



PortaSwitch New Features Guide

MAINTENANCE RELEASE 82

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Maintenance Release 82
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Preface

PortaSwitch® Maintenance Release 82 is the next leap-forward release, consistent with our “fast releases, precisely on time” ideology.

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 actions that must be taken for proper configuration.

NOTE: Notes contain additional information to supplement or accentuate important points in the text.



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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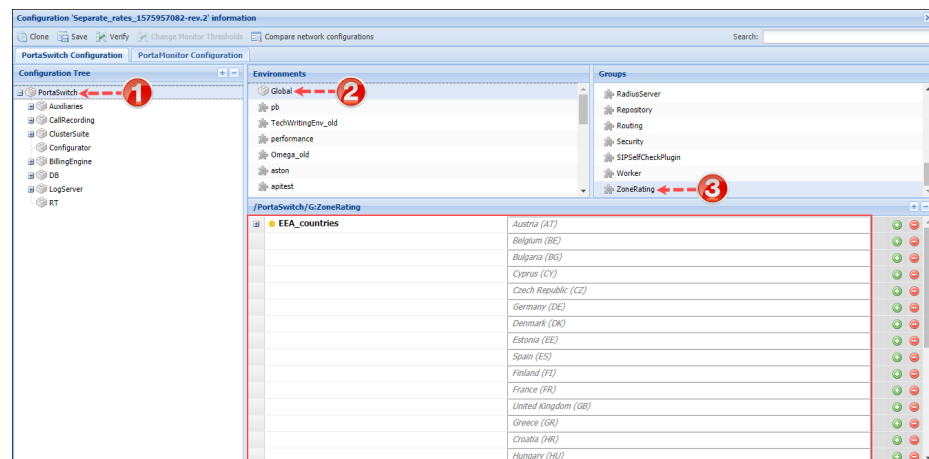
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Origin-based pricing for European destinations

Some European carriers apply separate charges for calls from within / outside the European Economic Area (EEA). Call costs are determined both by call origin (the country the call is made from) and destination (the country where it terminates.)

With this release, you can charge wholesale customers differently for calls from within / outside the EEA. You define separate rates for the same destination for calls made from both inside and outside the EEA. Then for each call to a European destination, PortaBilling® checks whether the CLI belongs to the EEA countries and applies the corresponding rate.

The list of EEA countries is predefined in PortaBilling®. An administrator can adjust the default list of EEA countries in the **ZoneRating.EEA_countries** option on the Configuration server.



By default, the CLI is provided in the 'From' SIP header. If an end user requests that their phone number be hidden from the party called (the **Hide CLI** feature is enabled), the 'From' header will contain "Anonymous" instead of the CLI. The actual CLI is stored in the PAI (P-asserted identity) SIP header and that's the header PortaBilling® uses to match the rate.

NOTE: Rate match by the PAI SIP header for outgoing calls is supported only if calls arrive via PortaSIP® for processing. If you use another termination gateway, PortaBilling® attempts to retrieve the CLI from the 'From' SIP header for rate matching. If the CLI cannot be retrieved, PortaBilling® matches the rate by CLD.

This is how it works:

Let's say your wholesale customer, EasyCall, sends calls from all over the world to Malta. You route these calls to your vendor GlobalNet for termination.

GlobalNet charges you separately for calls to Malta made from within / outside the EEA as follows:

Destination	Rate within EEA EUR/min	Rate outside EEA EUR/min
356	0.1	0.5

You charge EasyCall as follows:

Destination	Rate within EEA EUR/min	Rate outside EEA EUR/min
356	0.3	0.8

Consider these examples:

1. GlobalNet terminates a call from Italy to Malta.

Since Italy belongs to the EEA countries, the rate within the EEA is applied to this call. Thus, GlobalNet charges you 0.1 EUR per minute while you charge EasyCall 0.3 EUR per minute for this call.

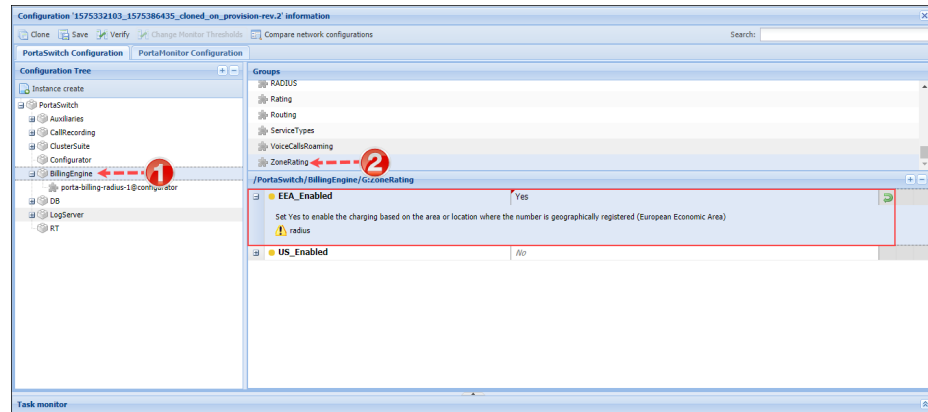
2. GlobalNet terminates a call from the USA to Malta.

The USA destination does not belong to the EEA list so GlobalNet applies the rate for outside the EEA for this call – 0.5 EUR per minute, and you charge EasyCall 0.8 EUR per minute.

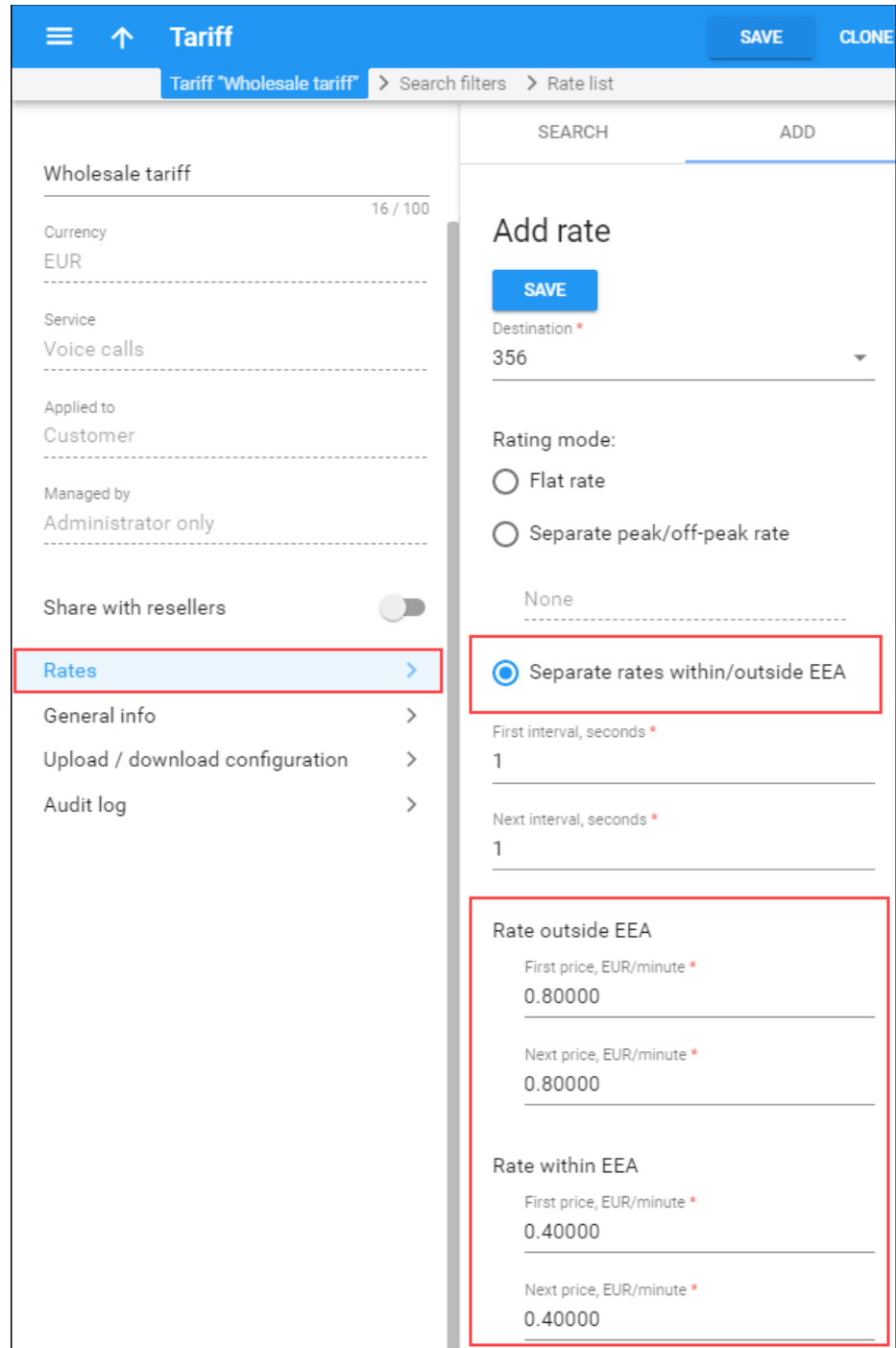
Configuration:

To enable separate rates for calls from within / outside the EEA, follow these steps:

1. Set the **EEA_Enabled** option to **Yes** for the **ZoneRating** group on the Configuration server.



2. Add rates for calls within / outside the EEA to your customer tariff. We recommend uploading these rates from either a .csv or .xls file for wholesale customers. Please refer to the [Rate Import handbook](#) for complete details.



Note that peak / off-peak pricing is not supported for the **Separate rates within / outside EEA** rating mode.

This feature helps service providers adjust to the pricing policies used by their termination partners and thereby avoid losses.

Auto-charge credit cards on invoice due date

Now you can charge customers' credit cards on their invoice due date. In so doing, you can adjust your payment collection policy to attract customers who prefer to pay later (e.g. large businesses).

You specify how long the grace period is for payments and then activate automatic charging of customers' credit cards to occur at the end of the customer's billing period.

The process is thus: PortaBilling® generates an invoice at the end of a customer's billing period and sends it to them. During the grace period, the invoice remains unpaid and the customer continues to use the services without restriction. On the due date, PortaBilling® automatically charges their credit card for the invoice amount.

A customer can also pay for their invoice earlier, either partially or in full. If the payment is partial, PortaBilling® charges the customer's credit card for the remaining amount once the due date arrives.

To illustrate, let's say EasyCall pays their invoices 30 days after they're issued.

On February 1, EasyCall receives their January invoice for \$100. The due date for this invoice is March 2, so EasyCall uses the service for the whole of February and receives their new invoice on March 1 for \$80 amount due on March 1.

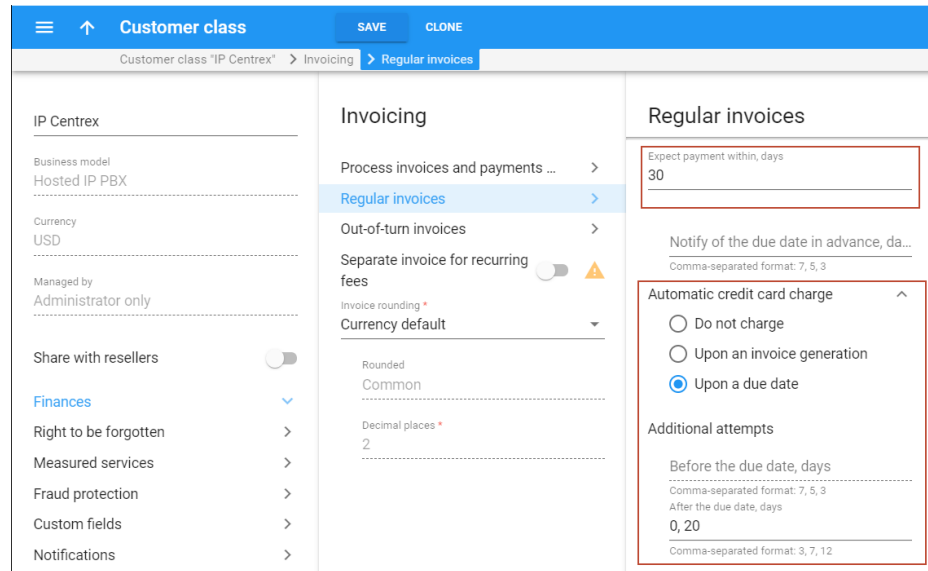
PortaBilling® charges EasyCall's credit card for \$100 on March 2 to cover the January invoice. And then on March 31, PortaBilling® charges EasyCall for \$80, as that is the due date for their February invoice.

This enhancement makes your payment collection flexible and thus you become more competitive in the market.

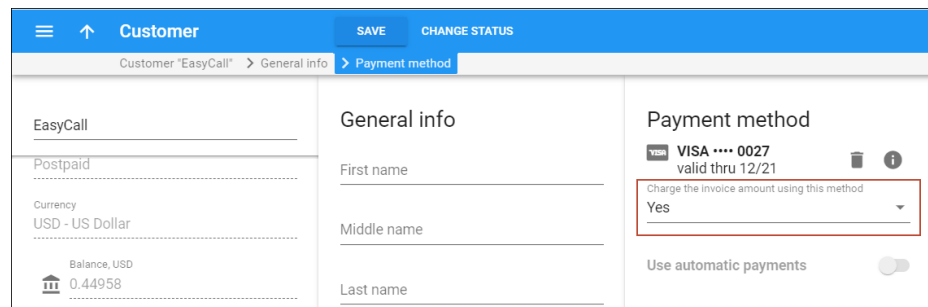
Configuration

To charge customers' credit cards automatically on their invoice due date:

1. Go to the customer class configuration, select **Automatic credit card charge upon the due date**.
2. Specify the grace period.
3. Specify 0 in the additional attempts to charge the credit card after the due date field.



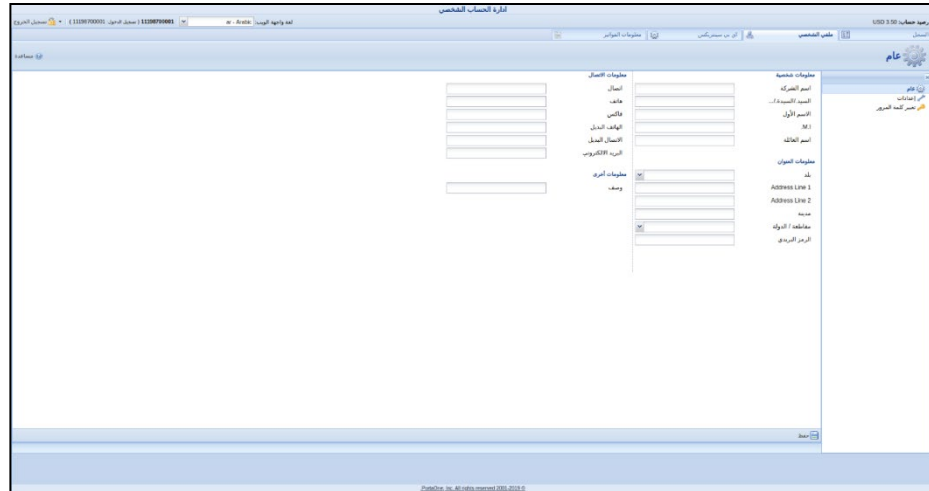
4. Make sure the customer's credit card details are stored in PortaBilling® and activate automatic charging for invoices.



Right-to-left layout in PortaBilling®

PortaBilling® now supports right-to-left (RTL) layout. The menu and the panels are mirrored and placed to the right and the text is aligned accordingly.

RTL layout is available for the customer and account self-care interfaces in Hebrew and Arabic.



To switch to the RTL layout, please contact the PortaOne support team and specify which users you require it for.

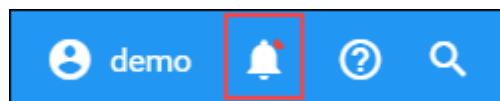
This enhancement makes PortaBilling® user-friendly for customers who read right-to-left (e.g. Hebrew, Arabic) and improves their customer experience.

Other features and enhancements

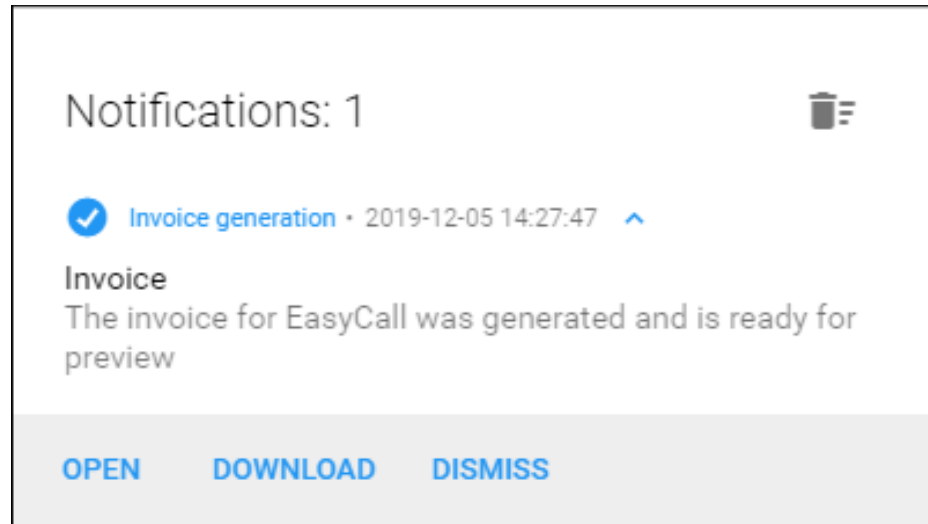
- **On-demand invoice generation in the background** – An administrator can generate these types of invoices on demand:
 - Initial
 - Out-of-turn
 - Midterm

With this release, they are generated in the background. Thus, an administrator can continue to work in PortaBilling® (e.g. create a new account, configure call forwarding, etc.) while the invoices are generated.

When invoice generation is scheduled, the administrator receives a notification in the toolbar.



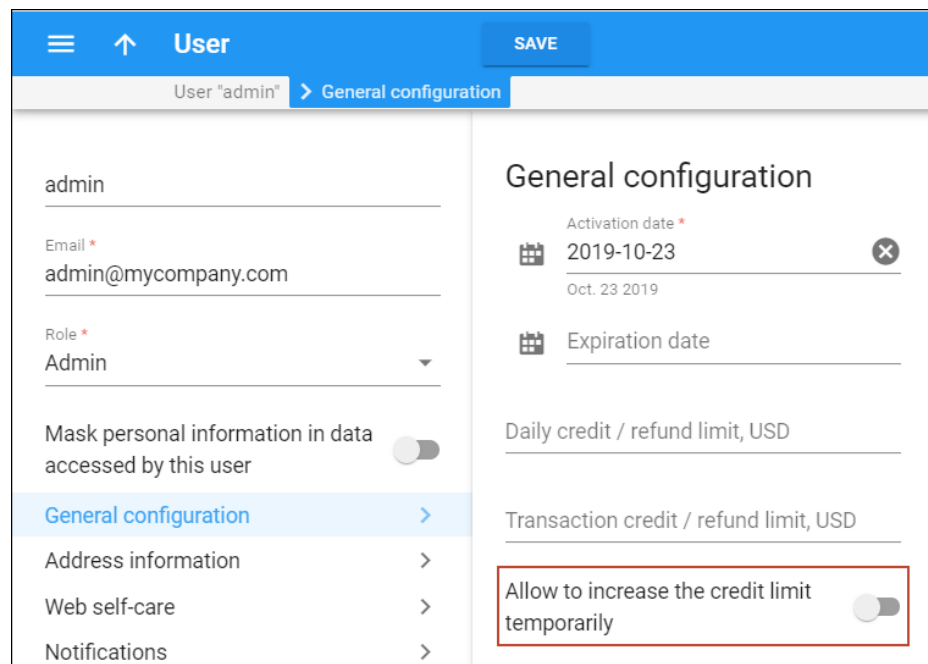
When invoice generation is complete, the administrator can preview the invoice in their browser and download it.



This feature saves the administrator time for other activities and increases the system's usability.

Web interface changes

- Now **new admin users cannot temporarily increase customer credit limits by default**. The administrator must explicitly authorize such a user to do so.



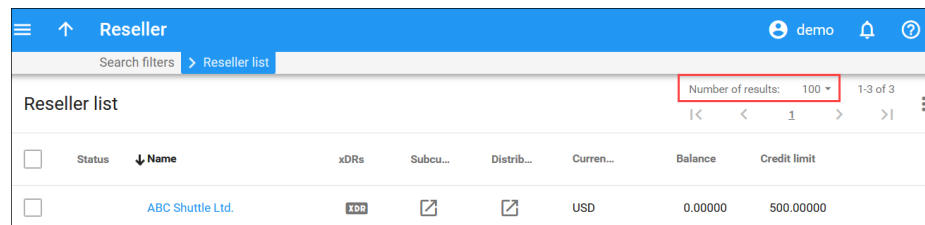
Since only certain users are typically allowed to adjust customer credit limits, this enhancement serves as an additional security measure. It helps CSPs reduce the risk of financial loss.

The configuration for existing users is preserved.

- **Change the default number of results for search lists** – The **search list** panel displays 25 rows, by default. With this release, every PortaBilling® user can set a default number of results to 10, 50 or 100 rows. Once the number is changed, it is automatically saved. So, the result lists for PortaBilling® entities, e.g. customers, accounts, resellers, etc., show the same number of records. This customization saves users from having to perform extra clicks.

For example, if an administrator changes the number of results on the customer list panel from 25 to 100, when they next open the reseller list, 100 records appear.

To change the default number of results that appears on the panel, open an entity in PortaBilling® and select a new value in the upper-right hand corner.



Status	Name	xDRs	Subcu...	Distrib...	Curren...	Balance	Credit limit
<input type="checkbox"/>	ABC Shuttle Ltd.	xDR			USD	0.00000	500.00000

PortaBilling® users can change the default number of results for the main entities, e.g. customers and accounts. For other entities such as geo profiles, vendors, etc. it will be implemented in subsequent releases.

This enhancement makes the web GUI more user friendly.