



## CarrieXChange Trading Platform

### **INTRODUCTION:**

By connecting your network to the CarrieXChange Trading platform you can enjoy accessing to several providers, buy sell or exchange your traffic through a single account. Having the option to change the buy and sell orders for several destinations in real time based on Quality or Rate or customizing them, can ultimately reduce your dependencies to any single provider and higher your quality of service, lower your cost and generate more traffic in your network.

Becoming a CarrieXChange member will make you able to prioritize your orders compete with other sellers per destination in real time.

Whether you are wholesale Carrier, Service provider or operator, by using CarrieXChange you can access to the best **Rate** and **Quality** available in the market.

You as a CarrieXChange member have online access to several **reports** based on the Prices, Qualities, Zones or many other criteria's.

CarrieXChange provides you trading platform to buy sell or exchange your traffic with other players in the market all around the world.

- **Real time route Plan management**
- **Flexible routing Schema per destination**
- **Select, Manage and maintain your traffic, all from your control panel**
- **Support for Major VoIP Protocols**
- **Price and Quality sensitive route management**
- **Management of private trunk and routes at the same table with other providers**
- **Online Reports For Traffic, quality, rate and financial matters**
- **Immediate Account Activation**
- **Minimum Capital and Resource required and no volume commitment**
- **Online Account Management**
- **Multi User, Multi Access Levels with access to selected criteria**
- **Easy Payment Terms and Facilities by Bank Transfer and Credit Card**
- **CarrieXChange Diagnostic and Support Tools for helping your technical team**
- **Online Billing and invoicing system**
- **Several useful notifications and alerts**

## User Registration

All users of CarrieXchange need to register before gaining access to use the service. The registration is free of charge.

Upon registration in the system, the “Account Number” and “Password” will be emailed to you.

## Logging into the System

By entering the Account name and Password in appropriate boxes at login page, you can enter the CarrieXchange system and start using the service.

## 1. MY ACCOUNT:

### 1.1 Profile & setting:

**Profile**

Please keep your account information updated. All contacts with you in regards to technical, financial or other issues would be according to the information you in this section.

It is essential that you provide accurate and up-to-date information for a proper communication between your company and CarrieXchange.

**NOTE:** \* is required field.

Company Profile	
* Company Name	carriex
* Country	United Arab Em...
* City	dubai
Company Type	VoIP Carrier
State/Region	
* Address	po box 261339
Zip/Postal Code	
Estimated VOIP Traffic	
Web Site	

Primary Contact			
* Contact Name	aisha	Title	Account Manger
Fax		* Phone	00971505179312
Yahoo		MSN	
Google		AOL	
* Email	aisha@carriex.com	Mobile	
		ICQ	
		Other	

Technical Contact			
* Contact Name	aisha	Title	Account Manger
Fax		* Phone	00971505179312
Yahoo		MSN	
* Email	aisha@carriex.com	Mobile	
		ICQ	

Your profile, account and contact information is set in this section. All contacts with you in regards to technical, financial or other issues would be according to the information you provide in this section.

It is essential that you provide accurate and up-to-date information for a proper communication between your company and CarrieXchange.

## Least Cost Routing (LCR):

LCR is set by default to all account to pass traffic through least cost. You have the option to turn it 'off' and set it individually for each route.

## 1.2 Change password:

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**Change Your Password**

By entering any password and confirming it, old password will be changed immediately.

\* Password

\* Confirm Password

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**Save**

Here you can change your existing password with new password. It is your main source of security. CarrieXchange will not be responsible for any unauthorized use of your password.

## 1.3 Notification:

**Alert Settings**

**Credit Alert**

**Activate**

Notification of your Account Balance

As soon as you reach your preset limit, you will receive an automatic email. This will help you make payment on time to avoid disconnection of account in case you reach 0 credits.

Alert 1  USD

Alert 2  USD

Alert 3  USD

**Quality Alert**

**Activate**

By choosing your preferred ASR & ACD, you will receive alerts whenever your chosen routes go below the preset ASR & ACD

ASR %

ACD (min)

**Zone & Code Change Alert**

**Activate**

By activating this alert, CarrieXchange will keep you posted of the latest Zones & Codes in the market.

**New Route & Rate Change Alert**

**Activate**

By activating this alert, you will receive notification for new rates and routes in the market or cancellation of your route and the reason.

**News Alert**

**Activate**

By activating this alert, you will received upcoming news and events from CarrieXchange.

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**Save**

Notifications and alerts messages are intended to inform you about the changes of rates, codes and routes in the market to assure the smooth operation of your account.

This feature informs you about your available credit, the quality of your routes, zone and code changes, newly available routes and up coming events.

i. **Credit Alert:** Credit alert informs about the available credit in your account according to a preset level of your own choosing.

By entering three level of credit, it will alert you of available amount of credit in your account.

If your balance reaches 0, you will not be able to buy any traffic.

ii. **Quality Alert:** In quality alert you can define a limit of desired ASR and ACD for your selected routes or buy orders. Alerts will be sent when quality goes below pre-specified ASR and ACD.

iii. **Zone and code changes:** This alert keeps you updated about the codes and zones changes. By activating this alert you will be informed of new codes and zones changes in the market.

iv. **New route and rate changes:** This alert informs you of route and rate changes as well as new available routes and rates in the market.

This alert keeps you up to date with new routes and rates in the market.

v. **News alert:** By activating this alert you will receive upcoming news, events and services of CarrieXchange.

**Alerts are always useful to monitor your traffic and various aspects of your account. Alerts can be received through SMS, Phone and email. Define your preferred and convenient way of receiving alerts from CarrieXchange.**

**It is necessary to save any changes you make to the system.**

## 1.4 : Rate Watch:

### Select Zones

Choose your maximum of ten (10) markets to keep tracing on the most competitive rates available on the exchange.

#### All Zones

AFGHANISTAN CDMA  
 AFGHANISTAN HERAT  
 AFGHANISTAN JALALABAD  
 AFGHANISTAN KABUL  
 AFGHANISTAN KANDAHAR  
 AFGHANISTAN MAZAR-E-SHARIF  
 AFGHANISTAN MOBILE - OTHER CARRIERS  
 AFGHANISTAN MOBILE - ROSHAN  
 AFGHANISTAN PROPER  
 ALBANIA MOBILE  
 ALBANIA PROPER  
 ALBANIA TIRANE  
 ALGERIA ALGIERS  
 ALGERIA MOBILE - MOBILIS  
 ALGERIA MOBILE - ORASCOM  
 ALGERIA MOBILE - WATANIYA  
 ALGERIA PROPER  
 AMERICAN SAMOA MOBILE  
 AMERICAN SAMOA PROPER  
 ANDORRA MOBILE  
 ANDORRA PROPER  
 ANGOLA MOBILE

Add to Rate Watch

#### Rate Selected to watch (Max 10 rates) Now is 10

GERMANY DUSSELDORF  
 USA PROPER  
 FRANCE MOBILE - ORANGE  
 IRAN TEHRAN  
 CANADA 604 BRITISH COLUMBIA  
 UNITED KINGDOM PROPER  
 RUSSIA MOSCOW  
 HONG KONG MOBILE  
 CHINA PROPER  
 AUSTRALIA SYDNEY

Remove from Rate Watch

Rate watch helps you monitor the most competitive and best available rates of your designated destinations. You can monitor up to 10 destinations on your home page.

#### Rate Watch

Zones	Rates
GERMANY DUSSELDORF	0.0081
USA PROPER	0.0015
FRANCE MOBILE - ORANGE	0.1036
IRAN TEHRAN	0.0195
CANADA 604 BRITISH COLUMBIA	0.0032
UNITED KINGDOM PROPER	0.0080
RUSSIA MOSCOW	0.0052
HONG KONG MOBILE	0.0049
CHINA PROPER	0.0085
AUSTRALIA SYDNEY	0.0104

## 2. TRUNK:

**Trunk is your exclusive channel to buy, sell and exchange traffic through CarrieXchange platform.**

### 2.1. Inbound trunk (buy):

#### 🔧 Manage Buy Trunks (Inbound)

In this section, you can manage and add your Buy trunks. To start managing your existing trunk, click on Manage Buy Trunk button and add your gateway adding more trunks, use the Create New Buy Trunk button.

**Trunk ID**

For adding or managing your gateways for each Trunk, please click on the Manage Buy Trunk button.

<b>Trunk ID</b>	20033	<b>Group</b>	Buy(Origination)
<b>Type</b>	Regular	<b>Status</b>	Active
<b>Dial Plan</b>	20033+E.164		

[Manage Buy Trunk](#)

To send traffic from this Trunk to CarrieXchange, please take note of the following setting:

- CarrieXchange dial plan: Prefix + Country Code + Area Code + phone number (Prefix + E.164)
- CarrieXchange IP Address: 64.71.145.237

[Create new Buy Trunk](#)

To start sending and buying traffic from CarrieXchange market, you should first define your equipment specifications such as your voice gateway or switch technical information.

Push the “Define Gateway” button to set the specified fields.

### **Define gateway:**

You can define you gateway information on this page. After clicking the Update button, changes will take place immediately. Note: \* is a required field.

**NOTE: \* is required field.**

**Gateway**

Trunk ID	20033	* Name	<input type="text"/>
* IP Address	<input type="text"/>	Vendor	<input type="text"/>
Protocol	<input type="checkbox"/> SIP <input type="checkbox"/> H323	Model	<input type="text"/>
Codecs	Codecs <input type="checkbox"/> g711a <input type="checkbox"/> g711u <input type="checkbox"/> g723 <input type="checkbox"/> g729	Number Of Ports	<input type="text"/>

[Update](#) [Cancel](#)

After filling the specified fields push the update button.

You can assign more than one Gateway or switch within one trunk.

To add more than one gateway or switch, push “add gateway” button.

In case you need to have more than one Buy trunk push the “create new buy trunk” button.

The correct format for sending call through your buy trunk is as following:  
Prefix + Country Code + Area Code + Phone Number (Prefix + E.164)

Once you have completed the above setting for your buy trunk, sending interconnection test will assures your connectivity with CarrieXchange platform.  
Please refer to Interconnection document in download section of your account for further assistance.

## 2.2 Outbound Trunk (sell):

### 🏠 Sell Trunk (Outbound)

You can place your sell order for different markets by adding them to your Sell Trunk or you can have number of Sell Trunks to manage your different routes on different devices. As soon as you create your Sell Trunks and configure them, buyers can see your Sell Orders in the open market and buyers can start sending traffic to your Sell Trunk. In most cases, only one Sell Trunk is adequate to sell multiple routes.

To start selling, please setup your Sell Trunk.

After setting your Sell Trunk, you can view your Trunk setting by clicking on Preference. To export your existing Sell orders and Sell rates, use the Export Rates (format). To view your Match Zones, click on View Zones. To view your Sell Rates, click on View Rates or use the Edit Mode to make changes on your existing Sell Orders or to place Sell Orders

Outbound Trunk : 44

Protocol	Both	<input checked="" type="checkbox"/> Capacity	20	<a href="#">Preferences</a>	<a href="#">Export Rates</a>	<a href="#">View Zone</a>	<a href="#">View Rates</a>	<a href="#">Edit Mode</a>	<a href="#">DeActivate</a>
Prefix		<input checked="" type="checkbox"/> X Prefix		Your Sell Trunk is in View Mode. To make changes or to place Sell order, please go to Edit Mode.					
IP Address	1.1.1.1	Port	1720						
IP Address		Port							

Outbound trunk is designated for selling traffic in CarrieXchange market.  
Through outbound trunk you can post your sell orders in the market.

### Preferences:

#### 🏠 Sell Trunk (Outbound)

In this page, you can enter technical information of your Sell Trunk.

Sell Trunk 44

Protocol	<input type="text" value="Both"/>	<input type="checkbox"/> Capacity	<input type="text" value="20"/>
Prefix	<input type="text"/>	<input checked="" type="checkbox"/> X Prefix	<input type="text"/>
* IP Address	<input type="text" value="1.1.1.1"/>	* Port	<input type="text" value="1720"/>
IP Address	<input type="text"/>	Port	<input type="text"/>

[Update](#) [Cancel](#)

**Prefix\*** is the prefix you want to received before E.164 numbering.

**XPrefix\*** can be used if you want to remove part of the digits from beginning of the number.

**IP Address\*** only one IP address is required. In case you have two (2) IP addresses, you can add it on the other IP address box.

You can configure your sell trunk by clicking on “preferences” button and filling the specified information of your device and press “update” button at the end.

Now your sell trunk is ready and in view mode, you can place your sell orders for different destinations by adding them within your sell trunk.

Press “edit mode” button and turn your sell trunk to edit mode for placing your orders.

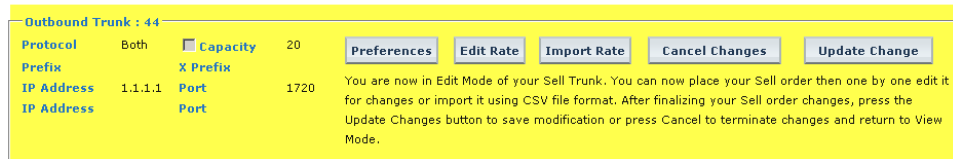
## Edit mode:

### Sell Trunk (Outbound)

You can place your sell order for different markets by adding them to your Sell Trunk or you can have number of Sell Trunks to manage your different routes on different devices. As soon as you create your Sell Trunks and configure them, buyers can see your Sell Orders in the open market and buyers can start sending traffic to your Sell Trunk. In most cases, only one Sell Trunk is adequate to sell multiple routes.

To start selling, please setup your Sell Trunk.

After setting your Sell Trunk, you can view your Trunk setting by clicking on Preference. To export your existing Sell orders and Sell rates, use the Export Rates (format). To view your Match Zones, click on View Zones. To view your Sell Rates, click on View Rates or use the Edit Mode to make changes on your existing Sell Orders or to place Sell Orders



Outbound Trunk : 44

Protocol Both  Capacity 20

Prefix X Prefix

IP Address 1.1.1.1 Port 1720

IP Address Port

You are now in Edit Mode of your Sell Trunk. You can now place your Sell order then one by one edit it for changes or import it using CSV file format. After finalizing your Sell order changes, press the Update Changes button to save modification or press Cancel to terminate changes and return to View Mode.

There are two ways to post your sell orders through edit mode.

- i. Either by entering each destination individually with supported codes and rates or uploading CSV files containing relevant information. Edit Rate is the easiest option for changing of few existing orders or placing a few orders.
- ii. Import Rates is the appropriate option for changing/placing orders for a group of destinations.

After placing/updating your sell orders press “Update Change” icon to save the final settings.

## Edit Rate:

### Update Sell Rates

Please enter details of your Sell Rates. After finalizing your Sell rates information, click the Add button to save new Sell order.

NOTE: \* is required field.

*Code	<input type="text"/>	*Rate	<input type="text"/>	Destination name	<input type="text"/>
Initial duration	<input type="text"/>	Round up	<input type="text"/>	Free	<input type="text"/>
<input type="button" value="Add"/>					

Use the Update button to edit existing Sell rates otherwise click on Delete button to remove added Sell orders.

*Code	*Rate	Destination name	Initial duration	Round up	Free
					

Fill in the “Code” and “Rate” fields for each sell order of each desired destination. Push the “ADD” button to save/update each sell order

## Import rate:

### Import Sell Rates

Import your Sell Rates using your .CSV file. Choose to upload your Sell Rates with or without a header by choosing on the file format options. Locate your CSV file clicking on the browse button then click Upload to start sending your Sell Rates on the exchange.

File Format  File

Use the Download Sample File to see sample of Sell Rates list.

[Download Sample File](#)

Use the “Download Sample File” as an example for uploading the correct format. Pay attention to the Header of your CSV file and choose the correct file format (with or without Header) accordingly.

Prepare your file and press “Browse” button to locate your file and press “Upload”. This process may take a few minutes.

Please take note that in the case of changing/updating some of the sell orders through this method, the entire CSV file has to be changed/updated. The last CSV File that has been uploaded will constitute your final sell orders.

### Sell Trunk (Outbound)

You can place your sell order for different markets by adding them to your Sell Trunk or you can have number of Sell Trunks to manage your different routes on different devices. As soon as you create your Sell Trunks and configure them, buyers can see your Sell Orders in the open market and buyers can start sending traffic to your Sell Trunk. In most cases, only one Sell Trunk is adequate to sell multiple routes.

To start selling, please setup your Sell Trunk.

After setting your Sell Trunk, you can view your Trunk setting by clicking on Preference. To export your existing Sell orders and Sell rates, use the Export Rates (format). To view your Match Zones, click on View Zones. To view your Sell Rates, click on View Rates or use the Edit Mode to make changes on your existing Sell Orders or to place Sell Orders

**Outbound Trunk : 44**

Protocol	Both	Capacity	20	<input type="button" value="Preferences"/>	<input type="button" value="Export Rates"/>	<input type="button" value="View Zone"/>	<input type="button" value="View Rates"/>	<input type="button" value="Edit Mode"/>	<input type="button" value="DeActivate"/>
Prefix		X Prefix		Your Sell Trunk is in View Mode. To make changes or to place Sell order, please go to Edit Mode.					
IP Address	1.1.1.1	Port	1720						
IP Address		Port							

In this section you are in the view mode of your sell Trunk. Here you can view Rates, view Zones and Export Rates of your existing sell orders under this Trunk.

In case you would like to temporarily deactivate your sell trunk and stop the flow of traffic, you can use the “Deactivate” icon.

## View sell Rate:

### View Sell Rates

The following is your existing Sell Rates information.

Code	Rate	Destination name	Initial duration	Round up	Free
------	------	------------------	------------------	----------	------

Back

You can view your existing sell orders and related information here by clicking on “view rates” icon.

## 2.3 Private Outbound trunk:

**Private Trunk (Outbound)**

In this page, you can enter technical information of your Private Trunk.

**Sell Trunk 0**

Protocol	Both	<input type="checkbox"/> Capacity	
Prefix		X Prefix	
* IP Address		* Port	1720
IP Address		Port	

Save Cancel

**Prefix\*** is the prefix you want to received before E.164 numbering.  
**XPrefix\*** can be used if you want to remove part of the digits from beginning of the number.  
**IP Address\*** only one IP address is required. In case you have two (2) IP addresses, you can add it on the other IP address box.

Private trunks are designed to manage your existing routes along with suppliers in CarrieXchange market. Private trunks are only visible to your account and no other member can view or use it. By adding Private Trunk under your account, you can have the advantage to manage your existing providers inside your trading floor. You can easily route and manage your traffic through yours and other available suppliers inside CarrieXchange market.

You can take advantage of CarrieXchange reports and financial services for your private trunk.

CarrieXchange routing services such as LCR and quality routing can apply on your private trunk along with other sell orders in the market.

### 3. Routes:

#### 3.1 Market view:

For reaching the best possible market condition click on the “Market View” link. Viewing this section and the rates for different carriers is possible without logging in to your account.

**Market view**  
 You can view the most competitive routes available for all the destinations with average quality detail of each route. And by clicking on each Zone, you can view the available routes for that destination.  
 Use the Export button to download complete market information in a CSV file.

Destination	Type	ASR	ACD	Least Rate
AFGHANISTAN CDMA	proper	100.0	1.0	0.2023
AFGHANISTAN HERAT	proper	NR	NR	0.1892
AFGHANISTAN JALALABAD	proper	NR	NR	0.2035
AFGHANISTAN KABUL	proper	NR	NR	0.2
AFGHANISTAN KANDAHAR	proper	NR	NR	0.2011
AFGHANISTAN MAZAR-E-SHARIF	proper	NR	NR	0.2022
AFGHANISTAN MOBILE - OTHER	mobile	100.0	11.77	0.206
<b>CARRIERS</b>				
AFGHANISTAN MOBILE - ROSHAN	mobile	66.67	5.79	0.2069
AFGHANISTAN PROPER	proper	100.0	0.88	0.206
ALBANIA MOBILE	mobile	NR	NR	0.161
ALBANIA PROPER	proper	0.0	0.0	0.03
ALBANIA TIRANE	proper	NR	NR	0.03
ALGERIA ALGIERS	proper	NR	NR	0.061
ALGERIA MOBILE - MOBILIS	mobile	NR	NR	0.1051
ALGERIA MOBILE - ORASCOM	mobile	0.0	0.0	0.0079
ALGERIA MOBILE - WATANIYA	mobile	NR	NR	0.104
ALGERIA PROPER	proper	NR	NR	0.06
AMERICAN SAMOA MOBILE	mobile	NR	NR	0.0089
AMERICAN SAMOA PROPER	proper	0.0	0.0	0.0089

The most competitive rates for each zone are listed here along with their measured quality status in a single view.

**Available Route For AFGHANISTAN KABUL**

Country : AFGHANISTAN  
 Specific : KABUL  
 Type : proper

[Get Codes](#) \*Click here to download codes for this destination.

Carrier	Type	ASR	ACD	Avg Rate	Break Downs
C32	direct	NR	NR	0.2	Part Name Part Rate Code
C31	direct	0.0	0.0	0.2025	Part Name Part Rate Code
C33	direct	NR	NR	0.21	Part Name Part Rate Code
C34	direct	NR	NR	0.2494	Part Name Part Rate Code
C38	direct	NR	NR	0.2496	Part Name Part Rate Code
C42	direct	NR	NR	0.254	Part Name Part Rate Code
C43	direct	0.0	0.0	0.2543	Part Name Part Rate Code
C40	direct	NR	NR	0.257	Part Name Part Rate Code
C37	direct	NR	NR	0.258	Part Name Part Rate Code
C41	direct	NR	NR	0.3518	Part Name Part Rate Code
C60	direct	NR	NR	0.3518	Part Name Part Rate Code

By clicking on each zone you can view other available providers with their respective information.

### 3.2 Route setting:

#### i: Route plan setting:

There are two ways of placing your buy orders through “Route Plan Setting”:

- 1- Policy Routing: In this method you have the choice of “Least cost Routing” and “Quality Routing”.
- 2- Custom Routing: Through this method you make your buy order choices first and then prioritize your selected choices.

#### Least cost routing:

Route plan setting for zone AFCDA of trunk 20034

**Policy Routing** Save

Least Cost Routing  Quality Routing

Minimum ASR 30%  Price Limit 0.215\$

Flex-Routing

Push the “Policy Routing” icon first and select the “Least Cost Routing” icon for your desired destination. For each selected destination, you have the choice of “Minimum ASR and Price Limit” as controlling factors.

Please note after finish your operation for each order press “save” button

#### Quality routing:

Route plan setting for zone AFCDA of trunk 20033

**Policy Routing** Save

Least Cost Routing  Quality Routing

Minimum ASR %  Price Limit \$

Flex-Routing

Push the “Policy Routing” icon first and select the “Quality Routing” icon for your desired destination. For each selected destination, you have the choice of “Minimum ASR and Price Limit” as controlling factors.

Please note after finish your operation for each order press “save” button



In this section you can place your buy order for specific code or number for your desired destination. You have the choice of “Minimum ASR and Price Limit” as controlling factors.

### 3.3 Export route plan:

**Export Route Plan**

You can export your route plan for each Trunk by using the Export button below.

Trunks

To review your existing route plan for each trunk you can export all of your orders by choosing trunk number and clicking on “Export” button.

## 4. Payments:

### Add Funds By Credit Card

All payments to the company must be carried out through 'Bank Transfer' to the company Bank account.

Payment through credit card is designated for emergency or delayed transfers only. A \$500 transaction limit is set for credit card payments operational while the Bank transfer takes place.

For payments through a credit card, you must choose the transaction amount first and follow the instructions afterwards.

All credit card payment charges are the responsibility of the customer. These charges are usually 10% of the payment amount.

**Please Enter Your Amount. It must be between 50 - 500 USD**

Amount

All payments to CarrieXchange must be carried out through “Bank Transfer” to the company Bank account.

Payment through credit card is designated for emergency or delayed transfers only. A USD 500 monthly limit is set for credit card payments, so your account stays operational while the Bank transfer takes place.

For payments through a credit card, you must choose the type of your credit card first and follow the instructions afterwards.

For Bank transfers, you should fax a copy of the bank transfer receipt to the fax number in the website or upload the scanned file of the bank transfer receipt through your account.

The bank transfer is accepted and your account is credited only when the funds have been received by the company's bank account.

**-All credit card payment charges are the responsibility of the Member.**

## **5. Reports:**

Reports are always helpful to trace your flow of traffic, daily usage, quality, providers and etc.

The following reports are available in CarrieXchange for your viewing and control:

### **i Traffic flow report:**

#### **Traffic Flow Reports**

In this page, you can have report of the traffic flowing on one or on your entire Trunk. To get this report, please choose duration of needed report then p Search button.

Destination	<input type="text" value="All"/>	From Date	<input type="text" value="2007/04/01"/>
Trunks	<input type="text" value="All Buy Trunks"/>	To Date	<input type="text" value="2007/04/28"/>
Period	<input type="text" value="All"/>		
<input type="button" value="Search"/>			

You can view traffic flow report for your particular market; trunk and different periods or simply you can choose all.

This report gives you information about flow of your traffic to different markets trough your chosen trunk for different periods.

With this report you can find all of your needed information regarding the size or grow of your traffic totally or specifically.

### **ii End point report:**

#### **End Point Reports**

In this page, you can check report of your traffic for different Trunks to different destination providers in the market based on quality and average rate. report duration and your Trunk then click Search button to view result.

Destination	<input type="text" value="All"/>	From Date	<input type="text" value="2007/04/01"/>
Trunk Group	<input type="text" value="20033"/>	To Date	<input type="text" value="2007/04/28"/>
<input type="button" value="Search"/>			

You can receive a usage report of one destination on a single or multiple carriers in this report. You can find to which carriers the traffic of single destination has gone. This report helps you find the best provider for each market.

### iii. CDR downloads:

#### CDR Download

In this page, you can get the complete Call Detail Report of your Trunk's incoming and outgoing traffic in chosen report duration.

Use the Download button to download the CDR report.

Trunks All Buy Trunks

From Date 2007/04/01

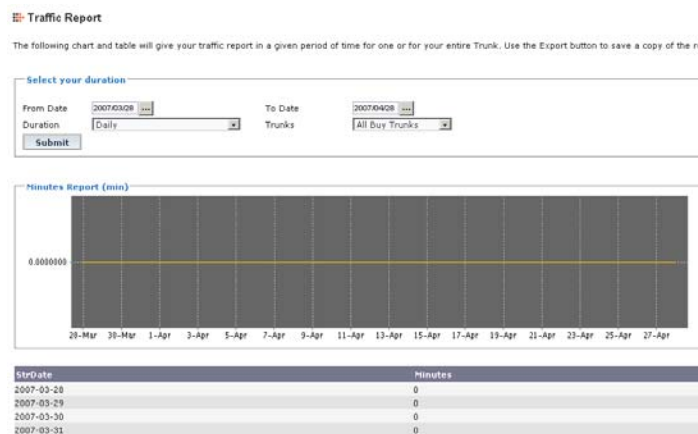
To Date 2007/04/28

[Download](#)

In this section you can download your Call Detail Report for specific or all trunks under your account.

Please note times of calls in your call detail report are based on GMT time zone.

### iv Traffic report:



You can view complete traffic flow report, for one or entire trunks under your account from “traffic report”. The result will show you the traffic information of your account. By this report you can find your daily, weekly or monthly changes in size of your traffic.

## v. Usage report:

**Usage Report**

In this page, you can view or download your usage report for different time period base on US dollars.

Please use the Export button at the end of the report to download copy of Usage report.

**Select your duration**

From Date:  To Date:   
Duration:  Trunks:

**Usage Report (\$)**

The chart displays a flat line at the 0.00000000 mark on the y-axis, indicating zero usage in US dollars. The x-axis represents dates from 28-Mar to 27-Apr in two-day increments.

You would be able to receive your traffic usage report in this section and set a specific time period (Monthly, daily, total usage.....) for your reports.

This report can help you to manage your capital/budget based on traffic and your income from this traffic.

## vi. Quality Report:

**Quality Report**

In this page, you can view or download your incoming and outgoing Trunk's ASR & ACD report in a chosen time period.

**Select your duration**

From Date:  To Date:   
Duration:  Trunks:

**ASR Report (%)**

The chart displays a flat line at the 0.00000000 mark on the y-axis, indicating zero ASR percentage. The x-axis represents dates from 28-Mar to 27-Apr in two-day increments.

By using Quality report you find ASR and ACD of traffic you bought or sold in the market for specified duration.

This report can help you to improve your quality of service for buying and selling in the market.

You can view your report daily, weekly or monthly basis

### vii. Top Zone & countries:

#### Top Zones/Countries Report

The following chart and table shows your traffic's top zone in a given period of time for a certain Trunk.

You can download the report's result by using the Export button below.

Select your duration

From Date	<input type="text" value="2007/03/28"/>	To Date	<input type="text" value="2007/04/28"/>
Zone/Country	<input type="text" value="Zone"/>	Filter	<input type="text" value="All"/>
		Trunks	<input type="text" value="All Buy Trunks"/>

By this report you can find out zones or countries you are buying or selling more than others.

This report will help you to monitor changes on your traffic pattern and the size of traffic you are dealing in different markets.

### viii. Average Rate List:

#### Average Rate List Report

This report will list down your Buy Order's average rate in a chosen period of time.

Use the Export button to download a copy of your Average Rate list report.

Select your duration

From Date	<input type="text" value="2007/03/28"/>	To Date	<input type="text" value="2007/04/28"/>
Trunks	<input type="text" value="--- 20033"/>		

Average Rate List

Destination	Average Rate
-------------	--------------

By using average rate list report you can find average of your buy or sell rate for different durations.

This report helps you to manage your buy and sell rate in the market and gives you clear picture of your trading activities in the market.

## ix. Financial report:

**Financial Reports**

In this page, you can download all payment receipts and invoices for different time period.

From Date  ... To Date  ...

In “Financial Report” section, you can designate a specific time period for your report. You would be able to view your invoices, receipts and download them by clicking on the download button.

## 6. Downloads:

**Downloads**

- [▶ User Guide](#)
- [▶ Zones & Codes](#)
- [▶ Credit Card Form](#)
- [▶ CarriexChange Contract](#)
- [▶ Terms of Use](#)
- [▶ Privacy Policy](#)

For your guidance and help you can find the useful documents available online in this section.

## 7. User List:

## 🚦 User List

You can add, edit, or remove different users by different level of access to your Account.

Username	Email	Edit	Delete
aisha	aisha@carriex.com		

⏪ ⏩

[Add User ->](#)

You can add different users with limited access under your administrators account. You can add users for different departments with different access levels such as billing accounting and technical.

## 7.1 users Activity:

🚦 User Activity Task 4

In this page, as an Administrator of the account, you can monitor all Account Users activities.

**Please choose two dates:**

From Date  To Date

Id	Username	Date	Action
----	----------	------	--------

⏪ ⏩

Administrator of the account can monitor all of the activities of other users under the same account in different time period. Using this feature can assure you about the activity of different departments in your organization under your CarrieXchange account and keeps you updated on the changes in different areas of your account.

## 8. Help:

### 8.1 Call Diagnose:

#### 🚦 Diagnose Call

CarrieXchange Diagnostic Tool is designed for CarrieXchange customers to help them find and fix their technical issues easier and faster. Users can use the tool to test and solve many of technical problems themselves.

To use this tool, simply choose the Trunk ID and then enter your sample phone number which you are having problem with and press Submit to see the report.

[Select a Trunk and Enter a Phone No.](#)

From Date  To Date

Trunks  \* Telephone

Using “Call diagnose” helps you to find most of routing issues you may have and help you to solve it much easier and faster.

Simply select the trunk id and enter the number you having problem with and see the report. You can also fix some of these issues, at the same time by using Call Diagnose.

## 8.2 Billing Issues:

### 🚩 Billing Issue

In this page, you can post directly any billing issues for our Accounting department. A case ticket will be open to easily assist customer and to easily track billing issue to Accounting Department.

Title

Body

If you face any billing issue you can contact CarrieXchange accounting department by filling the issue in this section.

By filling your information or questions in this section our accounting department will respond to you by requested information as soon as possible.

## 8.3 Technical issues:

### 🚩 Technical Issue

Through this form, one technical case ticket will be open to our ticketing system. Our technical team will immediately take action on your submitted issue. If you identify any technical issue, please send related information to our technical department for follow-up.

Title

Body

If you face any technical issue you can contact CarrieXchange technical department by filling the issue in this section.

By filling your information or questions in this section our technical department will respond to you with requested information as soon as possible.

## **9. Contact:**

CarrieXchange will assign a special agent, an “Account Manager” for each member.

You can contact your “Account Manager” for any issue concerning Technical, Financial or any other matter for further follow-up. The information for contacting your account manager is displayed in the account manager section of “Contact Us” menu.

### **General Contact**

The company will assign an 'Account Manager' for each customer.

You can contact your 'Account Manager' for any Technical, Financial, or any other issue related to your account. The information for contacting your A is displayed in the Account Manager section of Contact Us menu.

The contact information for technical, financial, and other departments is available in this section.

### **General Inquiries**

**Member Services**  
Is your First Level point of contact for most issues.  
Email : [memberservices@carrieXchange.com](mailto:memberservices@carrieXchange.com)  
Phone: 1-323 372 1400  
Phone: +971 4 334 8337  
Fax: +971 8 448 1052

### **Technical Operation**

Level 1            Please contact your Account Manager  
Level 2            [billing@carrieXchange.com](mailto:billing@carrieXchange.com)