

Multiple services expand revenue opportunities. Multiple services can enhance loyalty and reduce churn. Supporting multiple services as an All-on-One platform, VMS can reduce your investment and risk to introduce new services. Trial them on the current VMS platform and expand your VMS when the demand materializes. Standard off-the-shelf value added services are offered by VMS and of course customization can be provided as well to make your offering unique. Standard services on offer include:

### **Wholesale Service**

Different routing options are provided in the Wholesale service package at commercially attractive prices. Together with Management Report, Billing and Element Management System, telecom operators can control their business completely by referring to management and billing reports. Proactive fault management and event notifications help telecom operators minimize the impact of unexpected events.

### **Retail Services**

#### **Prepaid**

Prepaid service has become more and more popular locally and internationally. Telecom service providers have invested significant effort into attracting and retaining customers. Many providers around the world have connected with VSC Solutions to develop successful businesses in the rapidly changing market by offering prepaid calling cards.

#### **Postpaid**

Support for Postpaid services is also provided to accommodate situations where it is required or advantageous to offer this type of service. The same services that are available for Prepaid are also available for Postpaid.

### **CallBack / FollowMe Services**

These two kinds of services enable users to enjoy low-cost international calls with fixed lines or mobile phones outside their home countries. The mechanism behind the services is similar and they can be act as value-added service and marketing promotion features to attract new users.

CallBack services are available for users to request the service. Callback services can increase the competitiveness of operators in the international market with cost reduction for international calls and keep their subscribers on their network when they travel.

### **Call Shop**

In many markets are a familiar channel for selling telecom services. VMS provides features to help the telecom services operator offer services through Callshops. Multi-tiered accounts may be established that manage the credit available to each tier of the account. Agents may be created with privilidges to read or read&update information related to a range of accounts assigned to a specific agent, permitting the call shop owner to optional have control over their own sub-accounts. Reporting is available that can focus on the activity and result of each tier in the channel.

### **Webportal**

Support for a web-based telecom services offering including an embedded webpone is available for telecom service operators. The provides an additional channel for the offer of services to their customers. These customers, such as business travelers or family members who reside outside of their home countrty may find the web is a convenient means accessing their telecom services. A prepaid account may be established and tied to a payment gateway permitting the account holder to top-up their account via a credit card or other web-based payment method.

### **Softphone**

A full feature softphone is provided for use when making calls from a PC desktop via and internet connection. The design is skinnable and may be customized upon requeust to provide the telecom service operator's branding elements.