

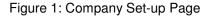
### **Service Provider Package**

# **Overview**

The XOP Networks' Service Provider Package provides a number of capabilities that permit a Service Provider to offer a number of conferencing and other services to small, medium, and large companies and also to significantly improve system availability. The package provides the operating company, the ability to sell virtual bridges from within a single bridge, with each account having its own Moderators, billing records (CDRs) and call logs. Once set-up, the individual companies have only access to their own data and records, while the operating company may see all usage/details across all accounts via the system admin screen. The following diagrams illustrate the functionality provided:

#### XOPNetworks

*		XOP Dallas Bridge 9:47 J	AM CDT	Tuesday March 30, 2010
Admin Menu	system admin			<u>Help</u>
Home	Edit Company			
Companies	Company Name:	XOP Networks		
Moderators	Address Line 1:	5508 W Plano Parkway	1	
Groups	Address Line 2:	Suite B	1	
Prerecorded Messages				
Service Selection	City:	Plano		
Conferences	State:	TX		
Firebar Conferences	Country:	USA		
Mass Notification	Zip Code:	75093		
Voicemail			-	
Click To Talk	Billing Contact Name:	Sudhir Gupta		
Realview	Billing Contact Phone:	(972) 590-0201		
System Configuration	Billing Contact Email:	sgupta@xopnetworks.com	1	
Maintenance		Cancel Submit		
System Status		Cuicer		
Reports				
Manage Profile				
Help				
Log out				



Any number of company accounts can be set up and easily modified to suit changing conditions. The following figure illustrates the company accounts that have previously been set-up:

		XOP Dallas Bridge	9:50 AM CDT	Tuesday	March 30, 201
Admin Menu	system admin				He
Home	Defined Companies				
Companies	Add				Delete
Moderators	No.	Name		Edit	Delete
Groups	1	Q ASSOCIATES (USA) INC		Edit	
Prerecorded Messages	2	XOP Networks		Edit	
Service Selection	3	Child Abduction Response Team (CART)		Edit	
Conferences					
Firebar Conferences	4	Cap Gemini		Edit	
Mass Notification	5	Callmation		Edit	
Voicemail	6	Dialogic		Edit	
Click To Talk	7	Intelsat		Edit	
Realview	8	Espre		Edit	
System Configuration	9	Willow Bend Lakes HOA		Edit	
Maintenance	10	Tristar Engineering		Edit	
System Status	11	Vsoft Corporation		Edit	
Reports	12	Highland Creek Estates HOA		Edit	
Manage Profile	13	C & S Products		Edit	
Help	14	Telcom & Data		Edit	
Log out	15	Integral Consulting		Edit	



XOP Networks, Inc.; 5508 West Plano Parkway, Suite B, Plano, Texas, 75093 www.xopnetworks.com, Tel: 972-590-0200, Fax: 972-590-0215 The Service Provider package produces extensive call records, that enable the service provider to bill the company entities with exact details of all of the moderators on any account, and/or individual moderators (very useful for departmental billing). The details can be downloaded in .csv file format. The following figure illustrates a typical usage report:

				Team Computers				1:	59 PM CDT Friday October
Admin	Menu system adm	in <sup>V3</sup>							
Home	Usage Reports					Se	ervice Reports	Syste	em Events Usage Reports
Address Book									
Companies	Start Date	End Date	Service Type	Com		Moderator			
Moderators	Jan 🔻 1 👻 2009 👻	Oct • 2 • 2009 •	All	✓ All		•	All		
Groups				Select					
Prerecorded				beleet					
Messages		Co	mpany	Moderator	Service Type	Events	Total Time	Details	
Service				admin, system	CN	2	0:22:58	View	
Selection				Barnes, David	CN	3	0:44:29	View	
Conferences				Bowman, Cody	CN	5	11:05:40	View	
Firebar				Huette, Dutch	CN	2	0:17:40	View	
Conferences				Leu, Daniel	CN	2	8:21:02	View	
Mass				Tinley, Patrick	CN	2	3:17:18	View	
Notification				Watley, Mike	CN	1	0:02:01	View	
Voicemail				Williams, Dean	CN	1	0:03:07	View	
Click To Talk			Center for Meditation	Inamdar, Ranjanben	CN	646	2768:45:46	View	
Realview			o Gemini	Kumar, Arvind	CN	6	14:24:00	View	
			poration, Singapore	Bhandari, Govind	CN	2	2:25:44	View	
System Configuration			im Dim	Chazin, Steve	CN	3	2:40:10	View	
conniguration			im Dim	Khot, Prakash	CN	67	83:18:08	View	
Maintenance			Espre	Hoggatt, James	CN	11	10:40:21	View	

ID	Created-at	Company	Moderator	Moderator	derator-pho	Service	Service	Service-type	e Service-subjec	Service	Service	Service	Destination	Call	Called-at	Joined-service-at	t Disconnected-at	Port
		name	Ident	Name	Phone #	D	Results	Туре	Subject	Started at	Complete at	Scheduled?	Number	Direction				ID
24	2/25/2010 15:50		7	1_Iname, subscrib	407	11	7	FB	conference one	2/25/2010 15:49	2/25/2010 15:50	N	403	OUT	2/25/2010 15:49	2/25/2010 15:49	2/25/2010 15:50	2
25	2/25/2010 15:50		7	1_Iname, subscrib	407	11	7	FB	conference one	2/25/2010 15:49	2/25/2010 15:50	N	402	OUT	2/25/2010 15:49	2/25/2010 15:49	2/25/2010 15:50	1
26	2/25/2010 15:50		7	1_Iname, subscrib	407	11	7	FB	conference one	2/25/2010 15:49	2/25/2010 15:50	N	401	OUT	2/25/2010 15:49	2/25/2010 15:49	2/25/2010 15:50	0
27	2/25/2010 15:50		7	1_Iname, subscrib	407	11	7	FB	conference one	2/25/2010 15:49	2/25/2010 15:50	N	764	IN	2/25/2010 15:49	2/25/2010 15:49	2/25/2010 15:50	4
28	2/25/2010 15:51		7	1_Iname, subscrib	407	11	8	FB	conference one	2/25/2010 15:50	2/25/2010 15:51	N	403	OUT	2/25/2010 15:50	2/25/2010 15:50	2/25/2010 15:51	2
29	2/25/2010 15:51		7	1_Iname, subscrib	407	11	8	FB	conference one	2/25/2010 15:50	2/25/2010 15:51	N	764	IN	2/25/2010 15:50	2/25/2010 15:50	2/25/2010 15:51	5
30	2/25/2010 15:51		7	1_Iname, subscrib	407	11	8	FB	conference one	2/25/2010 15:50	2/25/2010 15:51	N	401	OUT	2/25/2010 15:50	2/25/2010 15:50	2/25/2010 15:51	0
31	2/25/2010 15:51		7	1_Iname, subscrib	407	11	8	FB	conference one	2/25/2010 15:50	2/25/2010 15:51	N	402	OUT	2/25/2010 15:50	2/25/2010 15:50	2/25/2010 15:51	1
32	2/25/2010 15:52		7	1_Iname, subscrib	407	11	9	FB	conference one	2/25/2010 15:51	2/25/2010 15:52	N	402	OUT	2/25/2010 15:51	2/25/2010 15:51	2/25/2010 15:52	1
33	2/25/2010 15:52		7	1_Iname, subscrib	407	11	9	FB	conference one	2/25/2010 15:51	2/25/2010 15:52	N	403	OUT	2/25/2010 15:51	2/25/2010 15:51	2/25/2010 15:52	2
34	2/25/2010 15:52		7	1_Iname, subscrib	407	11	9	FB	conference one	2/25/2010 15:51	2/25/2010 15:52	N	764	IN	2/25/2010 15:51	2/25/2010 15:51	2/25/2010 15:52	6
35	2/25/2010 15:52		7	1_Iname, subscrib	407	11	9	FB	conference one	2/25/2010 15:51	2/25/2010 15:52	N	401	OUT	2/25/2010 15:51	2/25/2010 15:51	2/25/2010 15:52	0
					Note: som	e fields	have b	een hidden	for clarity purp	oses								

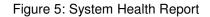
Figure 4: Typical System Billing Record (CDR)

The screen above shows typical billing records for a system. The file is in a comma delineated (.csv) format, and may be exported manually or via a TCP/IP data interface to an external billing system (see diagram in Figure 6 following)

The system also produces System Status screens so that the Service Provider is able to determine the condition of any/all of the circuits that terminate on the bridge, and the "health" of the voice processing software. These reports are available for VoIP/SIP, TDM and Analog terminations.

			Team Comp	outers			2:29 PM CDT	Friday October 2, 2009
system admin								<u>Help</u>
System Status	5							History
Voi	co Drococcor St	tur						
	Running	us						
				Port S	tatus			
Interface	Channels			10100	tutus	Statu	15	
			1234	5 6 7 8	9 10		14 15 16 17 18 19 20 21 22 23	
	23		1234	5 6 7 8	9 10	1 12 13	14 15 16 17 18 19 20 21 22 23	
				Port Loca	tion M	ар		
				_			Port Location	
				-				
					28			
		5 spa	n-1:5 17	span-1:17	29	span-2:6	41 span-2:18	
		6 spa	in-1:6 18	span-1:18	30	span-2:7	42 span-2:19	
		7 spa	n-1:7 19	span-1:19	31	span-2:8	43 span-2:20	
					32	span-2:9	44 span-2:21	
_		·				-		
							46 span-2:23	
	System Status	System Status Voice Processor Stat Running Interface Channels Span-1 23	System Status           Voice Processor Status           Running           Interface         Channels           span-1         23           span-2         23           Port         Loc           1         spa           2         spa           6         spa           5         spa           8         spa           9         spa           9         spa           1         spa           1         spa           1         spa           1         spa           1         spa           1         spa	System admin           System Status           Voice Processor Status Running           Interface         Channels           span-1         23           span-2         23           Port         Location           1         span-11           2         span-12           3         span-13           15         span-13           4         span-15           7         span-15           8         span-16           9         span-175           10         span-179           11         span-171           2         span-171           10         span-171           11         span-171           11         span-176           12         span-176           13         span-176           14         span-176           15         span-176           16         span-179           11         span-176           11         span-176           11         span-177	System Status           Voice Processor Status Running           Running           Port S           Interface         Channels           span-1         23           span-2         23           Port Location         13           1         span-1:11           2         span-1:12           Port Location         13           Span-1:13         14         span-1:14           15         span-1:11           2         span-1:11         15           1         span-1:11         15           2         span-1:11         15           3         span-1:11         15           4         span-1:12         14           5         span-1:11         15           1         span-1:12         14           1         span-1:12         15           1         span-1:12         15           1         span-1:12         15           1         span-1:12         12           1         span-1:12         12           1         span-1:12         12           1         span-1:12         13           1<	System admin           System Status           Voice Processor Status Running           Running           Interface         Channels           span-1         23           span-2         23           Port Location         Port Location         Port Location           Port Location         Port Location         Port Location         Port Location           Span-13         Span-113         Span-114         26           3 span-13         15 span-114         26           3 span-13         15 span-114         26           6 span-16         18 span-117         29           6 span-17         20 span-112         31           9 span-19         21 span-112         32           10 span-114         10 span-113         12 span-113           11 span-114         12 span-114         12 span-114           12 span-117         19 span-114         12 span-114           13 span-113         17 span-113         30           14 span-114         12 span-114         12 span-114           13 span-114         14 span-114         14 span-114           14 span-114         15 span-114         16 span-116         18 span-114         13 span-112	System admin           Voice Processor Status Running           Port Status           Port Status           span-1         23         Status           gpan-2         23         Port Location         Port Location           Port Location         13         Span-1:13         25         span-2:12           3         span-1:2         14         span-1:15         25         span-2:12           4         Span-1:3         15         span-1:16         29         span-2:12           5         span-1:6         18         span-1:16         29         span-2:12           5         span-1:16         13         span-1:16         29         span-2:17           14         span-1:16         13         span-1:16         29         span-2:17           15         span-1:16         13         span-1:16         31         span-2:17           15         span-1:16         13         span-1:17         29         span-2:17           16         span-1:19         21         span-1:19         21         span-2:11           10         span-1:19         22         span-2:10         32         span-2:11     <	System admin         System Status           Voice Processor Status Running           Port Status           Span-1         23           Port Location         Port Location           Status           Status           Status           Port Location         Port Location           Port Location         Port Location           1         5pan-1:2         1         5

#### XOPNetworks



## **High Availability Deployment Option**

There are also a number of additional capabilities available with the Service Provider Package that significantly improve the conferencing service availability in the event of network/switch/server problems (please contact XOP Networks for more information concerning your specific requirements).

- Duplicated Servers with two way database replication enter user data on one server via the admin or moderator interface, and it is automatically replicated on the secondary server.
- Hot Standby configuration (Primary and Secondary servers) in the event that one server becomes disabled, the secondary server automatically takes over.
- Load sharing operation in a duplicated configuration it is possible to load share between the two servers. This is possible in a VoIP/SIP network environment as well as a TDM/T1/E1 network.

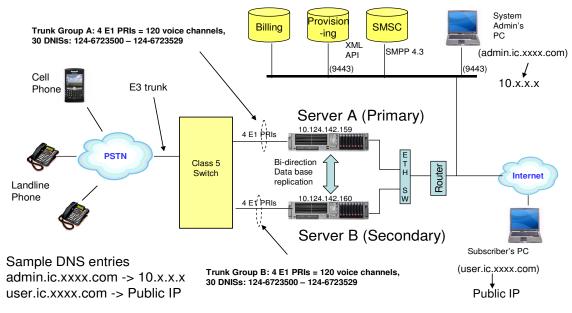


Figure 6: Typical Service Provider Network - High Availability deployment

Primary/Secondary Operation

- Server A will be Primary, Server B will be a hot standby Secondary.
- All 'provisioning' activity will take place on the Primary server
- The Database of Server A and B will be kept in sync 100% of the time using bi-directional replication.
- Each server will run a heart beat protocol that will keep each server informed about the health of the mate server.
- Trunk group's A and B will be set up for ascending trunk selection
- Trunk group A will be set up to 'route forward' on out-of-service to trunk group B and viceversa.
- The servers will be set up with floating IP addresses, and hence will provide common URL for web access.
- The switch routing and the network router will normally keep all traffic (voice and data) on the Primary server. In case Server A is out of service, Server B will become Primary automatically.
- When Server A is restored, it will continue to serve as Secondary.
- The Server acting as Primary will continue to push CDRs to carrier's FTP site on a periodic basis.