

# Q-CallBack™

International Call Back Long Distance service is a profitable service for you as an ITSP if you operate your business in a country

- where you are not permitted to operate a service to offer outbound international telephone call service (whereas inbound international telephone calls are allowed)
- where the per minute rate charged by the incumbent telephone company for international calls is much higher than the per minute rate of an inbound VoIP call into the country

## Outstanding Attributes

EcoCarrier offers four kinds of Call Back service:

1. **Q-CallBack-DID** - Call Back service that is triggered by dialing a unique telephone number and does not require the use of a VoIP gateway in the country
2. **Q-CallBack-SMS** - Call Back service that is triggered by sending a SMS message and does not require the use of a VoIP gateway in the country
3. **Q-CallBack-Web** - Call Back service that is triggered by sending a request for the service through a webpage and does not require the use of a VoIP gateway in the country
4. **Q-CallBack-LGW** - Call Back service that is triggered by dialing a unique telephone number and requires that a VoIP gateway be available for use in the country of operation

### 1. Q-CallBack-DID - Call Back triggered by dialing unique telephone number

When you want to make an international long distance call, you will first dial a unique telephone number assigned to you by EcoCarrier to reach EcoCarrier's Call Back IVR Server/Switch to trigger a call back call to a pre-determined telephone number.

When you dial the unique telephone number, you will hear a busy tone and you should hang up the telephone right away. EcoCarrier's Call Back IVR Server/Switch reads the unique telephone number dialed (by you) and uses it to identify you and then call you back at the pre-determined telephone number (this is the First Leg of the Call Back Call).

When you answer the incoming call from the Call Back IVR Server/Switch, you will hear a voice message "Enter your destination number" played by the Call Back IVR Server/Switch.

The Call Back IVR Server/Switch takes note of the Destination Number ("DN") dialed by you and then dials the DN (this is the Second Leg of the Call Back Call) and then bridges the First Leg call and the Second Leg call together for a telephone conversation to take place.

### 2. Q-CallBack-SMS - Call Back triggered by sending SMS

When you want to make an international long distance call, you will first send an international (if the service is available) or in-country SMS message, that contains your Call Back Number (i.e., the telephone number that you want EcoCarrier's Call Back IVR Server/Switch to call back to), the Destination Number, and the Account Code assigned to you by EcoCarrier, to reach the Call Back IVR Server/Switch, equipped with capability to receive the SMS message, to process the call request.

The IVR Server/Switch first calls the Call Back Number (the First Leg of a Call Back Call), and when the Call Back side answers, it plays a voice message like "You have 5 dollars and 0 cents. Thank you. Please hold." and then it proceeds to call the Destination Number (the Second Leg of a Call Back Call).

The Call Back IVR Server/Switch then bridges the First Leg call and the Second Leg call together for a telephone conversation to take place.

### **3. Q-Callback-Web - Call Back triggered by sending request through a webpage**

When you want to make an international long distance call, you will log on to EcoCarrier's service platform for Web-based Call-Back Service (MemberID and Password are required) and enter in a call-back request dialog box the Call-To Number and the Call-Back-To Number.

The IVR Server/Switch first calls the Call Back Number (the First Leg of a Call Back Call), and when the Call Back side answers, it plays a voice message like "You have 5 dollars and 0 cents. Thank you. Please hold." and then it proceeds to call the Destination Number (the Second Leg of a Call Back Call).

The Call Back IVR Server/Switch then bridges the First Leg call and the Second Leg call together for a telephone conversation to take place.

### **4. Q-Callback-LGW - Call Back through an in-country VoIP gateway**

When you want to make an international long distance call, you will first dial a unique telephone number assigned to you by EcoCarrier to reach EcoCarrier's Call Back IVR Server/Switch to trigger a call back call to you through an in-country VoIP gateway.

When you dial the unique telephone number, you will hear a busy tone and you should hang up the telephone right away. EcoCarrier's Call Back IVR Server/Switch reads the unique telephone number dialed (by you) and uses it to identify you and then call you back at the pre-determined telephone number through the in-country VoIP gateway (this is the First Leg of the Call Back Call).

When you answer the incoming call from the Call Back IVR Server/Switch through the in-country VoIP gateway, you will hear a voice message "Enter your destination number" played by the Call Back IVR Server/Switch.

The Callback/IVR Server/Switch takes note of the Destination Number ("DN") dialed by you and then dials the DN through the Call Back IVR Server/Switch (this is the Second Leg of the Call Back Call) and then bridges the First Leg call and the Second Leg call together for a telephone conversation to take place.

EcoCarrier's billing server works with the Call Back IVR Server/Switch to obtain the CDRs generated by the Call Back Server/Switch and does billing for the First Leg and Second Leg of each Call Back Call.

The CDRs and billing information are available for viewing at the Q-Bill Portal accessible by you as the reseller of the EcoCarrier VoIP-based International Call Back Service from an Internet Explorer browser.

### **Q-Callback-PPCC service offered to Prepaid Calling Card Holder**

As a reseller of our Q-Callback-PPCC service you can offer for sale a special kind of Prepaid Calling Card that one can purchase for use with Ecocarrier Q-Callback service in any country.

This requires the cardholder to first obtain an Account Number for use in making Q-Callback calls by

- logging on to Ecocarrier webpage for Q-Callback-PPCC to enter the PIN printed on the prepaid calling card in the case of Q-Callback-Web service or
- sending a SMS message containing the PIN printed on the prepaid calling card to Ecocarrier SMS server in the case of Q-Callback-SMS service; Ecocarrier will respond with a SMS message that contains the account number and the relative credit amount for use with Ecocarrier Q-Callback-SMS service
- calling a telephone number to reach Ecocarrier IVR server to enter the PIN printed on the prepaid calling card in the case of Q-Callback-DID and obtain the Unique Telephone Number for use with the Q-Callback-DID service.

## Prepaid Charge-Up Card for use with Q-Callback

As a reseller of Q-Callback service you may offer to your customers Prepaid Charge-Up Card that the end-user can use for charging up his/her account with EcoCarrier by

- calling EcoCarrier Q-Callback Server by telephone and keying in his/her Q-Callback account number and the payment code printed on the Prepaid Charge Card in the case of Q-Callback-DID service or
- sending to EcoCarrier SMS Server a SMS message that includes his/her Q-Callback account number and the payment code printed on the Prepaid Charge Card in the case of Q-Callback-SMS service or
- logging on to EcoCarrier webpage for Q-Callback customers to enter his/her Q-Callback account number and the payment code printed on the Prepaid Charge Card in the case of Q-Callback-Web service

Note that as a reseller of the (1) and (2) Call Back Services described above, you do not have to invest in any facility. You just have to be good at selling the service.

To become a reseller of EcoCarrier's VoIP-based International Call Back Service, you have to take the following steps:

- make test calls using EcoCarrier's VoIP-based International Call Back Service to make sure the service works well for the intended country/market
- enter into a Service Agreement with EcoCarrier Inc. Refer to EcoCarrier Service Provision Agreement and the applicable Buy Rates for Call Back Service
- pay a one time set up charge of US\$500 for labour charge for running tests and helping you to build your Sell Rates and loading them in EcoCarrier's billing server
- make a minimum pre-payment of US\$1000 before the activation of the service. The prepayment is to be maintained in amount approximately equal to 2 x the usage amount of a one-week period. Your actual usage cost will be drawn from the prepayment. The prepayment amount must be replenished when it is depleted to the 30% level.

## Your Profit and Earning

Your gross profit is the difference between your Buy Rates (i.e., the per minute rate that EcoCarrier charges you for switching and billing the call) and your Sell Rates which are the per minute rates that you want to charge your customers set according to the market condition where you operate the business.