

Hosted Class 4 & 5 Switching Services

Provides Meaningful Business Benefits for Carriers

If you're not ready to take on the operational aspects of VoIP delivery, PhoenixSoft offers a perfect outsourced solution for your business. Service providers and carriers can now add a softswitch product suite to their portfolios – very cost-effectively. PhoenixSoft's hosted wholesale service integrates easily into existing operational and back office systems.

PhoenixSoft designed a hosted option for its Cirrus Softswitch to streamline IP-enabling networks for service providers. In addition to 24/7 support and tailored applications, our hosted solution includes a complete range of telephony features, a nation-wide footprint, FCC-compliant e911 and training. Plus, we address management issues, such as power requirements, Internet backbone and connectivity to major U.S. colocation facilities.

PhoenixSoft's Cirrus Softswitch enables Class 4 and 5 features and applications, such as prepaid calling card services, PINless dialing, wholesale routing, voice mail, and online payment processing. It also supports customizable billing solutions for call rating, provisioning, customer care and accounts receivables.

By outsourcing softswitch services to PhoenixSoft, carriers can grow their communications business. Whether you want to add new customers, generate incremental revenue from existing customers or improve customer retention, PhoenixSoft's hosted wholesale service can help you achieve your goals.

PhoenixSoft's hosted service provides meaningful business benefits, such as:

Service Providers can exploit new market opportunities, increase average revenue per user, and improve retention with attractive margins on products that fit your business model.

- **Accelerated Time-to-Market**
PhoenixSoft's proven processes create a fast time-to-market. Our hands-on approach and reliable technology offer you a low-risk proposition.
- **Management of Business Capital and Expense**
Our managed wholesale solution allows you to avoid capital outlays and reduce operating expense. You're able to quickly and easily implement a scalable softswitch solution.
- **Access to Competitive A-Z Rate Decks**
Smaller providers can leverage the buying power of PhoenixSoft's large volume purchases.
- **Access to an Experienced, Reliable Team**
With our first-rate customer support, you can access a depth of experience in telecom and VoIP technologies. PhoenixSoft brings its 20-year track record and extensive telephony expertise to each customer's application.

PhoenixSoft delivers carrier-grade, proven telephony solutions to the most demanding service providers around the world. We partner with industry leaders to ensure innovative and practical technology is fully-integrated with our solution.

Our Cirrus Softswitch integrates low-cost, feature-rich IP applications in a variety of network configurations. With the flexibility to work within any Legacy, TDM or VoIP environment, the Cirrus Softswitch IP-enables an existing TDM network and/or works in harmony with an existing network softswitch to add advanced functionality.

Based on the award-winning Cirrus Softswitch, PhoenixSoft provides a hosted wholesale solution perfectly suited for all types of service providers. Our managed hosting enables service providers to rapidly and cost-effectively tap into the growing opportunity for business and residential VoIP applications. We offer a number of services that help bridge the gap between legacy, TDM and next-gen switching. Our network includes international gateways, a 24/7 support and operations center, cost-effective long distance carriers and comprehensive tools to manage TDM and IP telephony networks.

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Hosted Cirrus Softswitch Features & Specifications

Class 4 Services

Prepaid Calling

- Pinless Features
 - Hotline
 - POS Portals
 - Multiple numbers under a single account
 - Online recharge
- Calling Card Features
 - Card Inventory
 - Fixed and Rechargeable Cards
 - International Callback – DID, Web Trigger, SMS Trigger
- Security
 - Max.calls per day/week/month
 - PIN number access option and auto lockout for bad PIN
 - Call screening, called number restrictions and simultaneous access blocking
 - Maximum call length
 - ANI blocking
- Account Maintenance
 - Automatic voice message notification of balance during call with low balance warning
 - Master Accounts permit multiple users to draw pre-paid balances off a single master account
 - Supports multiple language prompts
- Distributors
 - Unlimited partitions for each distributor
 - Unique username/passwords
 - Menus customized for each user
 - Rate decks, routes and carriers for each distributor
 - Reports of profitability and usage
 - Real time monitoring of traffic
- Recharge Interface Options
 - Real-time
 - Credit card recharge
 - IVR
 - Recharge vouchers
 - Scratch cards/point of sale recharge
 - Customer care recharge
 - Cash top-ups
 - Short number access for recharge
 - Siphon balance from new PIN

Hosted Wholesale Switching

- Wholesale Carrier Features
 - Rollover Rates
 - Profitability Guarantees
- Wholesale Carrier Products
 - Comprehensive Least Cost Routing by carrier
 - Quality-of-Service Monitors with automatic alerts

Routing

- Least Cost Routing by carrier cost
- Priority Override controlled by the user
- Percentage Based Routing by dial code
- Time of Day Routing
- Blocking by Dial Code or Carrier
- Stop Route Advance if cost exceeds retail

Rating/Tariffs

- Flexible rating and tariffing
- Provides for four (4) rating increments, multiple long charges and maintenance fees per call
- Use charges
- Real-time call rating
- A-Leg/B-Leg rating
- Cost/Wholesale/Retail Rating

Class 5 Services

Softphones

- Mobile – iPhone, Droid, Windows Mobile
- Desktop – Browser-Based

IP-PBX

- 3-Way Calling
- Call Block
- Call Hold
- Call Return
- Call Waiting
- Hunting
- Repeat Dialing
- SIP SoftPhone
- Voice Mail
- Key System Functionality
- One Number/ Follow-Me Calling
- Auto Attendant
- Call Forwarding
- Caller I.D.
- Call Transfer
- Follow-Me Service
- Personal 800
- Ring Groups
- Virtual Number
- Voice Mail to e-Mail
- Multiple Line Appearance
- Plus much more...

Wholesale Long Distance Service

- Domestic and International Termination
- DID and Toll Free Services
- Quality Routes, Competitive A-Z Rates

Retail Customer Service Call Center

- 24/7 or Flexible Hours
- Multiple Languages
- Cost Effective, Quality Services

Fully Integrated Functionality

- IP Transcoding
- Session Border Controller
- Convergent Billing
- e-Commerce Portal
- Point-of-Sale Portal
- POS Distributor Portal
- Customer Service Portal

Customer Care

- Web administration
- Internal routing to CSR
- Interface to payment mechanisms

Network Operations Support

- Real Time Quality of Service Monitoring
 - By Carrier
 - Average conversation length
 - NER – Network Effectiveness Ratio
 - ASR – Answer / Seizure Ratio
 - Summary by Cause Code
- Real Time ASR Monitoring
 - By carrier
 - By Destination
- SNMP Module for Monitoring of All System Activity
 - Computer Server:
 - Temperature, Hard Drive Space
 - Memory Usage, Power Status
 - Application:
 - Monitoring of Carrier Logs
 - Monitoring of Call Processing Logs
 - Monitoring of Inter-Process Communications

You always have 24/7 access to our support staff via phone, trouble tickets and live support. With a managed server, you will always have access to your server through the root or administrator account.

PhoenixSoft's wholesale hosting and data center services provide maximum flexibility. Service providers can deploy IP technologies and applications for a fraction of the time and money it would take to configure an in-house system. Plus, if your business model changes, you can purchase a Cirrus Softswitch at any time.

Wholesale Long Distance

To provide a more complete solution and give hosted customers more options, PhoenixSoft recently added wholesale long distance service to its product suite. We offer:

- Domestic and International Termination
- DID and Toll Free Services
- Quality Routes, Competitive A-Z Rates

Retail Customer Service Call Center

Along with wholesale long distance, we launched a retail customer service solution for our hosted and turn-key customers. With our call center, you benefit from:

- 24/7 or Flexible Hours
- Multiple Languages
- Cost Effective, Quality Services

With more than 20 years in the telecom and VoIP industries, PhoenixSoft has developed a long and distinguished track record as an innovative provider of telephony solutions for converged networks. We've deployed advanced switching solutions throughout North America, South America, Europe and the Middle East. Along with several business-enhancing applications, our hosted wholesale service delivers carrier-grade voice quality, reliability and scalability for service providers of all sizes.

Please contact us today at 1-800-621-7371 to learn more about PhoenixSoft's low-cost, feature-rich Cirrus Softswitch.

PHOENIXSOFT

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