

## Frequently asked questions about the reseller program of Adepto Telecom

April 2010

Please note that your reseller platform has its own guidelines under each heading, please make sure you see the demo account and play with the system to get familiar with it.

### **How can my customers access the service? »**

Your customers can login the same way as you do via: <https://77.72.173.130/Login.aspx>

### **How many accounts can I create? »**

We don't limit the number of account you can create. However, it is useless to create too many accounts that you won't use. It just make the overview unclear for you.

### **How do I make a ratelist? »**

You need to follow the instruction given. Decide of the margin you want. In % or in a fix amount per minute. Feel in the other requested information and click "save". Then choose which of your customers this rate list is for.

### **How is my credit debited? »**

When one of your customers makes a call, we will debit your account according to the reseller rate list (you can view it in your account by clicking on "view my rates"). Meanwhile we will deduct the customer according to the rate list you created for him. Your customers can call as long as they have credit remaining and YOU have credit remaining. So make sure you have credit in your account to avoid blocking your customers.

### **Can my customers also use SIP calling and mobile VOIP? »**

Yes, you can find our SIP/proxy at the bottom of this document. If you need further info on any device please drop us a line. You can also offer:

- calls via mobile phones by using Fring, Nimbuzz or any other similar program
- calling cards (virtually and physically) using our free access numbers in 34 countries (white label numbers those can also be used by your customers)
- callback service to connect to telephones
- ring back system
- DID mapping and SMS is also on the way

General SIP settings are:

SIP port : 5060

Registrar : 77.72.174.129

Proxy server : 77.72.174.129

Outbound proxy server : leave empty

Account name : your username

Password : your password

Display name/number : your username or voipnumber

### **Is CLI enabled? »**

Yes, you can set your CLI at the softphone.

### **Can I remove credit from one of my customer? »**

Yes, you can remove credit from your customers and you can also block them.

### **Can my customer download a client? »**

Yes it is possible for your customers to download and use a client.

**Can I have my own resellers? »**

Yes it is possible for your customers to be your resellers. Please login into your platform and when creating a customer please click on reseller to make him/her a reseller.

**My customer can't call. Why? »**

There are various possible reasons why your customer cannot make a call:

- you don't have credit anymore. If your balance is 0,00eur none of your customers can call.

Solution: buy credit again

- your customer has no credit left.

Solution: he buys credit again from you and you recredit his account

- you have not assigned a ratelist to your customer.

Solution: assign a ratelist to your customer.

- the ratelist you assigned to your customer is not valid yet. Customers can't call with a ratelist that has a start date in the future.

Solution: check that the list assigned to your customer is already valid and that the start date is not in the future.

- you have blocked your customer.

Solution: check if you blocked your customer and if you want to give him access again to the service, unblock him.

**How long are your rates valid? »**

The rates are normally valid for 1 month. Rates can be subject to changes without prior notice.

**When do call charges take effect? »**

Call charges take effect once your customer is connected to the telephone number he has dialed i.e. once the call has been answered. If there is no answer or the line is engaged you will not be charged for the call and nor will your customer.

**What is the minimum topup amount »**

We require a minimum Payment of USD 50. No monthly payment required. Take your time to use this credit and top up again if you run out of credit.

**What is /are your IP address(es)? »**

For SIP: 77.72.174.129

For more information and to get started please visit <http://adeptotele.com/reseller.html> or e-mail: [info@adeptotele.com](mailto:info@adeptotele.com)