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Frequently Asked Questions

Contents

General questions

What is the scope of R&R Managed Services?	R&R Managed Service is a turn-key solution for wholesale telecom carriers. It includes everything a carrier needs to be successful in TDM/VoIP minutes resale: – Globally distributed TDM/VoIP switches with redundant connections to Internet; – Traffic management system with real-time call statistics; – Routing control with LCR functionality; – Carrier rate management with automated analysis; – Billing system with Fraud Control and Usage Alert; – System engineers monitoring operations 24/7; – Technical and customer support to guide your daily operations.
What equipment will be deployed by R&R at my site?	We're not deploying equipment at your location, we provide you with remote access to carrier-grade systems that are already deployed in US, Europe and Asia (based on your choice of location).
Do I need to host any equipment or software to take advantage of your service?	All you need is a computer/tablet supporting JAVA (typically with x86 CPU). R&R will provide you with secure access to billing/routing/reporting/alerting systems.
What is the capacity of the equipment deployed in terms of number of concurrent call handling capacity?	Your system handles up to 30,000 concurrent calls (44x DS3), switches maybe stacked to increase overall call processing based on your requirements.
How much IP bandwidth is available? And how soon it be increased if required by us in future?	2Gbps is a guaranteed IP bandwidth to public Internet. Capacity is burstable and will increase dynamically based on the load.

24x7 Customer Care?	R&R provides 24/7 proactive service monitoring and on-demand tech support. Customer support is delivered during business hours. NOC support is available as well.
What is the difference between Tech Support and NOC service?	R&R team is responsible for service availability and for compliance of our equipment with current IETF, RFC and ITU specifications. We proactively monitor services and jump on any trouble ticket that may be caused by any system glitch or problem. R&R team is reporting directly to you. NOC Service, on the other hand, is interfacing with your Clients/Carriers, helps you to review trouble tickets that concern quality of certain routes, changes in routing, trunk configurations and other questions that are not directly influenced by R&R provided platform.
What are my guarantees that your service is reliable?	R&R is the leading Managed Services company with over 150 customers served all around the world. Service performance is assured by using world's leading switching gear, unparalleled experience of R&R engineers and our strict SLA: <99.9% 10% discount <99% 20% discount <95% 50% discount <90% 100% discount
Is there any setup fee? Service setup time?	Initial setup includes configuring your system, allocating dedicated IP address pool, providing full service training to all your personnel. Your system can be ready for service in just 1 business day. To offset initial investment R&R charges setup fee. Please discuss terms with R&R sales representative.

I have several employees; can I define different Access Rights and Roles?	System has 7 access levels:
	  ADMIN – all menus are visible and editable, including billing information.
	  ENGINEER – all menus but Billing are visible and editable.
	  ACCOUNT MANAGER - all menus are visible and editable but access is limited to Client's data as allowed by Admin
	  ADMIN(Spectator) – All menus of ADMIN are visible but no changes can be made to the system.
	  ENGINEER (Spectator) All menus of ENGINEER are visible, but no changes can be made to the system.
	  ACCONTANT – restricted access to Routing and Tools menus.
	  ANALYST – restricted access to Routing, Tools and Billing menus.

Will I save money by using your service?	You will save much more than just money by migrating to R&R Managed Service: - Cut costs as you no longer need to buy/upgrade any hardware, employ system administrators, buy/maintain billing system. - You stop paying for own colocation, IP bandwidth, power - You'll get the latest and most advanced switching system - You get access to highly experienced engineers - You get peace of mind and SLA guarantee that your business performs above expectations.

Technical setup

How many concurrent calls I can have per each Client and Provider?	Each time you add a VoIP end-point to your system you can define maximum number of concurrent calls, you can also use "Unlimited" to remove any capacity limitations. TDM clients are limited by the number of physical channels interconnected.
H.323 and SIP Support	Full support of both protocols with seamless conversion from one to another with option to manually define mapping of disconnect reasons from one to another.
Will anyone else use my assigned IP address?	No. Every customer of R&R receives dedicated IP subnet with up to 6 IP addresses that are used exclusively.
Full RTP Proxy?	Full RTP proxy for all calls with no additional charge (topology hiding). RTP proxy is a necessary feature for VoIP traffic resale and beware of any service provider not offering you this feature on 100% of calls.
Can you provide us with transcoding services?	Transcoding services are offered for all your VoIP-VoIP traffic. R&R utilizes high density specialized DSPs to decompress/compress all voice streams for calls that have no codec match between inbound and outbound call legs.
Pinging and Tracing?	Your partitioned IP address is closed for pinging (ICMP protocol) for security reasons. There are many hacking techniques that use ICMP protocol for Denial of Service attacks.
Can I connect over TDM?	R&R supports all types of TDM circuits and signaling. We are offering TDM interconnections in many locations around the world, please check with R&R customer care specialist.

Is your equipment compatible with a gateway of a specific brand?	Our equipment fully complies with ITU-T recommendations and widely accepted SIP RFCs. We are interconnected with more than 3,000 VoIP endpoints and have never seen incompatibility issue as long as other party adheres to standards.

Routing

Can I control traffic in real-time?	All routing operations are effective real-time. R&R provides 3 (three) routing algorithms to choose from Sequence (attempts routes sequentially) Proportion (draws first sequence by user-specified weight) Round-robin (balances load by rotating first choice priority)
Will your system re-route calls in case of failure?	System can reroute to up to 10 routing choices. Rerouting is based on the disconnection reason received from called party. Conditions that trigger re-routing can be managed on a per Trunk Group basis.
Do you offer automatic LCR?	R&R offers semi-automatic LCR where User defines routing groups and outbound priorities and routing is either code based or destination based. In our experience fully automated LCR routing is inefficient and leads to quality degradation.
Can I use Time of the Day Routing?	Both R&R billing and R&R routing systems support Time of the Day and Day of the Week choices.
Can I have multiple dialing code lists?	R&R billing system supports unique Dialing Code list per each defined Carrier. This allows you to have full confidence that your billing data per Carrier is accurate and that you can easily cross-check received invoices.
Excel Upload and Download?	R&R supports bulk import and export of following tables: Master Dialing Code list, Carrier rates, Client rates, Carrier-specific Dialing Codes.
Phone Number Translation?	Digit manipulation and individual number routing are available.
Can I always return disconnect reason 34 (H.323) or 503 (SIP)?	It's possible to substitute disconnect reasons received from the other call leg. There are benefits and shortcomings to such a solution, please consult with R&R customer service.

Monitoring & Reporting

Real-Time Billing?	R&R offers near Real-time CDR processing and billing.
Real-Time ASR, ACD, PDD, and Codecs Information?	Yes, either in summary reports or per CDR filter for more thorough research.
Real-Time Traffic Graphs?	Hourly graphs on the main page.
Active Calls?	Real time stats for each Trunk Group. Historical usage graphs are also available.
Profit/Margin Report?	Auto-refreshing Profit Margin report that takes into account differences in minute rounding and currency differences.
Call Detail Records (CDR) Download?	Three options to export CDRs: - Export completed calls CDRs - Export CDRs with billing information - Export detailed CDR for troubleshooting.
Advanced on Demand Sales, Billing and Support Reports?	Over 50 traffic reports available for thorough analysis of traffic and operations.
Account Activity Logs?	All User activity is logged and can be retrieved upon request.

Billing & Accounting

What format do we receive auto-invoices	Invoices are generated in CSV format for ease of editing (in case you missed the rate or made other error)
Do you allow full flexibility in choosing the billing period?	You define billing period including hour ranges. Interface has a TimeZone conversion tool that helps you to format billing window to any time zone in one click.
Do you support retroactive rating of the calls (back dating the rate)?	Rates can be backdated as well as dated in the future. The system will take into account all rate changes during the user defined billing period.
Which call setup and tear-down time stamp do you use for your call duration, or is this a variable at our choosing?	System is calculating duration as recommended by ITU-T – call duration is assigned to the beginning of the call.
Prepaid and Postpaid Customer Management? Real-Time Balance Update?	Anti-Fraud features including email/sms alerting and automatic traffic shutdown. Traffic is accounted only after the communications session has ended. It may not be a good solution for prepaid services with low denominations.

Settings Customer Credit Limits?	Anti-Fraud management includes setting a service limit per customer with optional feature to disable customer's inbound trunks.
Payments and Billed Minutes Consolidated Report?	Accounting features are incorporated in the interface.
Can we have 3rd party CDR access to this switch?	R&R can setup Client account for access to CDRs and traffic summaries. This will be a separate login where Client can only see CDRs only received/sent from their IP addresses.
What will be the billing solution in this switch?	We provide you with a complete billing solution that includes variable rounding (1/1, 6/6, 30/6, 60/60 or custom) per destination per client/carrier; time of the day billing; any billing period (daily, weekly, biweekly or custom); financial reporting including margin analysis; usage threshold alarms and traffic shut-off when client approaches or exceeds allowed usage.
Automatic Invoices to Customers?	Each Client/Carrier can have own settings for billing period and receive automatic invoices in CSV preformatted with your logo, banking details and tax information (optional)

Provisioning & NOC

What is the process to set-up New Customers and/or New Vendors?	All IP interconnections are provisioned via User Interface in fully automated way. TDM interconnections must be provisioned with the help from R&R Customer Service.
How long does it take to troubleshoot?	Troubleshooting times depend on the nature of a problem. Most technical problems can be pinned down with Self-Troubleshooting module in your interface. Complex problems that involve packet capturing and analysis usually take 1/4 hour.
Could we provision IP ranges?	Yes, system supports subnet provisioning.
Do you accept Tech Prefixes? What format? Are there any limitation?	We recommend tech prefix for all inbound connections. # sign is not allowed for SIP inbound traffic.
Is there any call delay? If so, How long?	It takes system less than 10ms to accept a call, look up routing label and route the call out. 10ms delay is totally invisible for call quality.

Client responsibility

Service agreements
Payments
Collections
Rate offers

Carrier Rate uploads
Routing updates
Route troubleshooting
Dispute analysis
Quality monitoring

NOC responsibility

R&R
Managed Telecom Services

Public Internet

SIP

SIP

SIP

TDM

SBC
Media gateway
SS7 gateway

Billing server
Routiing server
Reporting engine

Auxiliary services
  Test line
  Trace collection
  Local loops

—————— IP connections

—————— TDM connections