

## What is VOIPconnect?

VOIPconnect is your gateway between the world of Voice over IP (VoIP) and traditional telephony. By purchasing an Asterisk server or a SIP phone you are now able to utilize VoIP, but the usefulness of your device is limited by the connections it has with the rest of the world. VOIPconnect connects your server or phone to the almost anywhere in the world. You can send calls to other Asterisk servers and SIP phones or you can call ordinary analogue phones through the PSTN. Additionally VOIPconnect makes use of least cost routing to ensure that you are never paying more than you should.



## Why might I use VOIPconnect?

We have identified three categories of customers for this service:

### Single user accounts

Users that make use of a SIP phone and wish to connect that phone to the rest of the world. Typically these phones are used for home purposes in order to make cheap international calls, or to acquire connectivity where traditional infrastructures are not available.

### Trunk accounts

Businesses who have a VOIP based PBX and who wish to connect their PBX to the rest of the world. Trunk accounts mean that your PBX can connect to the PSTN and make use of least cost routing without having to purchase BR's / PRI's / cell phone routers and so forth. Often business make use of trunk accounts in order achieve free inter branch calling.

### Custom accounts

We also get customers who have specific / unorthodox requirements. For example users who would like to purchase a South African number that rings a phone in the UK. Another example is that one may like to provide some kind of call back service. If you have an unusual set of requirements then give us a call so that we can discuss options.

## How much does it cost?



Description	Cost per min	Average Saving
SA: National Numbers	R 0.55	21.86%
SA: Vodacom	R 1.40	43.19%
SA: MTN	R 1.40	48.85%
SA: Cell C	R 1.40	40.25%
Australia	R 0.55	58.51%
Austria	R 0.55	64.95%
Belgium	R 0.55	44.80%
Brazil	R 0.55	59.86%
Canada	R 0.55	67.33%
Congo	R 1.25	61.91%
Denmark	R 0.55	34.01%
Egypt	R 1.65	60.53%
France	R 0.55	65.79%
Germany	R 0.55	73.08%
Hong Kong	R 0.55	70.50%
India	R 0.83	50.03%
Israel	R 0.55	76.87%
Italy	R 0.55	60.55%
Japan	R 0.55	65.34%
Kenya	R 1.09	31.10%
Malawi	R 0.55	55.49%
Mozambique	R 0.98	26.25%
Namibia	R 0.90	27.94%
New Zealand	R 0.55	71.05%
Nigeria	R 1.33	34.85%
Pakistan	R 0.63	88.60%
Portugal	R 0.55	68.42%
Spain	R 0.55	60.21%
Swaziland	R 0.90	27.14%
Sweden	R 0.55	64.12%
UK	R 0.55	45.42%
USA	R 0.55	58.33%
Zimbabwe	R 1.02	24.21%

Table 1: Summary of call charges and average savings

**Note: All prices are excluding VAT**

For many, one of the main attractions to voice over IP is the ability to make cheap international calls. The table to the left gives a summary of the prices we charge for international calls. All calls are charged on a per second basis and do not impose any kind of minimum charge. A more complete price list can be found in our documents directory on our website:

<http://connection-telecom.com/docs/voip-pricelist.pdf>

Table 1 also gives an indication of the average saving made by our clients when using VOIPconnect instead of Telkom. The statistics were calculated from 50,000 real calls made on VOIPconnect.

On average we save our customers between 30% and 60% on their telephone bills.

All calls made to other VOIPconnect users are free of charge. This means that if you have two branches, say a Cape Town office and a Johannesburg office, you can make calls between the two branches for free.

For incoming calls we give you 1000 free minutes per month for trunk accounts and 500 free minutes for single user accounts. After which we charge 5c per minute.

A subscription fee of R45 per month is charged for single user accounts and R95 for trunk accounts. A single user account is also assigned a 087 number which can be used internally to the VOIPconnect network. A trunk account gets 10x 087 numbers. If you wish to be reachable from the PSTN you can purchase 021 or 011 numbers for R45 per month.

## The VOIPconnect website

A website has been created in order to make using VOIPconnect easier. This website can be found at:

<http://voipconnect.connection-telecom.com>

The purpose of this website is to allow you to keep track of your calls, top up your account and draw reports on expenditure and call quality. We also provide tools that you can use to change the settings of your account.

### My Transactions

For today show all transactions Go Advanced options Download Spreadsheet

Date	Peer	Caller	Dialled	Disposition	Duration	Charge
01 Jul 12:59	IAX2/ctelpbx-1	5164 Alun Davies	0800110 SA: Freecall	Answered	12:32	R0.00
01 Jul 12:39	IAX2/ctelpbx-1	5164 Alun Davies	02168 24 SA: Cape Town local numbers	Answered	0:13	R0.12
01 Jul 12:35	IAX2/ctelpbx-1	5169 Precious Sango	02171 51 SA: Cape Town local numbers	Answered	0:43	R0.40
01 Jul 12:33	IAX2/ctelpbx-1	5164 Alun Davies	0217127 SA: Cape Town local numbers	Answered	0:17	R0.16
01 Jul 12:29	IAX2/ctelpbx-1	0217121	0216 164 Incoming	Answered	3:40	R0.00
01 Jul 12:28	IAX2/ctelpbx-1	5165 Frans Schneider	021 6603 SA: Cape Town local numbers	Answered	4:19	R2.58
01 Jul 12:26	IAX2/ctelpbx-1	011 204	021 5160 Incoming	Answered	2:27	R0.00
01 Jul 12:18	IAX2/ctelpbx-1	5165 Frans Schneider	0215E 36 SA: Cape Town local numbers	Answered	3:24	R1.87

Figure 2: My Transactions

The website uses web 2.0 technologies to provide a wide variety of reports and graphs. Examples are month by month comparisons, expenditure per destination and savings analysis's. Additionally we are more than happy to add new reports as they are requested. All reports can be saved as Excel spreadsheets.

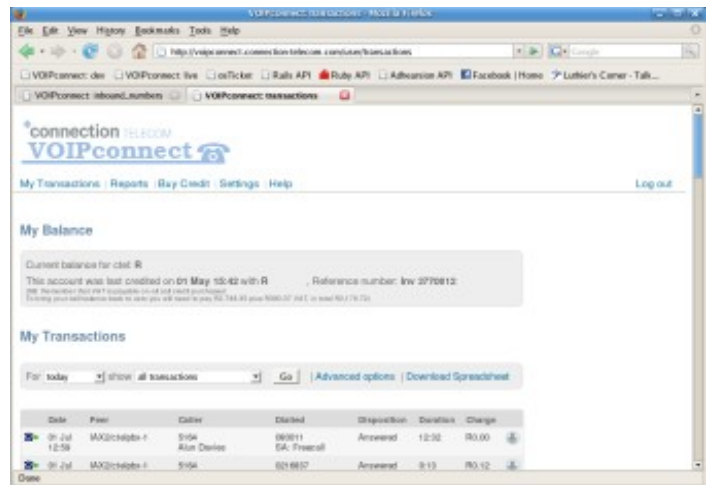


Figure 1: The VOIPconnect website

Figure 2 shows how we display calls made and received with your VOIPconnect account. We also provide tools to search call records for calls made during a certain time, calls less than/equal/greater than a certain duration, calls made by different employees, calls made to certain countries, etc.

### Report

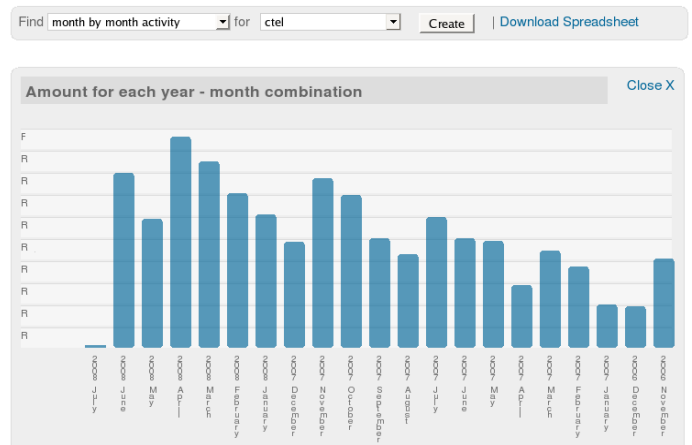


Figure 3: Reports

## The VOIPconnect website

### Buy Credit





Please select a value		
Product	Description	Price
 <b>200</b>	R200 VOIPconnect credit	R200 + VAT
 <b>500</b>	R500 VOIPconnect credit	R500 + VAT
 <b>1000</b>	R1000 VOIPconnect credit	R1000 + VAT
 <b>5000</b>	R5000 VOIPconnect credit	R5000 + VAT

Figure 4: Buying credit

Other features of the website include call quality analysis. For each call that goes through VOIPconnect we record a number of quality statistics. These statistics (as shown in figure 6) show details including packet loss, delay and estimated MOS scores. These statistics help reveal problem areas and give some insight into how call quality can be maximized. From our experience we receive good call quality through VOIPconnect.

Summary				
	Average	Std Dev	Worst	Classification
Local packet Loss:	0.23%	0.05%	0.29%	<span style="background-color: green; color: white; padding: 2px;">GOOD</span>
Remote Packet Loss:	0.27%	0.29%	0.97%	<span style="background-color: green; color: white; padding: 2px;">GOOD</span>
Total delay:	194.0ms	18.0ms	241.0ms	<span style="background-color: green; color: white; padding: 2px;">GOOD</span>
Est. MOS (local):	4.3			<span style="background-color: green; color: white; padding: 2px;">GOOD</span>
Est. MOS (remote):	4.3			<span style="background-color: green; color: white; padding: 2px;">GOOD</span>

[What do these statistics mean?](#)

Figure 6: Call quality statistics

VOIPconnect is a pre-paid service as a result one needs to make sure there is credit in the account in order to use it. To make this as easy as possible we provide two methods of topping up an account. From the website one can select to buy credit and select an amount. Then they are given the option to pay by credit card or request an invoice. Credit card transactions are handled securely on our behalf by VCS (as shown in figure 5).



The screenshot shows the 'VOIPconnect' payment page. At the top, it says 'You are now in a secure transaction environment - click on the padlock to verify site authenticity.' Below this, the merchant information is displayed: 'Merchant: Connection Telecom (Pty) Ltd' and 'Address: Westlake Business Park, Tokai, Western Province, South Africa, 7966'. The 'Purchase Details' section includes a table with columns for Reference, Merchandise, and Amount (ZAR). The Reference is 5400812, Merchandise is R500 VOIPconnect credit, and Amount is R570.00. The 'Payment Details' section shows the Acquiring Institution as 'Standard Bank of South Africa'. The Card Type is 'MasterCard'. The Card Number, Card Expiry Date (07 / 2008), and Card Verification Code (CVC) are visible. The Cardholder Name is 'As embossed on card', and the Cardholder Email is 'j@ve@connection-telecom.com'. The Budget Period is '00' and 'South African cardholders only' is selected. There are 'Submit', 'Reset', and 'Cancel' buttons at the bottom.

Figure 5: Credit card purchases

You can also use the website to set up a number of notifications. For example you can tell our servers to send you a notification when your balance is getting low. We also send out system status notifications that you can subscribe to. These notifications provide you with information about issues we are currently experiencing with VOIPconnect.

## Registering an account

If you would like to register an account with us you can do so by going to our online store:

<http://store.connection-telecom.com>

and selecting VOIPconnect from the menu on the left hand side of the website. From here you can choose to purchase either a trunk account or a single user account. If you would like an account for a more specific purpose please give us a call so that we can discuss the particulars. From the store you can also purchase 011 or 021 DID's. Finally it would be a good idea to purchase some initial credit with your order. If you do not do your account will be suspended when your balance goes below zero, meaning that you cannot make or receive calls.

Once you have registered for an account with us we will send you information on how to configure your VOIP phone or server to work with VOIPconnect.