IP EXCHANGE PRE-PAY HANDBOOK

IP EXCHANGE

An IP Clearinghouse Solution from BT Wholesale



1. [OUTLINE OF THE PRE-PAY SERVICE 3](#_TOC_250041)
2. [SCOPE 3](#_TOC_250040)
3. [SERVICE EXCLUSIONS 3](#_TOC_250039)
4. [PRE-PAY ATTRIBUTES 3](#_TOC_250038)
   1. [THRESHOLD OPTIONS 3](#_TOC_250037)
   2. [THRESHOLD ALERTS 5](#_TOC_250036)
   3. [LOW BALANCE ALERTS 5](#_TOC_250035)
   4. [CRITICAL BALANCE ALERTS 5](#_TOC_250034)
   5. [SUSPENSION OF SERVICE NOTIFICATION 5](#_TOC_250033)
   6. [SERVICE RE-ACTIVATION NOTIFICATION 6](#_TOC_250032)
   7. [PORT RENTAL CHARGES 6](#_TOC_250031)
5. [PRICING 6](#_TOC_250030)
6. [BILLING 6](#_TOC_250029)
7. [VAT EXEMPT CUSTOMERS 7](#_TOC_250028)
8. [PAYMENTS 8](#_TOC_250027)
   1. [CHAPS PAYMENTS 8](#_TOC_250026)
9. [PRE-PAY WEB PORTAL 8](#_TOC_250024)
10. [PRE-PAY –E-BILLING SERVICE 9](#_TOC_250023)
11. [ORDERING PROCESS AND PROVISION 9](#_TOC_250022)
12. [USING THE BTW PREPAY PORTAL 10](#_TOC_250021)
13. [MANAGE CONTACTS 13](#_TOC_250020)
14. [FAULT HANDLING AND REPAIR 13](#_TOC_250019)
15. [COMPLAINT HANDLING 13](#_TOC_250018)
16. [GENERAL ENQUIRIES 13](#_TOC_250017)
17. [ADDITIONAL INFORMATION 14](#_TOC_250016)
18. [GLOSSARY OF TERMS 14](#_TOC_250015)

# OUTLINE OF THE PRE-PAY SERVICE

***IP Exchange*** is a product from BT Wholesale positioned to meet the requirement of the emerging IP communications market for a clearing house which connects together disparate IP islands, supporting VoIP to VoIP calling, also calls to and from the PSTNs and international networks.

The IP Exchange Pre-Pay service facility allows Customers who don’t have previous credit history with BT to take advantage of the IP Exchange Service. The Pre-Pay facility minimises the BT Wholesale Credit Vetting process or allows Customers who fail Credit Vet to still connect and use the IP Exchange service.

# SCOPE

The Pre-Pay facility enables the same services that exist with IP Exchange Post Pay. The Post pay service processes are used to facilitate the provisioning and modification (L2C) of the Service, as are the Trouble Ticketing (T2R) process, and number management processes (Number Sub-Allocation)

# SERVICE EXCLUSIONS

Outlined below are numbers that are not currently available for dialling into the IP Exchange Pre-Pay Service and BT makes no guarantee to make these available in the future:

* + 0808, 0500 codes (both Inbound and Outbound, this is due to the nature of the payment flows)
  + Service codes that are specific to BT Retail
  + Calls to numbers barred by the Customer’s Profile

# PRE-PAY ATTRIBUTES

The initial amount that a Customer needs to have in its Pre-Pay account will be determined by BT based on the Customer’s Forecast.

### Threshold Options

Based on their Forecast, Customers shall be placed in their respective Pre-Pay Threshold Bands. BT can reassign a customer to a new Threshold band and Customers should also contact the BTW Account manager if they consider they need to be moved to a different band. The Pre-Pay Threshold Banding will determine what the Customers Pre-Pay account balance will be:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Minimum balance in pounds** | **Low balance Alert (50% of balance left)** | **Critical balance Alert (15% of balance left)** | **Suspension (5% of balance left)** |
| Band 1 | 5000 | 2500 | 750 | 250 |
| Band 2 | 10000 | 5000 | 1500 | 500 |
| Band 3 | 15000 | 7500 | 2250 | 750 |
| Band 4 | 20000 | 10000 | 3000 | 1000 |
| Band 5 | 25000 | 12500 | 3750 | 1250 |
| Band 6 | 30000 | 15000 | 4500 | 1500 |
| Band 7 | 35000 | 17500 | 5250 | 1750 |
| Band 8 | 40000 | 20000 | 6000 | 2000 |
| Band 9 | 45000 | 22500 | 6750 | 2250 |
| Band 10 | 50000 | 25000 | 7500 | 2500 |
| Band 11 | 55000 | 27500 | 8250 | 2750 |
| Band 12 | 60000 | 30000 | 9000 | 3000 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Band 13 | 65000 | 32500 | 9750 | 3250 |
| Band 14 | 70000 | 35000 | 10500 | 3500 |
| Band 15 | 75000 | 37500 | 11250 | 3750 |
| Band 16 | 80000 | 40000 | 12000 | 4000 |
| Band 17 | 85000 | 42500 | 12750 | 4250 |
| Band 18 | 90000 | 45000 | 13500 | 4500 |
| Band 19 | 95000 | 47500 | 14250 | 4750 |
| Band 20 | 100000 | 50000 | 15000 | 5000 |
| Band 21 | 105000 | 52500 | 15750 | 5250 |
| Band 22 | 110000 | 55000 | 16500 | 5500 |
| Band 23 | 115000 | 57500 | 17250 | 5750 |
| Band 24 | 120000 | 60000 | 18000 | 6000 |
| Band 25 | 125000 | 62500 | 18750 | 6250 |
| Band 26 | 130000 | 65000 | 19500 | 6500 |
| Band 27 | 135000 | 67500 | 20250 | 6750 |
| Band 28 | 140000 | 70000 | 21000 | 7000 |
| Band 29 | 145000 | 72500 | 21750 | 7250 |
| Band 30 | 150000 | 75000 | 22500 | 7500 |
| Band 31 | 155000 | 77500 | 23250 | 7750 |
| Band 32 | 160000 | 80000 | 24000 | 8000 |
| Band 33 | 165000 | 82500 | 24750 | 8250 |
| Band 34 | 170000 | 85000 | 25500 | 8500 |
| Band 35 | 175000 | 87500 | 26250 | 8750 |
| Band 36 | 180000 | 90000 | 27000 | 9000 |
| Band 37 | 185000 | 92500 | 27750 | 9250 |
| Band 38 | 190000 | 95000 | 28500 | 9500 |
| Band 39 | 195000 | 97500 | 29250 | 9750 |
| Band 40 | 200000 | 100000 | 30000 | 10000 |
| Band 41 | 205000 | 102500 | 30750 | 10250 |
| Band 42 | 210000 | 105000 | 31500 | 10500 |
| Band 43 | 215000 | 107500 | 32250 | 10750 |
| Band 44 | 220000 | 110000 | 33000 | 11000 |
| Band 45 | 225000 | 112500 | 33750 | 11250 |
| Band 46 | 230000 | 115000 | 34500 | 11500 |
| Band 47 | 235000 | 117500 | 35250 | 11750 |
| Band 48 | 240000 | 120000 | 36000 | 12000 |
| Band 49 | 245000 | 122500 | 36750 | 12250 |
| Band 50 | 250000 | 125000 | 37500 | 12500 |
| Band 51 | 255000 | 127500 | 38250 | 12750 |
| Band 52 | 260000 | 130000 | 39000 | 13000 |
| Band 53 | 265000 | 132500 | 39750 | 13250 |
| Band 54 | 270000 | 135000 | 40500 | 13500 |
| Band 55 | 275000 | 137500 | 41250 | 13750 |
| Band 56 | 4000 | 2000 | 600 | 200 |
| Band 57 | 3000 | 1500 | 450 | 150 |
| Band 58 | 2000 | 1000 | 300 | 100 |
| Band 59 | 1000 | 500 | 150 | 50 |
| Band 60 | Internal Test | Internal Test | Internal Test | Internal Test |

**PLEASE NOTE:** Band 56-59 lower values introduced to assist new CP service. It is recommended that as soon as volumes increased CPs should move to more appropriate Threshold bands 1–55. Customer’s Threshold bands can be easily changed to reflect their usage.

### Threshold Alerts

The following automated Threshold email alerts will be supported:

* + Low balance alert – 50%
  + Critical balance alert – 15%
  + Suspension alert – 5%
  + Reactivation alert – 100% credit posted to Moneybox for a given Band received – generated after a suspension has occurred.

Where % is the band level minimum balance amount – for example BAND 1 is £5,000 the 50% Threshold alert process will be invoked at £2500.

The System has been designed to support multiple Customers’ nominated Email contact points. Please discuss the email Alert Contact Points with your BT Account manager to be set up on the system.

Warning: there is an inherent minimum 15 minute delay between the events being generated on BTW’s Billing systems and the email being received in a customer's email account. This can take much longer due to vagaries of Customer’s Email service provider – this is outside the control of BTW service.

### Low Balance Alerts

* A low balance alert will be triggered when 50% of the value within the Customer’s assigned Pre- Pay Threshold Band has been reached by the Customer.
* To avoid disruption to their IP Exchange service, Customers are required to ensure that enough Pre-Pay funds are available in their Pre-Pay accounts to cover traffic spend by topping up their Pre-Pay accounts once a low balance alert has been received.
* The Customer’s nominated Email Alert contacts will receive this automated email alert.

### Critical Balance Alerts

* A critical balance alert will be triggered when 15% of the value within the Customer’s assigned Pre-Pay Threshold Band has been reached by the Customer.
* To avoid disruption to their IP Exchange service, Customers are required to ensure that enough Pre-Pay funds are available in their Pre-Pay accounts to cover traffic spend by topping up their Pre-Pay accounts without delay once a critical balance alert has been received.
* The Customer’s nominated Email Alert contacts will receive this automated email alert.

### Suspension of Service Notification

* A suspension alert will be triggered when 5% of the value within the Customer’s assigned Pre-Pay Threshold Band has been reached.
* The Customer’s nominated Email Alert contacts will receive this automated email alert.
* The BT Operations teams will initiate suspension of the Customer’s Pre-Pay account as soon as they have received a copy of the suspension alert email.
* Calls that were in progress at the time of the break-out call suspension will remain in progress until they terminate naturally.
* New call attempts to 999, 18000 and 112 will be unaffected.
* In order for the Customer’s Pre-Pay account to be re-activated the Customer will need to provide sufficient payment to **GENERATE THE REACTIVATION NOTIFICATION** email within 7 days of its Pre-Pay account being suspended. For example if you are a band 1 CP – you must top up your Moneybox to the 100% Thresholds value of £5,000 – service will not be resumed until you

receive the service Re-Activation notification. For further information on account suspension and reactivation, please refer to your Pre-Pay Agreement.

### Service Re-Activation Notification

* Reactivation will only be triggered when 100% of the value of the Customer’s assigned Pre-Pay Balance is showing in the Customer’s Pre-Pay account. This will generate the Reactivation email alert to BT Operations and the customer’s email alert contact points.
* BT Operations reactivation will be only be available during Normal working hours, 08:30 to 17:00 hrs Monday to Friday, exclude Bank Holidays, and could take up to 5 working days to be completed from request of the Reactivation Notification being received.
* The Customer will be informed by email when its Pre-Pay account has been reactivated.
* It is very important that a Customer understands which Threshold band they are in – this will affect the payment they must make once the Suspension has been made to their account. Failure to update their moneybox with the 100% payment matching their Threshold Band will result in no Reactivation email being generated.

### Port Rental Charges

* Port rental charges, as published in IPX Annex A rate card, are applied at the beginning of each month.
* **It is important** that at the beginning of each month Customers ensure that sufficient available funds exist within their Pre Pay account for both daily traffic spend requirements and for port rental charges. Failure to manage the Pre Pay account in the manner described above could result in the account progressing rapidly through the various balance / Threshold alerts (50% , 15%) thus not allowing BT to provide sufficient balance notification. Suspension of the Pre Pay account will/could occur if the deduction of monthly one off port rental charges reduces the Customer’s account to or below the 5% (Suspension) Threshold.

# PRICING

* + Refer to the IP Exchange contract, Schedule 3, and Annex A rate card for pricing information, this is available at,

[IP Exchange - Products & services | Pricing & Contracts](https://www.btwholesale.com/products-and-services/voice/ip-exchange.html#pricing-and-contracts)

# BILLING

* + Call Charges will be decremented against the Customer’s Pre-Pay account (MoneyBox) every 30 minutes.
  + Port Management Rental Charges will be decremented against the Customer’s Pre-Pay account on the first working day of each month.
  + PIA (Payment in Advance) - This will be requested to cover any set up charges / connection charges i.e. set up charges are one-off, non-recurring charges which will be decremented against the Customer’s Pre-Pay account prior to the Service Start Date.
  + The Normal service is that all Charges will be decremented inclusive of VAT.
  + A monthly statement will be issued to the Customer for these charges on the first day of the following month and it is recommended to sign up to e-billing so there is no delay in receipt of the statement and any supporting files.
  + The values in the Annex A and Annex B rate cards will be applicable to both post and pre-pay customers and be published exclusive of VAT. However, the applied rates for pre-pay customers will be VAT inclusive; all pence per minute values are rounded mathematically to three decimal places of a penny and all pence per call values to one decimal place of a penny. These rates will be applied on a per call basis with the final call charge rounded to the nearest tenth of a penny.
  + The end of month statement will display the total VAT element of your charges separately and for the usage element, a supporting .csv file breaking down the calls, minutes and charges by day, evening and weekend will be provided with the charges and prices being inclusive of VAT. Actual pence per minute and Pence per call values will not be shown but average prices will be provided. Please note that this will prove difficult to match back to the original rate card, particularly where a price has changed during a month, but reassuringly the other invoice elements will be reconcilable against customer data.
  + It is worth commenting further on the way prices are applied as the unavoidable effect of applying rates inclusive of VAT and the following rounding along with the aggregation of many individually priced calls on the month-end supporting documentation can make the displayed rate un- reconcilable against the Annex A and B rate cards. Examples are shown below that highlight that at times the applied rate appears slightly greater and at others slightly less when the displayed rate has VAT removed.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Day Rate** | **Inc VAT @ 20%** | **Applied Rates** | **Applied rate less VAT** |
| Operator LCFA 0845 | 2.7214 | 3.2657 | 3.2660 | 2.7217 |
| Operator LCFA 0845 setup fee (PPC) | 2.7000 | 3.2400 | 3.2000 | 2.6667 |
| 2p Operator 0844 NTS Calls (g9) | 2.2622 | 2.7146 | 2.7000 | 2.2500 |
| 3p Operator 0844 NTS Calls (g10) | 3.2390 | 3.8867 | 3.9000 | 3.2500 |
| 4p Operator 0844 NTS Calls (g11) | 4.3615 | 5.2338 | 5.2000 | 4.3333 |
| 5p Operator 0844/0871 NTS Calls (g6) | 5.2833 | 6.3399 | 6.3000 | 5.2500 |

**Note:**

The PDF (Bill Statement) will show the billing account no. as GFnnnnnnnn, the bill backup shows it as AUR06nnnnnnnn.

# VAT EXEMPT CUSTOMERS

* + The system supports VAT exempt customers and will offer all calls VAT exempt such that all Call Charges will be decremented against the Customer’s Pre-Pay account (MoneyBox) every 30 minutes exclusive of VAT.
  + Port Management Rental Charges will be decremented exclusive of VAT each month.
  + All Charges raised against the Moneybox will be exclusive of VAT.
  + Any payments posted to the Moneybox will reflect actual deposits received.
* The supporting back-up file will now show VAT exempt amounts.

# PAYMENTS

## CHAPS payments

* + Customers are required to make regular Top Ups in Sterling using CHAPS payment services, allowing one banking day for any payments made by **2pm** to be received by BTW and placed onto the Customer’s Pre-Pay account.
  + Any payment processed after 3pm should be considered too late for processing within the same banking day and the Customer must consider this when making their CHAPS payment.
  + Banking details to use are:
    - Account Name: BT NRC DD
    - Bank Sort Code: 20-00-00
    - Bank Account no. 10596159
* IBAN is: GB27 BARC 2000 0010 5961 59
* Swift code BARCGB22

* + Please quote in your Payment reference fields you’re BTW Pre-Pay Account number, as an example, 06nnnnnnnn or GFnnnnnnnn. Please refer also to the instructions on the Pre-Pay web portal for CHAPS payments.
  + It is recommended that when making payments, by CHAPS, an e-mail is sent to the following BT e-mail addresses [rtrcc@bt.com](mailto:rtrcc@bt.com) and [btw.prepay.admin.team@bt.com,](mailto:btw.prepay.admin.team@bt.com) can you please ensure the Payment instructions state the following:

**CHAPS payment made for the BTW IPEX Prepay Billing Account no. 06xxxxxxxxx. Where 06xxxxxxxx or GF xxxxxxxx is your BTW Billing Account no.**

* + See <https://my.btwholesale.com//ipexprepay/ipexprepayMethods.do> for advice re payments.
  + Customers are recommended to calculate the time it will take to clear a CHAPs bank transfer – to avoid Service Suspension.

### Any enquiries regarding the collection of CHAPS payments should be referred to

[btw.prepay.admin.team@bt.com.](mailto:btw.prepay.admin.team@bt.com)

# PRE-PAY WEB PORTAL

* + Customers should request access to IP Exchange portal by registering on the <http://www.btwholesale.com/>website. Having completed the online Registration, upon receipt of your welcome to service pack, please send an email to [wolverhamptonnumberportability@bt.com](mailto:wolverhamptonnumberportability@bt.com) (WCMC team) requesting access to the IP Exchange Prepay Portal – please quote your user id.

See section 12 for screen shots on registering a new user id and accessing the Pre Pay Portal.

* + The IP Exchange Pre-Pay Web Portal Self Service Tool provides Customers with a secure environment to review spend history, available Pre-Pay account balance, view payments and adjustments completed against the account.
  + The option View Contacts provides you with the list of Threshold Email alert destinations – max 5; if you wish to amend these email address recipients please contact your account manager to make the changes required.
  + The Pre-Pay Web Portal is available at [www.btwholesale.com.](http://www.btwholesale.com/)
  + **The Pre-Pay Web Portal gives customers the ability to:**

View the last date and time of your last Threshold email alert generated

View which Threshold band you are placed

Download the Latest handbook – which includes the Threshold bands.

View last 6 months history of Threshold Email alerts generated

# PRE-PAY –E-BILLING SERVICE

The IP Exchange Pre-Pay Web Portal Self Service Tool provides CPs with the ability to view their previous Bills and the 'monthly summarised usage back-up data' also known as .dat files.

* + The Pre-Pay Web Portal is available at [www.btwholesale.com](http://www.btwholesale.com/) see E-Billing option.
  + See Section 12 for the E-Billing Portal screen images.

E-Billing files will be available on day 3 of the month – they may be available earlier but this is not

guarantee. If your E-Billing data is not available on day 3 of the new month please contact your

Account Manager. **WARNING:** the E-Billing service is only configured for a specific CP Portal

account – any attempt to view e- Billing from another CP Account will not be allowed. This is

required to provide strict controls to the CP between departments / teams.

# ORDERING PROCESS AND PROVISION

* + Standard IP Exchange Processes are used to order and provision Customers joining the IP Exchange Pre-Pay Service.
  + Your Account Manager (or Sales Specialist) will be able to assist you in the ordering process in the first instance and will have the necessary Contractual documentation, and Customer Requirements Form (CRF) to gather your requirements.
  + A Technical Account Manager (TAM) will be appointed to support the Customer through contract signature and where necessary any Compatibility Testing and associated provision activity.
  + Customers should request access to [www.btwholesale.com](http://www.btwholesale.com/) in the first instance, and then the IP Exchange Prepay Application upon receipt of the welcome to service pack.

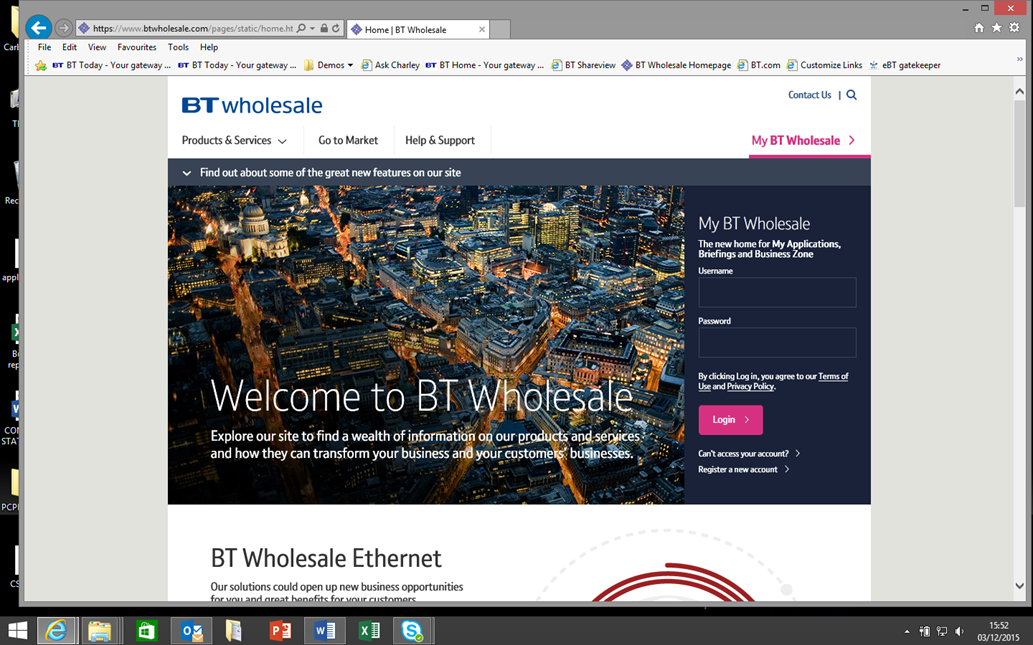
# USING THE BTW PREPAY PORTAL

**First Time use**r - Customers will require access to IP Exchange Portal screens, CP should in the first instance register on the <http://www.btwholesale.com/>website selecting **REGISTER** – following the instructions as an External CP – see screens below (process allows the new CP to SELECT IP Exchange Prepay services. Please note: by default ECOPLUS will also be provided to you.). On completing the form the system will generate a new user id – please keep a note of this.

Having completed the online Registration, upon receipt of your welcome to service pack, please send an email to [wolverhamptonnumberportability@bt.com](mailto:wolverhamptonnumberportability@bt.com) (WCMC team) requesting access to the IP Exchange Prepay Portal – please quote your user id.

WCMC team will contact you by email when you access to the Portal has been completed.

To enter the application CPs will login to [www.btwholesale.com](http://www.btwholesale.com/) and enter the IP Exchange Prepay Application. The CPs should then select the options available as per the screen shots below:

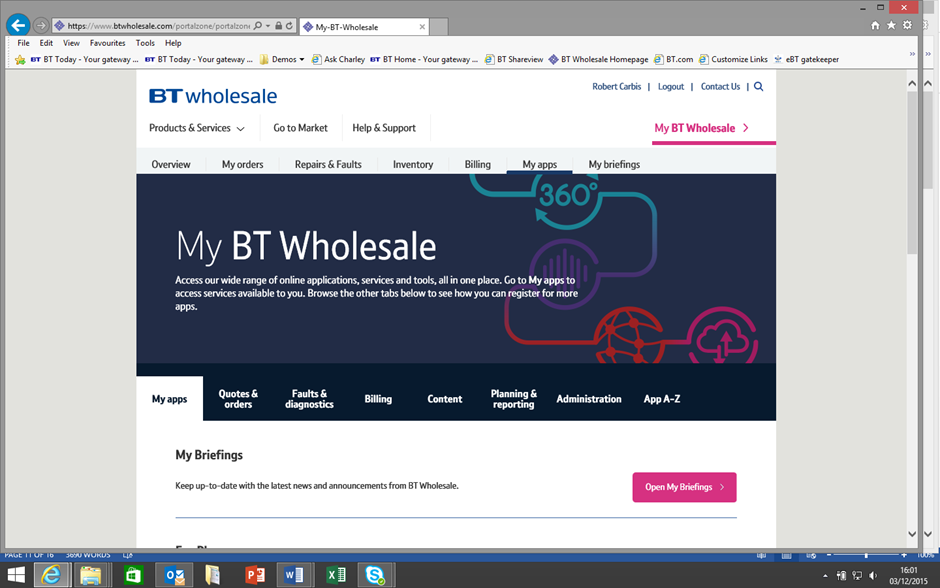


Enter

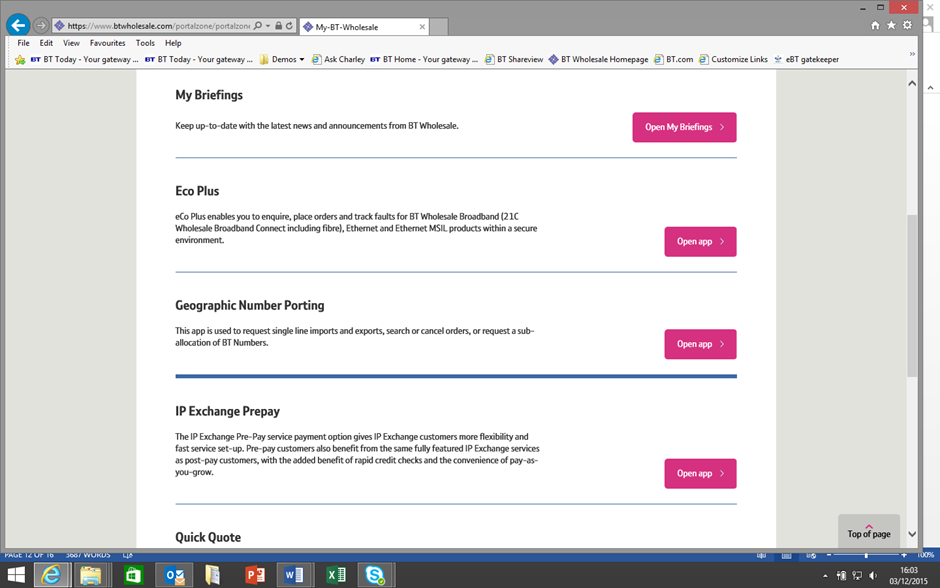
User ID and Password

Existing Customers - Login

New to BTW - Select Register now

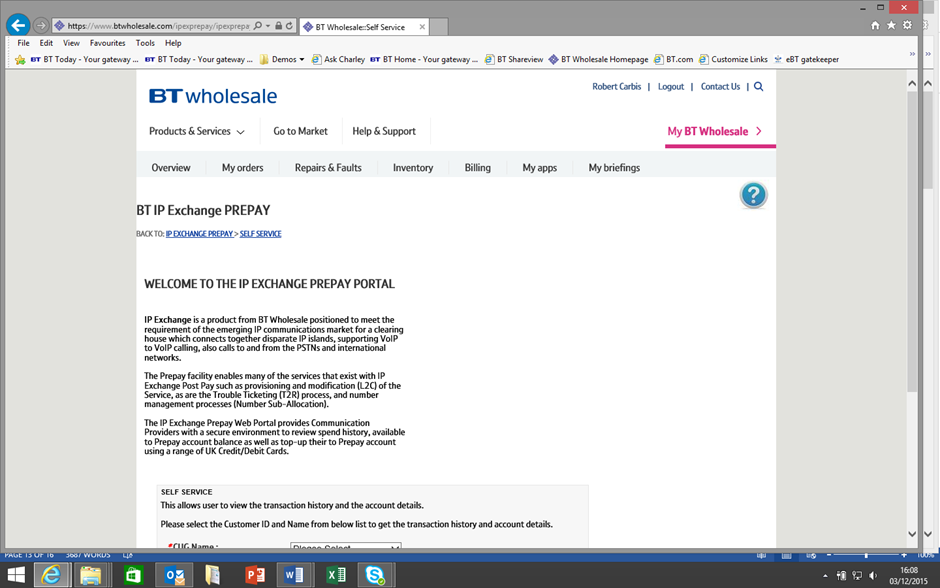


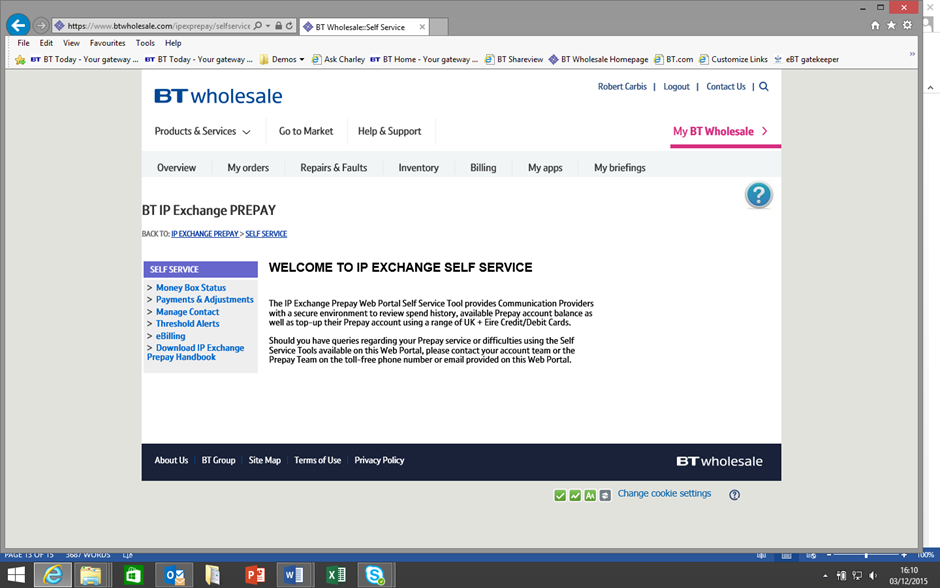
Select Apps



Select

IP Exchange

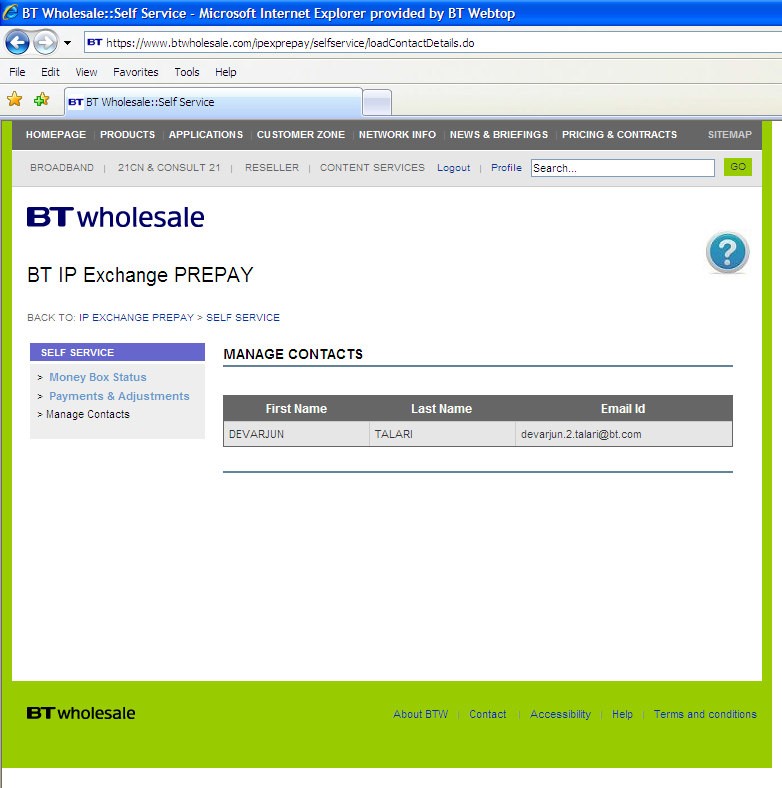




# MANAGE CONTACTS

Customers can view their Prepay Threshold Alerts contact points by selecting MANAGE CONTACTS on the Self Service portal. Any changes requested should be requested with an email to

[btw.prepay.admin.team@bt.com](mailto:prepay.admin.team@bt.com).



# FAULT HANDLING AND REPAIR

* + Customers can report faults 24/7 throughout the year to the IP Exchange Customer Service Team on 0800 077 8247 option 2. The repair service desk will ensure that the customer has proven the fault away from their network before accepting the fault and then allocate a unique service identifier.
  + Repair handling teams will check IRAMS for known platform problems record the fault instance on SPACER-R and inform operations of the problems and request a resolution, SPACE-R will be updated and the customer notified of the service restoration on completion.

# COMPLAINT HANDLING

* + Any complaint regarding the IP Exchange service should in the first instance be directed to the helpdesk for resolution on 0800 077 8247 Option 1. Should a customer remain dissatisfied they should follow the escalation procedure detailed in the CSP (Customer Service Plan).

# GENERAL ENQUIRIES

* + The Portal is the point of contact for all general requests, however if difficulties are experienced in its use, please contact the Wolverhampton Helpdesk and can be contacted via e-mail using [***wolverhamptonipexchange@bt.com***](mailto:wolverhamptonipexchange@bt.com) ***or via telephone on 0800 077 8247 Option 1,*** available 8:00am to 6pm Monday to Friday, excluding UK Bank Holidays.
  + The TAM function is the point of contact for any Network issues and can be contacted via e-mail using [interconnect.team@bt.com***.***](mailto:interconnect.team@bt.com) TAMs are available 9:00am to 5:00pm Monday to Friday, excluding UK Bank Holidays.

# ADDITIONAL INFORMATION

* + ***IP Exchange*** is not a PSTN emulation services and customers should be aware that some PSTN features that are supported by ISUP signalling are not available with this product e.g. Ring Back when Free, Malicious Call Trace etc.
  + The following documentation is available from your BT Account team:
    - IP Exchange Product Handbook
    - Number Portability Handbook
    - Number Sub-Allocation Handbook
    - Pre-Test Description
    - Technical Service Description
    - Customer Service Plan (CSP)
    - Customer Requirements Form
    - Contract

Further information on IP Exchange can also be found at:

[IP Exchange - Products & services | BT Wholesale](https://www.btwholesale.com/products-and-services/voice/ip-exchange.html)

# GLOSSARY OF TERMS

|  |  |
| --- | --- |
| CHAPS | Clearing House Automated Payments System |
| CP | Content Provider |
| CR | Credit Card |
| CRF | Customer Requirements Form |
| CSP | Customer Service Plan |
| DB | Debit card |
| IP | Internet Protocol |
| PSTN | Public Switched Telephone Network |
| SIP | Session Initiation Protocol |
| TAM | Technical Account Manager |
| T2R | Trouble Ticket to resolve |