcard application (neither the original nor a modified version). Please contact your Cisco representative to obtain the script.

Place the debitcard script and all the required prompts on your TFTP server. For your convenience, the TFTP server is already pre-configured in the directory `/tftpbboot` on the PortaBilling® slave server. Do not send a copy of the script to PortaOne!

Basic router configuration

The latest telephony IOS and DSP firmware is highly recommended. Some of the features (e.g. ability to assign routing plans to prepaid card customers) will only function in IOS 12.4 or later. It is also recommended that the hostname be the same as h323-id.

```
hostname <h323_id>
ip domain name <default domain>
```

NOTE: VSA `h323-gw-id="hostname.domain"`

NTP

NOTE: It is very important to have reliable time services. Also make sure that the time zone abbreviation is one of the standard ones supported by PortaBilling.

```
ntp server <name/IP>
.....
ntp server <name/IP>
ntp master 5
clock timezone <your time zone> 1
clock summer-time <your summer time zone> recurring <your
rules>
```

AAA

```
aaa new-model
aaa authentication login h323 group radius
aaa authorization exec h323 group radius
aaa accounting connection h323 stop-only group radius
```

VoIP interface

```
interface <your interface to the world>
h323-gateway voip interface
h323-gateway voip h323-id <h323_id>
```

NOTE: If you want to use a virtual interface then add the line:

```
h323-gateway voip bind srcaddr <IP>
```

Outgoing SIP server

```
sip-ua
  aaa username proxy-auth
  sip-server dns:<hostname-of-your-PortaSIP-server>
```

Enable gateway functionality

```
gateway
```

Enable gateway accounting

For older IOS versions:

```
gw-accounting h323 vsa
```

For newer IOS versions (12.2T or 12.3):

```
gw-accounting aaa
  acct-template callhistory-detail
```

NOTE: VSA does not work for all platforms.

Radius

IMPORTANT NOTE: Ports 1645 / 1646 are the traditional Radius ports used by many vendors without obtaining an official IANA assignment. The official assignment is now ports 1812 / 1813, and users are encouraged to migrate to these new ports when possible.

Cisco notes:

- "radius-server" commands will be available only after issuing "aaa new-model" command
- UDP port for RADIUS accounting server - default is 1646 (see note above)
- UDP port for RADIUS authentication server - default is 1645 (see note above)

Keep in mind:

- Default ports for Cisco are 1645 / 1646
- Defaults in /etc/ services are 1812 / 1813

```
radius-server host <name/IP> auth-port 1812 acct-port 1813
radius-server key <key>
radius-server vsa send accounting
radius-server vsa send authentication
```

voice-card

controller

voice-port

Depends on your hardware configuration

call application voice & dial-peers

```
call application voice russian tftp://.../app_porta_debitcard.tcl
call application voice russian pin-len 0
call application voice russian language 1 en
call application voice russian language 2 ru
call application voice russian set-location ru 0 tftp://.../tcl/prompts/ru/
call application voice russian set-location en 0 tftp://.../tcl/prompts/en/
call application voice czech tftp://.../app_porta_debitcard.tcl
call application voice czech pin-len 0
call application voice czech language 1 en
call application voice czech language 2 cz
call application voice czech set-location cz 0 tftp://.../tcl/prompts/cz/
call application voice czech set-location en 0 tftp://.../tcl/prompts/en/
!
dial-peer voice 201 pots
  application czech
  incoming called-number 201
  port 0:D
!
dial-peer voice 202 pots
  application russian
  incoming called-number 202
  port 0:D
!
dial-peer voice 60 voip
  destination-pattern .T
  session protocol sipv2
  session target sip-server
!
```

APPENDIX D. Quintum Configuration Guidelines

To configure RADIUS on the Quintum Tenor (first generation), execute the following commands:

```
# config
config# radius
```

To set the authentication port:

```
config radius# authenticationport p 1812
```

To set the accounting port:

```
config radius# accountingport p 1813
```

To set the IP address (replace the IP address with that of the PB-100 master server):

```
config radius# host p 192.168.100.211
```

You must set accounting type to 2 (one accounting record per call leg):

```
config radius# accountingtype 2
```

For more information on these commands, please refer to Section IV: Command Line Reference in the Tenor user manual.

To configure RADIUS on the Quintum CMS gateway, execute the following commands in admin mode:

```
# config
config# ri 1
```

To set the authentication port:

```
config-RadiusInfo-1# set pap 1812
```

To set the accounting port:

```
config-RadiusInfo-1# set pacp 1813
```

To set the IP address (replace the IP address with that of the PB-100 master server):

```
config-RadiusInfo-1# set psipa 192.168.100.211
```

Set accounting type to 2 (one accounting record per call leg):

```
config-RadiusInfo-1# set at 2
```

NOTE: Do not configure a RADIUS routing server unless you have one, or else the RADIUS records will not be delivered to PortaBilling®.

For more information on these commands, please refer to the Tenor CMS Command Line Interface reference guide.

To configure RADIUS on the new generation of Quintum gateways (AX/DX series), execute the following commands in admin mode:

```
# Ethernet:
EthernetInterface
set IPAddress {IP}
set SubnetMask {NetMask}
StaticIPRouteDir
add 0.0.0.0 NetMask 0.0.0.0 Gateway {RouterIP}
# TimeServer:
TimeServer
set UTCOffset {Hours}
set PrimaryServerIPAddr 192.43.244.18
set SecondaryServerIPAddr 131.188.3.222
# Radius:
RadiusInfo UserServer
set PrimaryServerIPAddr {RadiusIP}
set SharedSecret {SecretKey}
```

```

set AccountingType 2
# Unit:
Site
set Country 1
GateWay
set OutgoingIPRouting 1
DialPlan
set LongDistancePrefix
set CarrierPrefixPattern
set INTernationalPrefix[1]
set MAXDNlength 20
set MINDNlength 10
SLot SL2
set Online[1] 1
PUBLICNumberingPlan
set CountryCode
set AreaCode
HuntLDNDirectory publ
add {AccountID}

```

APPENDIX E. Charging Calling Card Customers XX/min Extra when They Call a Toll-free Line

This is very easy to do with PortaBilling's **Services and Rating** feature:

1. Create two tariffs – one with your normal rates (for example 0.13 dollar/min for calls to Czech Republic) and the other one with “toll-free” rates, including your toll-free costs there (for example, 0.17 dollar/min for calls to Czech Republic).



TIP: When calculating the price for the toll-free line, it is not enough to add together your ordinary price plus the costs of one minute on the toll-free line. In order to make a 3-minute call, the customer will spend about 4 minutes on the line while listening to voice prompts, entering a PIN / destination and waiting for an answer. Additionally, situations where a customer will enter an incorrect PIN or be unable to reach his party at all should be taken into account. Therefore, usually:

$$\text{TollFree_Price} = \text{Ordinary_Price} + X * \text{Toll_FreeCost}$$

where **X** is a ratio between the total duration of incoming toll-free calls and the total duration of outgoing calls.

2. Make sure your IVR script supports the “Access Code” feature (using the “PortaBilling Original CLD” RADIUS attribute). PortaOne’s TCL developers can help you add this feature to your application.
3. Create a product for your calling cards and make two entries in rating list:

- one with an **Access Code** equal to your toll-free number and “Toll-free tariff”
- another with an **Access Code** equal to your local access number and “Ordinary tariff”.

APPENDIX F. Authorizing and Billing Customers by the Originating Phone Number (ANI-based Billing)

PortaBilling® gives you great flexibility in choosing how you would like to authorize and bill your customers. For ANI-based billing, you only need to do the following:

1. Create a tariff (or tariffs) and a product.

NOTE: If you are providing both prepaid cards and ANI-based billing, take measures to prevent fraud (e.g., someone could dial your IVR and enter their neighbor's home phone number as the PIN). See the *APPENDIX G. Preventing an ANI Number from Being Used as a PIN* topic below.

2. Use the corresponding application on your gateway to handle the call. You can use one of the default Cisco applications (clid_*), create your own, or use PortaOne's “Advanced Remote Authenticate” script. The only important thing is that ANI (CLI) must be in the User-Name attribute in the AAA requests which go to the billing.



None of the default Cisco applications support call authorization, so the gateway will not consult billing as to whether the customer is allowed to call this particular destination and what is the maximum allowed call duration. Needless to say, this may lead to abuse of your service; moreover, there are several other drawbacks to the default Cisco applications. In order to avoid all these problems, it is recommended that you use PortaOne's “Advanced Remote Authenticate” script, or (if you need advanced IVR capabilities such as “announce available balance or number of minutes”) modify the debit card application.

Here is a sample:

```
aaa new-model
aaa authentication login h323 group radius
aaa authorization exec h323 group radius
aaa accounting connection h323 stop-only group radius
!
gw-accounting h323 vsa
!
call application voice ani tftp://.../portaone.tcl
```

```

call application voice ani authenticate-by ani
call application voice ani skip-password yes
call application voice ani authorize yes

!
dial-peer voice 1 pots
  application ani
  incoming called-number .
  port 1:D
!
gateway
!
```

3. Create a customer who will own these accounts.
4. Create accounts with an Account ID identical to the phone number from which the service is to be used.



TIP: Check in which format ANI (CLI) numbers are reported by your gateway. For example, the phone number 42021234567 might be reported as “21234567”, “021234567”, or something different. You must use exactly the same format for the Account ID (or change your application so as to convert it to the desired format). Only one extra item is required in the application configuration for PortaOne’s “Advanced Remote Authenticate” – the translate parameter. The following example assumes that phone numbers arrive in the local format, prefixed by 0, e.g. 021234567 instead of 42021234567:

```
call application voice ani translate "/^0/420/"
```

APPENDIX G. Preventing an ANI Number from Being Used as a PIN

The first method is the easiest one: use different gateways or access numbers for PIN-based and ANI services, and configure product rating list accordingly. Thus even if a “hacker” calls your access number 12345 for prepaid cards and attempts to enter his neighbor’s phone number as a PIN, the call will not be authorized, since, although such an account exists, its product only allows usage with the access number 12346.

However, you might need to create an advanced service in which a single access number can be used for both ANI and PIN-based services. When the customer calls in, the system checks his ANI and, if the ANI is OK, it asks for a destination number. Otherwise, it gives the option of entering either a PIN or a phone number + password. In this case, you must prevent account misuse in a different way:

- ANI accounts should **always** be created with a non-empty Service password. Prepaid cards should be created with an empty Service password.

- Modify the TCL script, so that when the first authentication by ANI is done, the billing will receive User-Name=ANI and a special flag “skip password”. Thus, authentication will be successful if such an account exists, otherwise it will fail and the user will be prompted for a PIN. To activate the “skip password” feature in PortaOne’s “Advanced Remote Authenticate” script, simply include the `skip-password yes` configuration parameter for this application.
- When a user enters a PIN, the PIN is provided in the User-Name, and the Password attribute is empty. The system checks for such an account, and since the password is empty for prepaid card VoIP, authentication is successful. If somebody tries to enter an ANI number as the PIN, authentication will fail because the password supplied does not match the one assigned to the account.
- If given the option “enter your registered phone number”, the user will then enter both his phone number and password (the latter is required to prevent unauthorized usage of his account), and both will be supplied to the billing. Authentication will be successful only if a correct account ID and password are provided.