

Home Connection Services

In UK

IDN provides number of access facilities to Home-account users in UK:

- 1xxx access via BT Network in UK
- Toll Free Number (0800)
- Local access number (0845)
- Premium rate number (0906)
- Auto-routers for home connection
- Handsets with built in Auto-router
- PC (web) to phone facilities via Internet

- Joint Venture participation for new territories
- Satellite installation for remote territories where there is no direct access
- VoIP installation for territories where there is no direct access



Europe and USA

IDN provides number of access facilities to Home-account users in Europe and USA:

- Using IDN Call-through services
- Toll Free Number (1-800, 0900, etc.)
- Local access numbers
- Using IDN Callback services
- Auto-routers for home connection
- Handsets with built in Auto-router
- PC (web) to phone facilities via Internet



Worldwide

IDN provides number of access facilities to Home-account users worldwide:

- Using IDN Callback services
- VoIP
- Satellite link from designated country to IDN network
- Auto-routers for home connection
- Handsets with built in Auto-router
- PC (web) to phone facilities via Internet



Reseller Services

- Comprehensive Web based billing and Account Management
- Plug in HTML Applet for customer services
- Virtual switch Partition with dedicated access



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Home account Management

Comprehensive Home-account management software to manage calls in real time. Create, activate and credit accounts in group or individually with CLI (Caller Liner ID) register facility. Various Billing strategies with connection charge management, session management and duration analysis. LCR (Least Cost Routing) across fifteen carriers to provide the best rate at highest ASR (Average Success Rate). Various voice prompts and promotional greetings on line. On line management facility for balance query, help line or other information. Auto-diallers or Phones with built-in Auto-dialler are available to Home-account operators. Full credit and fraud control has been built from switch level to management system to protect against fraudulent use.

Multiple Home account Group Management

This is a management facility for Home-account providers who manage multiple Home-accounts with different rates and margins for various clients or ethnic groups (or possibly through different resellers). Resellers margins plus reseller rates and full access to all Home-accounts are available on line in real-time from Management website. A Home-account operator can have unlimited number of resellers with unlimited number of Home-accounts through their reseller chain. Multiple access permissions can be provided so resellers can manage their own clients and have limited access to group information. A network of sales force can be created to support and manage this product. Full credit and fraud control is built from switch level to network management system to protect against fraudulent use.

Customer Relationship Management

Comprehensive customer management application available to service providers to manage and support multiple Home-account through many distributors via a central or multiple customer service sites. Operators can view calls in real-time by viewing calls in progress and any calls made up to 365 days. Calls can be activated, credited or suspended in real-time. Call profile can be accessed on individual or group of account's. Usage 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 clients can also access the provider's website to print an up to date invoice or personalise their account. Customer supports are available in real-time and customer support desk can check the outcome of a call, on call-by-call basis live on the system. Complete customer support information from call initiation to call termination is available on line for real time support. All calls up to 365 days are kept live on system for historical review.

Rechargeable cards for Home account users

These are special account-cards with magnetic strips that contain information about the account and can be recharged at any high street vendor. The card is swiped through their

machine and credited with call time via Credit/Debit card or cash. These rechargeable cards can be provided by reseller for the purpose of specialised online information or services or provide national or international call termination.

Statistical information on call usage

Detailed statistical information on daily, monthly or for a given period are available on line. Statistical categories are:

- 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 Home-account users:

- 1xxx access via BT Network in UK
- Toll Free Number (0800, 1-800, etc.)
- Local access numbers (0845, etc.)
- Premium rate services using (0906, etc.)
- IP call-connect access signal
- Auto-routers for home connection
- Handsets with built in Auto-router

IDN also provides Toll Free access Numbers in other International destinations for Home-account users who reside in other countries worldwide.

Access to billing system via HTML Applet

Home-account providers can now provide extensive services to their Home-account users with interface to Teledome billing and management system. 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 up to date invoices on line. This is a great cost saving to service provider and a source of advertisement from their web site.