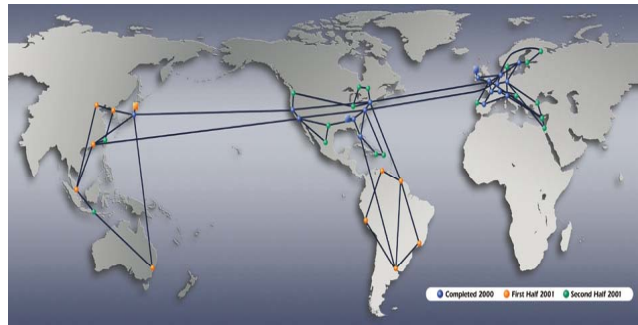


Corporate Services

In UK

IDN provides number of access facilities to Corporate in UK:

- 1xxx Access number through BT Network
- Toll Free Number (0800)
- Local access number (0845)
- Auto-diallers for corporate telecom switch
- Virtual Private Switch
- Virtual Private Network (IP based)



Europe and USA

IDN provides number of access facilities to Corporate in Europe and USA:

- International Toll Free Number (1-800, 0900, etc.)
- Local access numbers
- Auto-routers for corporate telecom switch
- Virtual Private Switch
- Virtual Private Network (IP based)
- VoIP call routing



Worldwide

IDN provides number of access facilities to Corporate worldwide:

- International Toll Free Number (1-800, 0900, etc.) where service is available
- Using IDN Transparent Callback services
- Auto-routers for corporate telecom switch
- Virtual Private Switch
- Virtual Private Network (IP based)
- VoIP call routing
- Satellite interconnection for voice and data from corporate site to IDN network



Other Services

- Comprehensive Web based billing and Account Management
- Plug in HTML Applet for sub-offices to manage their services
- Virtual switch Partition with dedicated access
- Joint Venture participation for new territories



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Corporate Services

IDN offers an easy, one-step, process to cutting the cost of business phone bills – including national, international and calls to mobile phones. There is no need to replace telephone or switch board equipment and it is not necessary to change the way calls are made. By simply reprogramming the switchboard or installing, at no cost to business, compact call routing equipment, IDN provides effortless access to the lowest call and fax tariffs available. Rate reductions, an ongoing process with IDN, are frequently passed on to all our customers ensuring additional savings. There are no connection fee, monthly charges or hidden costs. Itemised billing – detailed call records, are provided monthly, free of charge and available over the net at any time.

Corporate Telecom Management Services

Comprehensive Corporate management software to manage calls in real time. Create, activate and credit accounts in a group or individually. LCR (Least Cost Routing) across fifteen carriers to provide the best rate at highest ASR (Average success Rate). Various voice prompts and multilingual greetings can be added. On line management facility for balance query, help line or other informations are provided over the web. Various limits for credit control can be placed on any accounts to control national or international access.

Multiple Corporate Group Management

This is a management facility for corporate resellers who manage multiple corporate with different rates and margins for different businesses or public sectors (or possibly through different resellers). Resellers margins, reseller rates and full access to all Corporate accounts are available in real-time from Teledome. A Corporate reseller can have unlimited number of resellers with unlimited number of business on their group through their reseller chain. A network of resellers can be created to support and manage this product. Full credit and fraud controls are built from switch level to network management system to protect the resellers from fraudulent use.

Customer Relationship Management

Comprehensive customer management application for resellers, manage and support multiple Corporate through many distributors via a central or internationally located support desks. Operators can view calls in real-time by viewing calls in progress and any calls made up to 365 days. Accounts can be activated, credited or suspended at real time. Individual or group of accounts, profiles and usages with various statistical information can be viewed for performance or problems resolution.

Real-time Billing and Fault Resolution

The service provider can print monthly statement with detailed call records with their own logo and company details on the invoice. Their corporate clients can also access the provider's website to print an up to date invoice or personalise their account.

Teledome customer support software provides real-time support and empowers the support desk with tools that can check the outcome of a call, on call-by-call live on the system. Complete customer support information from call initiation to call termination is available on line with real-time support. All calls up to 365 days are kept live on system for historical review.

Rechargeable cards for international executives

These are special calling-cards with magnetic strips that contain information about the card holder and can be recharged at the corporate office. The card is swiped through the machine and credited with a given call time. These cards, can be produced by reseller to provide national or international call termination and can be recredited over and over again for use by corporate staff.

Statistical information on call usage

Detailed statistical information on daily, monthly or for a given period are available on line. Information can be requested on:

- Most call destinations by duration
- Best ASR Destinations
- Most call destinations by number of calls
- Time distribution of calls
- Account information.

Various Access methods

IDN provides number of access facilities to Corporate users:

- 1xxx Access via BT Network in UK
- Toll Free Number (0800, 1-800, etc.)
- Local Access numbers (0845, etc.)
- National Access numbers (0207, etc.)
- IP call-connect access signal
- IP over Satellite connection for voice and data
- VPN in five continent worldwide

IDN also provides Toll Free access Numbers in other International destinations for corporate users who are International travellers.

Access to billing system via HTML Applet

Corporate resellers can now provide extensive services to their specialised corporate clients who would like to manage and personalise their accounts. Using an interface to Teledome billing and management system, corporate service providers can permit their corporate clients to have extensive access to their accounts. This is a special plug-in HTML Applet that plugs in the service provider's web site and allows their clients to personalise their account and print out their invoice on line. This service can be extended, so an organisation can provide home connection services for their staff.