



digital **indaba**

Call Shop Introduction



Call Shop Web Sites

- The call shop management web sites are:
 - Account management <http://account.digitalindaba.com>
 - Call shop management and operation <http://callshop.digitalindaba.com>
- Both web sites can be accessed from Digital Indaba's web site at <http://www.digitalindaba.com>.

Note:

In this document, the cost rate is the call shop's buy price from Digital Indaba and the charge rate is the call shop's sell price to the end customer.



Call Shop Web Sites

- The web sites support the following features and functionality:

User Type	Account Management	Call Shop Management
	http://account.digitalindaba.com	http://callshop.digitalindaba.com
Owner	Check account balance	Booth management (pre- and post-paid)
	Check cost rates	Set and view rates
	View calls made	Configure call shop options
	View contact details	View call history
		View full reports
Operator	No access	Booth management (pre- and post-paid)
		View charge rates
		View call history
		View limited reports



Call Shop Booths

- Dial any valid number to have each call shop line show up as a booth on the call shop management web site
- The call does not have to be answered, it just needs to ring
- If a call shop line is not used for 3 hours it will not show up on the call shop management web site until another call is made

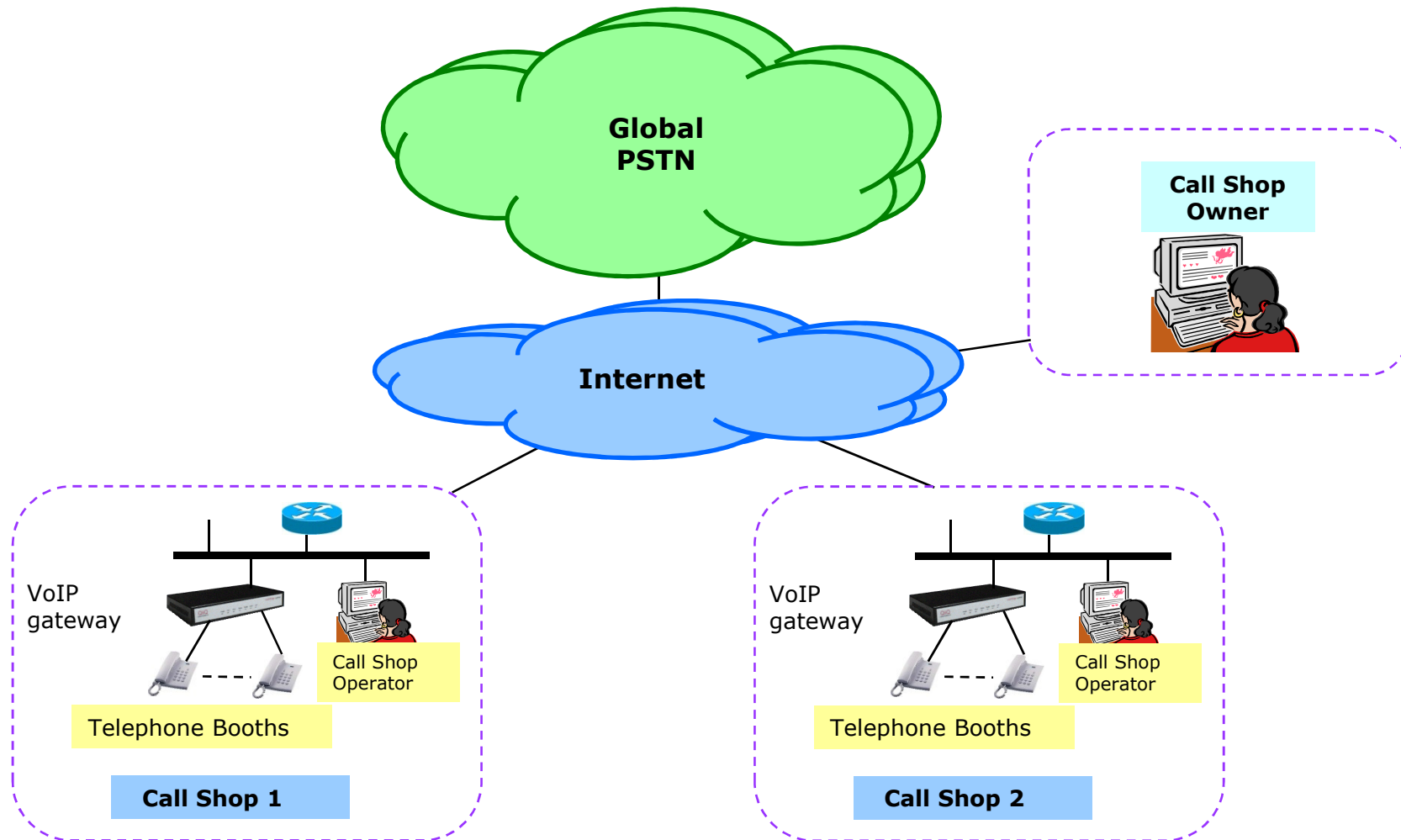


Call Shop Voice Test

- To test connectivity to the voice switch:
 - Dial 123 to test connectivity and audio quality
 - The test should be answered with the following message:
“This is the Internet telephony calling service. Please contact your service provider to activate your account”.
 - This response indicates that the system is connected to our VoIP switch successfully and your account is ready to use once funds have been received



Diagram





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Financial

- The call shop owner prepays an amount (of their choice) into Digital Indaba's FNB bank account
- The call shop owner specifies the Digital Indaba account number as the reference number when making the deposit
- Digital Indaba credits the call shop owner's account within 24 hours of payment notification and acknowledges the credit/payment via e-mail



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Payment Methods and Details

- Bank account details are:
 - Bank: FNB
 - Branch Name: Rondebosch
 - Branch Number: 201509
 - a/c Name: Digital Indaba
 - a/c #: 62110399822
 - Ref. #: <Your Digital Indaba account number>*
- PayPal
 - Click on the Pay Now button on the web site and follow the prompts

* For first time customers, use your e-mail address as the reference number and e-mail proof of payment to info@digitalindaba.com. We will configure your account and e-mail you the account number, PIN code and voice gateway configuration details.



Call Shop Operation

- Call shop credit is reduced based on the cost of each call as and when it takes place
- The call shop operator collects the charge of each call, therefore the profit is in the call shop operator's hands
- The call shop owner verifies daily costs against account balance
- If at any stage the call shop owner chooses to stop Digital Indaba's service, the outstanding credit will be refunded



Contact Details

- Web site <http://www.digitalindaba.com>
- E-mail info@digitalindaba.com
- MSN chat <support@digitalindaba.com>
- Free VoIP hotline 010122*
- Fax number 086 638 8521
- Mobile phone +27 (0)87 751 3921

* Once connected to our service