



PortaSwitch



New Features Guide

Maintenance
Release

47



Documentation

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Preface

PortaSwitch® Maintenance Release 47 is the next leap-forward release, consistent with our “fast releases, precisely on time” ideology introduced in 2012.

Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only and does not always contain the latest material on enhancements introduced between major 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 performing the action described here.



Archivist explains how the feature worked in previous releases.



Gear points out that this feature must be enabled on the Configuration server.



Tips provide information that might help you solve a problem.

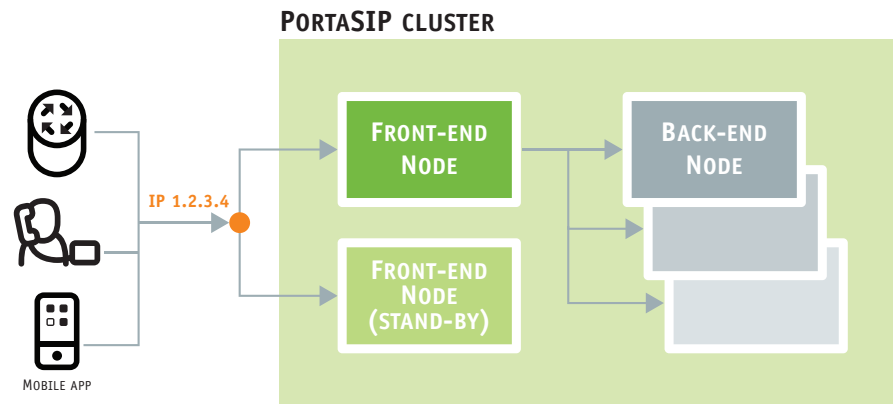
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PortaSIP Cluster Now Supports Class 5 Services

This release features the long-awaited expansion of PortaSIP® cluster functionality, allowing you to provide high-availability communication services such as hosted IP PBX, residential VoIP and mobile app calling. Your clients may use any type of end-point (IP phone, ATA, mobile app, etc.) which can be on a public IP or behind NAT, and the full range of IP Centrex functionality such as call transfer, music on hold, etc. is also available. The cluster provides a single entry IP (shared on two front-end servers to ensure its continual availability) for all customers and carriers, which means that client configuration is significantly simplified. All requests can then be load-balanced among the back-end servers, so scaling up your network is extremely easy.

Since a PortaSIP® cluster presents a *single* visible IP address to your partners and customers, cluster servers must be located in the same site (geographic area).



In this maintenance release, the PortaSIP® cluster does not support presence service. Support for this service will be available in future releases.

Attended Transfer of Forwarded Calls by DTMF

With this release, users are now able not only to answer calls forwarded to their mobile phones from their extensions, but also to transfer such calls

via DTMF to any extension on the IP PBX just as they do using a SIP phone.

With Attended Transfer by DTMF enabled, all that users need to do is:

- Dial the special pre-configured transfer code *66, the number of the extension to which the call is to be transferred, and #.
- Make sure that the called party is available and willing to receive the call.
- Complete the transfer connecting the two parties.

The following example illustrates this flow in detail:

End user John Doe is on a business trip abroad. His mobile phone is associated with his company Extension 1001 so that incoming calls are forwarded to the mobile. Attended Transfer by DTMF is enabled for the extension as well.

The screenshot displays the 'Account Info / Retail Customer 'John Doe'' interface. The 'Incoming Calls' configuration is visible, showing the following settings:

- Unified Messaging:** (reset/override)
- Endpoint Redirection (reset/override)
- Caller ID (CNAM) Lookup (reset/override)
- Call Waiting (reset/override)
- Default Answering Mode:**
 - Default Answering Mode: Ring, Forward, Voicemail
 - Timeout, sec: 30
- Sip Contact:** (reset/override)
 - Auto-attendant (reset/override)
 - Ext-to-Ext Call Distinctive Ring (reset/override)
 - Present Caller Info (reset/override)
- Call Forwarding:** (reset/override)
 - Call Forwarding: Follow-Me
 - Maximum Forwards: 3
 - Forward by DTMF: Enabled

A customer of John's dials his extension and the call is forwarded to John's mobile. He answers the call and during the conversation realizes that the call is intended for his colleague Peter. He therefore transfers the call to Peter's Extension 1002 by dialing *661002#. John confirms that Peter is available to receive the call then hangs up while the customer and Peter are connected.

Thus, Attended Transfer by DTMF feature allows your customers to manage and handle forwarded calls from their mobile phones.

ITSPs can enhance their IP Centrex offerings with fixed-mobile convergence. The capability to authorize and bill these transferred calls like all other transferred calls and outgoing calls, to the account originating the transfer, prevents service abuse.

Call Forking

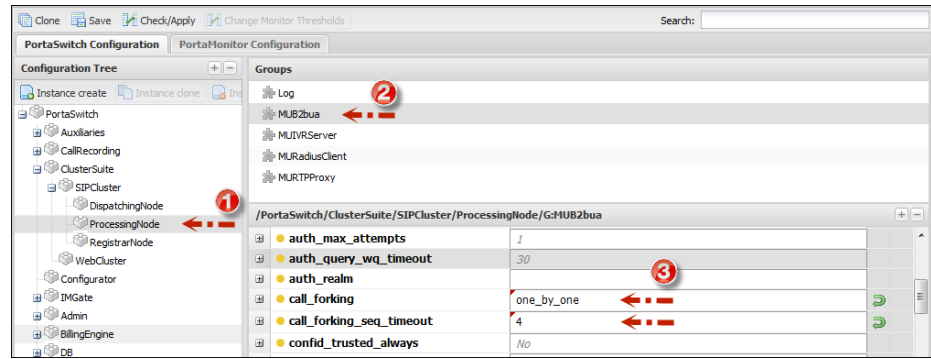
This new feature makes all SIP phones registered on a single account ring simultaneously. Consequently, if an end user owns three SIP phones (e.g. a mobile application on a smartphone, a tablet and a desktop IP phone), he can receive calls to all three devices simultaneously. The same account ID and password can be applied for all end-user SIP phones.

NOTE: Availability of the PortaSIP cluster is mandatory for the call forking feature to work.



To enable call forking on the Configuration server, find the **ClusterSuite** in the **Configuration Tree**, then select **SIPCluster** and choose **ProcessingNode** under it. Select **MUB2bua** among the available groups. Fill in the following fields that control the call forking configuration:

- **call_forking** – Select one of the following options to adjust the sequence in which the SIP phones must ring:
 - **one_by_one** – SIP phones ring in priority sequence (from higher to lower). The end user chooses and assigns the priority in the SIP phone settings;
NOTE: If priority is not assigned to a SIP phone, then the SIP phone has the lowest priority by default.
 - **grouped** – SIP phones having equal priority are grouped and ring simultaneously when they are called (from higher to lower priority);
 - **parallel** – all SIP phones ring simultaneously;
 - **disabled** – the last registered SIP phone rings.
NOTE: The time of registration is the time when the last REGISTER request was sent from the SIP phone.
- **call_forking_seq_timeout** – Define the minimum time value (in seconds) during which a SIP phone rings before a call is forwarded to the next SIP phone. This parameter is applied only for the **one_by_one** or **grouped** call forking options.

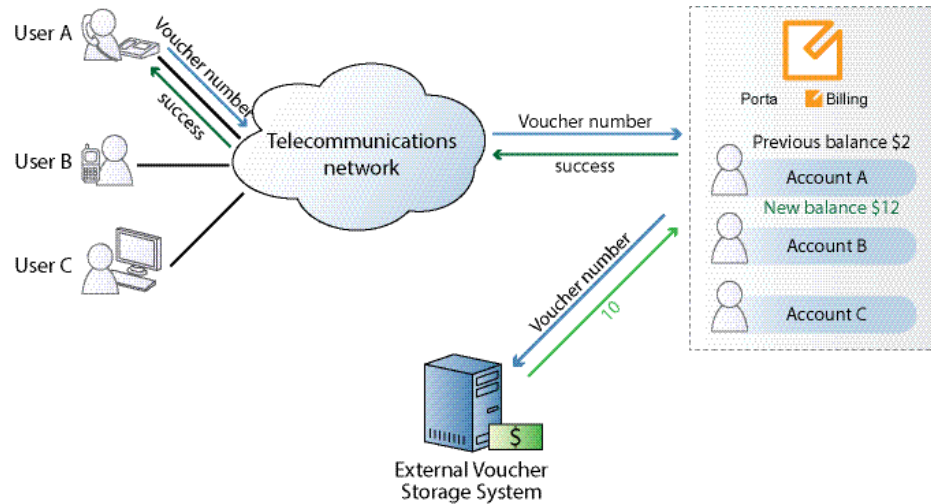


Using the call forking feature an administrator can easily apply configurations for simultaneous calls to SIP phones for the entire PortaBilling® environment. This significantly simplifies an administrator's work because it does not require the application of more advanced configurations such as **Call Forwarding** and the creation of individual accounts for each SIP phone.

Account Top-up Using External Vouchers

For the most part, ITSPs use PortaSwitch® as an all-in-one solution in which all services (service provisioning, account management, invoicing, etc.) are provided solely by PortaSwitch®. However, ITSPs that partner with suppliers of top-up vouchers may prefer to retain the business processes they have established with those suppliers, in which case the suppliers need to be integrated so they are recognized as part of the ITSP network.

With this release, ITSPs are able to integrate external top-up voucher storage systems with PortaBilling® and retain the voucher management processes already established for those systems. This allows ITSPs to provide customers both with vouchers generated internally (i.e., by PortaBilling®) and vouchers generated externally (i.e., by their voucher suppliers).



When an end user requests account top-up by voucher using the IVR application or the account self-care interface, the voucher is first checked against the PortaBilling® accounts.

If the voucher is not found among the PortaBilling® accounts, it is considered external and the voucher number is sent to the external voucher storage system. There the voucher is checked for validity and the corresponding response is returned to PortaBilling®. The account balance is topped up based on the voucher face value and the voucher is marked as depleted on the external voucher storage system.



Note: The use of external vouchers is enabled on the Configuration server web interface.



Note that for account top-up with external vouchers the currency of the voucher is assumed to be the same as that of the customer.

Thus, by integrating external voucher storage systems with PortaBilling®, ITSPs are able to extend their partner relationships. Moreover, if their partners have large sales networks, integration may allow the ITSPs to leverage these networks to boost their own sales.

Prepaid Card ANI Number Reassignment Provisioned via the Self-Care Menu

ITSPs now have the option of enabling a new PINless dialing service flow for customers. Customers purchasing a new prepaid card are now asked to reassign the ANI number associated with their previous card to their new card.

ANI number reassignment takes place through the self-care menu of the Prepaid Card Calling IVR application, allowing end users to manage their accounts in a more personalized way through a simple procedure, which works as follows:

- The administrator configures the Prepaid Card Calling IVR application.
- The end user dials the access number and enters the self-care menu.
- By following the IVR prompts, the user associates his or her ANI number with a new prepaid account.

NOTE: ANI number reassignment is implemented only for the Prepaid Card Calling IVR application that runs on the new Media Server.

To illustrate:

End user John has signed up for PINless dialing service. His mobile phone number 16045558521 (the ANI number) is associated with prepaid card number 72313070131 worth \$10.

His account balance drops to \$0.02 and is not enough to make further calls. He therefore buys another prepaid card, number 77854126029 worth \$20. He dials the access number, enters the self-care menu, and associates his ANI number with 77854126029. John's new balance is \$20 and he can continue to use the PINless dialing service. The residual balance from his previous prepaid card does not roll over to him, but remains with John's service provider.

Not only can ITSPs enable end users to reassign one ANI to a series of cards, but they can also enable end users to assign a series of ANIs to one prepaid card. Thus, it is possible for an end user to delete an existing ANI number and associate this deleted number (or a new number) with a prepaid card.

To illustrate again:

If John Doe has associated the ANI number of a temporary location (e.g., a hotel phone number) with his prepaid card, once the number is of no further use to him, he simply deregisters it from his card.

Thus, with this functionality ITSPs can provide their customers with a flexible tool for ANI number management. An additional benefit is that, by making customers abandon depleted accounts, ITSPs receive additional funding from residual account balances.

A description of the Prepaid Card Calling IVR application configuration can be found in the [Unified Handbooks Collection](#).

Enhanced Language Menu Management for Prepaid Card IVR

A complete list of available languages for a prepaid card IVR may consist of many languages: English, French, Spanish, etc. We have introduced new features to this release that add flexibility to the configuration of how the prepaid card IVR application announces this language list.

- **Language Auto Select** – When this feature is enabled and a caller doesn't choose the desired language before timeout, the IVR continues in the first language listed.
- **Brief Language Announcement** – When this feature is enabled, a caller is presented with a brief announcement, “Please select your language or press 1 to proceed in English,” instead of announcement of all of the available languages. (The complete language list can be printed on the calling card in this case.)
- **Maximum Language Selection Attempts** – This option allows you to set the maximum number of times that the IVR application may repeat the language menu prompt if a caller does not choose any of the available languages.

These features can make calls via a toll-free line more profitable for you by decreasing the time that users spend on browsing the IVR menu (incoming call leg for which your vendor charges you, but for which you may not charge users), and increasing the time users spend speaking to the called party (paid outgoing call leg). The first two features can also facilitate passing over the language selection step for those callers who are not experienced in using IVRs.

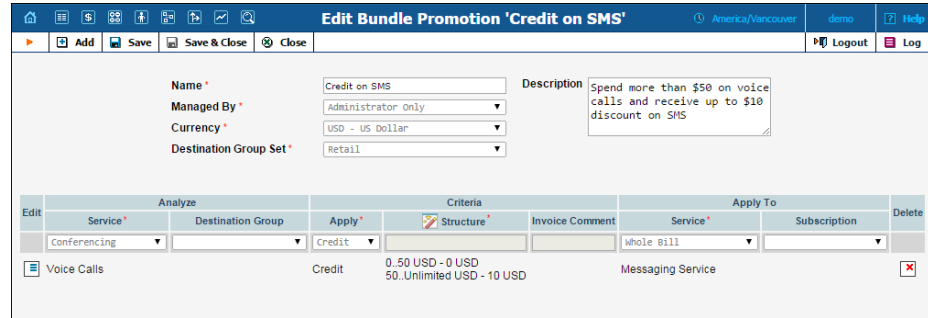
Provision of Targeted Promotional Discounts

The bundled promotions tool allows ITSPs to encourage customers to spend more money on a bundle of related services (such as Voice Calls and SMS or Voice Calls and Conferencing) by giving a promotional discount on one service depending on spending on another service in the bundle (e.g., spend a minimum of \$50 on voice calls and receive a discount of up to \$10 on SMS).

As of this release, promotional discounts are given based on actual usage of the promoted service. Thus, a customer who has spent \$50 on calls and

\$8 on SMS, will receive an SMS discount of \$8 of a possible discount of \$10.

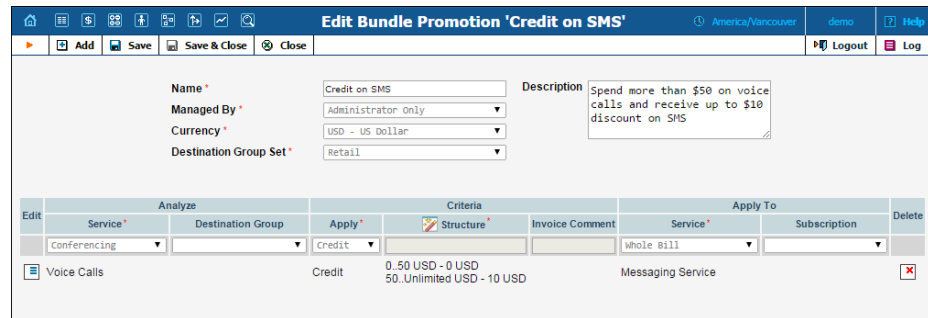
The amount of the actual discount, then, is always dependent on how much the customer has spent on the promoted service and never exceeds the cap defined for the bundle promotion.



NOTE: The promotional discount must be defined as a *fixed value* within a credit type bundle promotion.

The following illustrates how the bundle promotion is applied to a customer:

Customer John Doe has a bundle promotion that provides a \$10 discount on SMS if he spends more than \$50 on calls.



At the end of this month, John has spent \$60 on calls and \$5 on SMS. Since the \$5 spent on SMS is less than the defined maximum discount of \$10, John receives a \$5 discount.

At the end on the following month, John has spent \$55 on calls and \$20 on SMS. Since his SMS spending is higher than the defined maximum discount of \$10 for the bundle promotion, a discount of \$10 is applied to John’s balance.

This approach ensures that the funds customers receive through promotional discounts are spent on promoted services only.

Invoice Templates for Resellers and Subresellers

Starting with this release, resellers and subresellers are able to create their own invoice templates and customize them with brand logos, colors, layouts, etc.

The procedure of creating invoice templates for resellers / subresellers is similar to that of creating invoice templates on the administrator interface. That is, invoice templates can be created by using the internal built-in editor (PortaBilling® Layout Designer) or can be designed as HTML+CSS files.

Name	ABC Shuttle invoice
Type	<input type="radio"/> Custom File <input checked="" type="radio"/> Design template using the built-in editor
As Copy Of	
Pages	<input type="radio"/> A single page with totals only <input checked="" type="radio"/> First page with totals + usage details attached on additional pages
Subtotal per Service	<input type="checkbox"/>
Taxation	<input type="radio"/> Via Taxation Plugin <input checked="" type="radio"/> Tax Already Included in xDRs
+ [] %	
[] Tax 1	7 [X]
[] Tax 2	7.5 [X]

Note that the second approach requires specialized programming knowledge. If your reseller or subreseller is not an experienced programmer, we suggest that they order invoice templates from any external design agencies or third-party developers who can perform the required template customizations. The ready-to-use invoice templates are then simply uploaded to PortaBilling®.

Thus, the ability to use their own invoice templates will enable resellers and subresellers to customize the invoices that they issue for their clients by themselves, without needing to involve an administrator, and without requiring any special coding knowledge on their part.

Improved Tariff Management

To provide a better user experience when working with tariffs, tariff management for subresellers and callshop resellers has been extended with the following new options:

- Reconciliation of wholesale and sales tariffs. To easily find out which wholesale tariff corresponds to a specific sales tariff, the

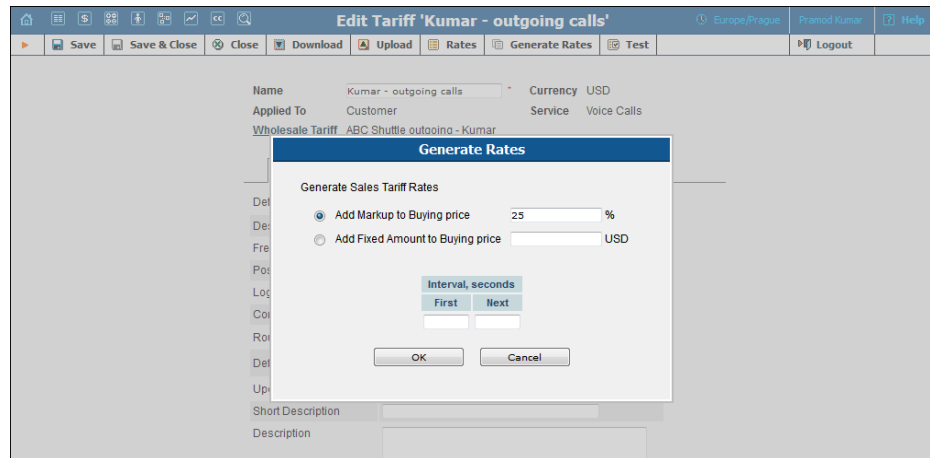
Wholesale Tariff column has been added to the Tariff Management page.



Also, the wholesale tariff which corresponds to a specific sales tariff can be accessed by clicking the **Wholesale Tariff** link, which is now located on the sales Tariff Info page.



- The opportunity to generate rates. As an alternative to the rate upload procedure and manual rate definition, subresellers / callshop resellers can now automatically generate rates for their sales tariffs. Rates for sales tariffs are generated by applying a markup (in percentage) or a fixed amount to rates that are defined in wholesale tariffs.



It is also possible to specify the first and next intervals for the new rates. If the **First** and **Next Interval** fields are left empty, these intervals will be taken from the wholesale tariff rates.

Rates for sales tariffs can be generated even if wholesale and sales tariffs are defined in different currencies. For such tariffs, initial prices are automatically converted into the currency chosen for the sales tariff according to the exchange rates defined in the system.

Thus, enhancements made to tariff management will allow subresellers and callshop resellers to easily configure their sales tariffs and improve their overall tariff management experience.

NOTE: The opportunity to generate rates and other improvements described in this section are only available for sales tariffs. The management of other tariffs remains the same.

Cost / Revenue Statistics Report for Resellers and Subresellers

Beginning with this release, the Cost / Revenue Statistics report is available for resellers and subresellers.

By executing this report, your resellers can obtain information about revenue earned from calls made by their customers over a specific period and what the actual call cost is.

The report can be generated:

- for all customers of a particular reseller or subreseller. This helps evaluate the current state of the business: whether it is turning a profit or running at a loss.
- for an individual customer. This helps identify so-called 'unprofitable' customers whose gross profit margin is too low or negative.

Thus, with the Cost / Revenue Statistics report resellers and subresellers are able to effectively monitor how their business is performing and react accordingly if or when the total revenue drops lower than the relevant cost.

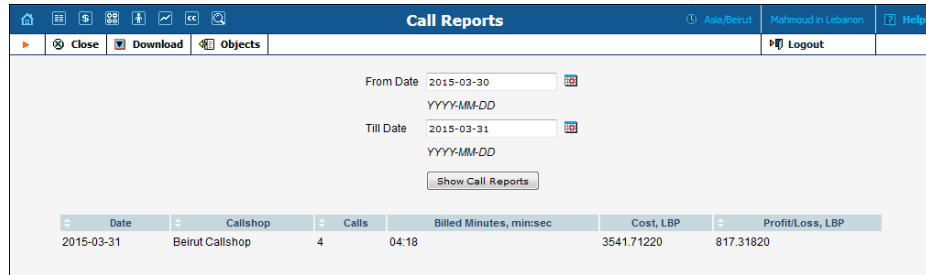
Callshop Reports

As a part of the PortaSwitch® callshop solution, with this release we introduce callshop call reports and callshop payment reports.

Callshop Call Report

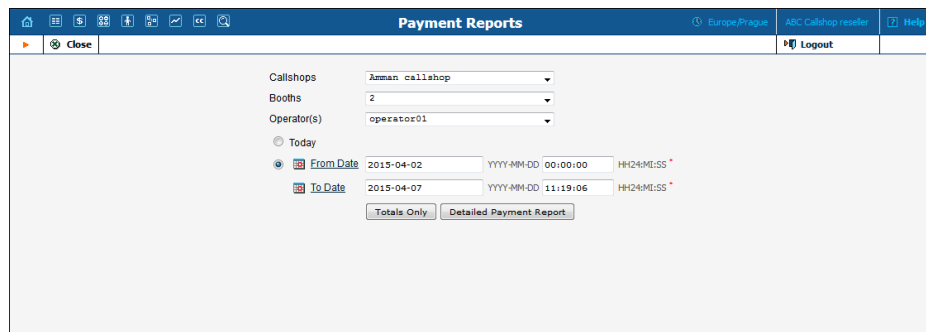
The callshop call report provides callshop owners with a daily summary of callshop activities during a selected date range, including relative profit / loss details. Statistics information is presented for the entire callshop network of a particular callshop owner.

When a callshop operator executes this report, only a daily summary of calls made during the selected date range is displayed. Statistics information is only provided for a single callshop he / she operates. The profit / loss details are not shown for callshop operators.



Callshop Payment Report

This report provides information about the amounts charged and paid for the calls made by customers.



Callshop operators can filter the report data by specifying a booth and a time period.

Callshop resellers can additionally view data for a separate callshop or a callshop operator.

Information about totals is available (total charges and total payments) and also detailed statistics are available by calls / extra charges / payments.

Note that the payment report collects customer charges / payment information only after a payment is made. For example, if a booth is currently being used, no information about the current call is reflected.

Override the PortaBilling® Predefined ACLs

Imagine that you rent out PortaBilling® environments and you want to limit the access for some features to your renters, their resellers and customers. (For example, you want to create and rent out several feature packs at different prices.)

To do this, you create a special limited ACL and assign it to the admin users of the environment that you rent out. Next, you want to modify or hide the PortaBilling® predefined ACLs for participants (that is, for accounts, customers, etc.). However, when you modify them, the changes will apply to all environments simultaneously.

So for your convenience, we are introducing a new feature that makes possible to override the PortaBilling® predefined ACLs for participants only in a particular virtual billing environment. PortaBilling® remembers these settings and keeps them throughout system updates.

For information on how to override PortaBilling® predefined ACLs, please refer to the *Access Levels* section in the [PortaBilling Web Reference](#).

Other Features and Enhancements

- **IVR applications in the Russian language are now fully supported.**
- **Customers of the Callback calling service can refill their accounts by using the IVR application** – This option is now suggested by the IVR voice prompt when an end user's balance is not sufficient to cover the cost of new calls. To disable this feature the administrator must set the **Restrict Calls for Accounts with Low Balance** to *disconnect*.
- **Resellers can see and manage their customers' active calls on the reseller self-care interface** – This option is available on the **Active Session** page. To choose which calls should be displayed, the reseller can apply the following filters:

Account	Customer	Service Type	Sessions
000999111		voice calls	Initial only

Account – the account ID of the caller / called party;

Customer – the name of the customer who is using a service;

Service Type – the physical service provided to a user;
Sessions – the session type.

Voice Calls							
Account	Customer	Start Time	Status	Duration	CLI	CLD	x
000999111	TEST_FOR_CALLS	2015-03-03 14:16:58	In Progress	22:50:47	000999111	A0127514067600	⊗

Displayed 1 session

NOTE: If the reseller provides services to a sub-reseller, the sub-reseller’s customers’ information will not be available for the current reseller.

- **Callshop resellers can now operate their callshops from the own self-care interface** – They can check the booths’ use on-the-fly and stand in for an operator when necessary authorizing the booths’ use, collecting the payments from customers and providing them with their receipts.

- **A minimum and maximum voucher length can now be set for the Callback calling IVR applications** – With this release two new fields are available to specify these values on the IVR application page.
- **Access numbers for callback can be grouped by CLD Prefixes** – This is a useful feature for matching a single incoming or outgoing tariff to several access numbers.

For example, a company sells callback calling cards with 10 different access numbers. Five of them have zero cost and five of them cost \$0.05 per minute for incoming call legs. Using the **LegA CLD Prefix** field these access numbers can be easily grouped to match them to their tariffs. Let’s assign the *Free* legA CLD prefix to the first group of access numbers and the *Paid* legA CLD prefix to the second one. So now instead of creating 10

records on the **Usage Charges** tab of the **Product Management** page, only two records will be created – specify *Free* and *Paid* as the **Access Codes** and then match the required tariffs respectively.

This algorithm works analogically for the **LegB CLD Prefix**.

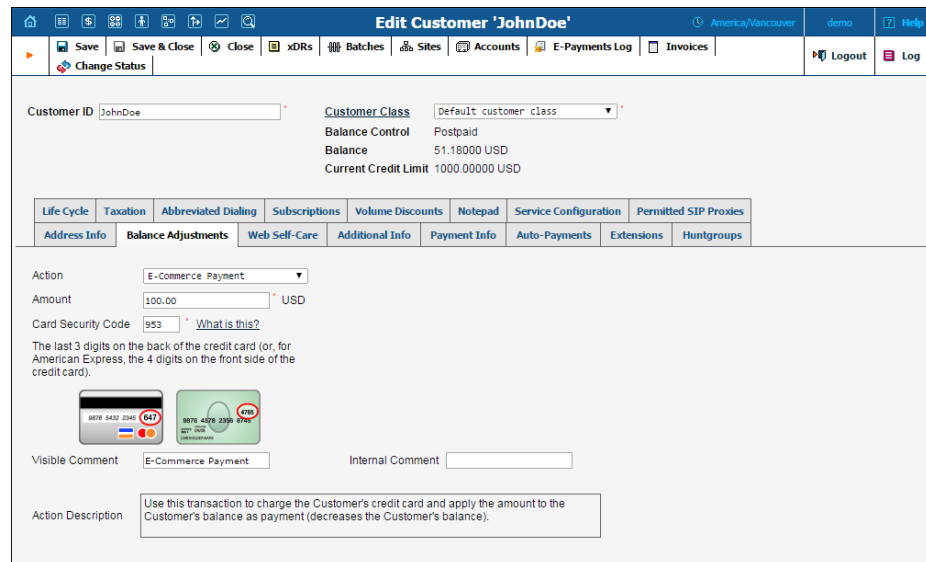
You may find out how to configure the prepaid card application to apply separate charges for incoming call legs in **APPENDIX F. Separate Charge for Incoming Call Leg** in the Prepaid Card Application of the Prepaid Services handbook.

- **Now an internal account is always used for PIN authentication and for cases when ANI authentication fails in the callback calling IVR applications** – This is a new enhancement that results in the system always checking that an internal account exists to authorize a call. For this, the PortaSIP Media Server regards the **Use Internal Account** check box as always selected.
- **The simplified account self-care IVR application is now supported by the New Media Server** – The application’s functionality remains the same. By using the simplified account self-care IVR application, end users can recharge their accounts and add and remove additional aliases for their accounts.
- **IP Device Inventory for resellers / subresellers** – To maintain their own inventory of IP devices (SIP phones, SIP ATAs, etc.) which are distributed to end users, resellers and subresellers now have the ability to keep a list of these devices in the IP Device Inventory.

Name	Type	MAC Address	Description	Ports free total	Inventory ID	Delete
JB SPA-2000	Sipura 2000	00.E0.08.AB.D7.A8	J. Brown SPA-2000	2 2	JB Sipura	

- **PortaBilling® can now assign a subnet of IP addresses** to an account via the “Framed-Route” radius attribute.
- **Manual input of card security codes by administrators.** – When a customer is unable to make an online payment by credit card, an administrator can make the payment on the customer’s behalf if the customer provides the credit card security code. This enhancement is beneficial since, for security purposes,

PortaBilling® does not store credit card security codes, and a correct code is necessary to complete first-time transactions.



Subsequently, payments can be made automatically, without requiring that the security code be entered again.

In this way, administrators now are better able to serve customers who are unable to make payments on their own.

- **Improvement of the self-care interface login mode** – When you assign a new ACL to a customer, you can still log in to the customer self-care interface with the customers' default ACL. This is opportune particularly when the new ACL limits functionality.

For example, if the new ACL restricts the customer access to the call screening management, you can log in to the customer self-care interface with the default **Retail** ACL and configure the call screening for the customer.

This option is available when you log in to the customer, account, reseller and distributor self-care interfaces.

The screenshot displays the 'Edit Customer 'Jane Roe'' page. At the top, there's a navigation bar with icons for Save, Save & Close, Close, xDRs, Batches, Sites, Accounts, E-Payments Log, Invoices, Change Status, Logout, and Help. Below this, the customer's basic information is shown: Customer ID (Jane Roe), Customer Class (Default customer class), Balance Control (Postpaid), Balance (34,220.00 USD), and Current Credit Limit (100,000.00 USD). A series of tabs are visible: Life Cycle, Taxation, Abbreviated Dialing, Subscriptions, Volume Discounts, Notepad, Service Configuration, Permitted SIP Proxies, Address Info, Balance Adjustments, Web Self-Care, Additional Info, Payment Info, Extensions, and Huntgroups. The 'Web Self-Care' tab is active and highlighted with a red box. Within this tab, the 'Access Level' is set to 'Modified Retail Access'. Below this, there are two buttons: 'Login with current ACL' and 'Login with default ACL'. Other fields include Login (janeroc), Password (masked), Time Zone (The same as billing time), and Web Interface Language (Default Language). Below the 'Web Self-Care' section, there are sections for 'Output Format' and 'Input Format', each with dropdown menus for Date, Time, and Date & Time.

- **PortaBilling®** provides the option for configuring the routing information for the customer's IP-networks on the NAS in cases when a customer needs to purchase an entire IP-network from the ISP. To do this, the administrator must indicate the network prefix, the length of the network prefix mask and the gateway IP address in the **Routed Networks** attribute. This routing information will then be automatically propagated to NAS each time the customer connects.
- **API methods** to handle taxes for prepaid customers (and debit accounts) using the **Auto-payments** functionality have been added.
- **An API method has been added** to support account top-up with discount-driven bonus service volume (e.g., free minutes or gigabytes).

Important Upgrade Notes

- **Enhancement of Auto-payment for prepaid customers.** When a prepaid product is sold, the tax is normally determined at the time of the sale. Therefore, a prepaid customer's balance reflects the actual amount that can be spent on services. The same tax determination procedure must be followed when a prepaid customer tops up the balance using a credit card. We have enhanced the Auto-payment procedure, and now it can handle taxes the following way.

A customer specifies an amount to top up the balance. The system calculates the taxes, adds them to the specified top-up amount, and then charges the total amount to the end user's credit card. This ensures that the balance will be topped up by the desired amount regardless of what the actual tax rate is.

For example, if a customer specifies \$10.00, and the tax rate is 20%, the system:

- charges \$12.00 (= \$10.00 + 20% tax) to the customer's credit card,
- tops up the customer's balance by \$10.00, and
- creates two xDRs: one for the balance top up (\$10.00) and the other for the tax (\$2.00).

To begin handling taxes this way, select **Apply taxes at the moment of the payment (prepaid Customers only)** in the customer class settings.

Apply	Name	Tax rate (%)	Applied to
<input type="checkbox"/>	VAT	10.00	All Charges
<input checked="" type="checkbox"/>	HST	13.00	All Charges

- Given that the **Premium Numbers IVR** application has not been used for some time, it has been removed from the new release.
- **A volume discount plan assigned to a customer is now applied after the volume discount plans that were assigned to an account (either directly or via the products) have become depleted** – Starting from this release, the order of how volume discount plans apply to an end user is determined as follows, from first to last:
 - Discount plans that are directly assigned to an **account**;
 - Discount plans that are assigned to **add-on products**. If more than one add-on product is assigned to an account, then they are sorted according to priority;
 - Discount plans that are assigned to the **main product**;
 - Discount plans that are assigned to a **customer**.



Previously the volume discount plans were applied in the following order:

- Discount plans that were directly assigned to an **account**;
- Discount plans that were assigned to a **customer**;
- Discount plans that were assigned to **add-on products**;
- Discount plans that were assigned to the **main product**.

The following example will help to clarify how this works: The family Doe from the USA is a customer in PortaBilling®. Each family member has an individual account as part of this customer. Since family members often call their European relatives, they ordered the 500-minute volume discount plan to be shared among them for their calls to Europe. Separate from this, their product includes a volume discount for each phone line which offers 60 free minutes of calls to Europe. One family member, Liza Doe, has a boyfriend in Germany, so she ordered the package that offers 200 free minutes to Germany. All three of the volume discount plans are combined for the **after reaching the last threshold limit** option.

In this scenario, the discount for Liza's calls to Germany will be applied in the following order:

1. The first 200 minutes will be free for Liza since this volume discount plan is directly assigned to her account.
2. Then she will be able to make free calls to her boyfriend for 60 minutes since the volume discount assigned to the product will be applied next.
3. And then, when the 60 free minutes are depleted, Liza will start to use the family's remaining shared 500 minutes.

This development makes using volume discount plans more intuitive.

- **The Go to UM Web Interface button has been renamed** – Note that the **Go to UM Web Interface** button (on the account self-care interface) that redirects you to the voice mailbox, has now been renamed **Voicemail Inbox**.
- **The Login with you own ACL option has been removed.**