

# COMPLEX NETWORK SOLUTION

## Callax Case Study

### Client

01058 Telecom GmbH, a subsidiary of Callax, an alternative service provider offering CS and CPS services, needed the construction of a complete network in Germany. SITRONICS TS was selected to provide the client with subscription-free services for national (fixed or mobile) and international calls over an alternative telecommunications network. 01058 users make their selection by using CALL by CALL carrier selection or carrier pre-selection, freephone and premium rate services, directory assistance, and dial-up Internet connections. SITRONICS TS was also tapped to provide the billing and inter-billing system for the operator, which needed to ensure communication with incumbent operator Deutsche Telekom.

01058 Telecom was a greenfield project where SITRONICS TS was selected to develop and build the entire network infrastructure. After having supplied the network hardware and software, SITRONICS TS continues to maintain and service the network, which now handles several million calls per day.

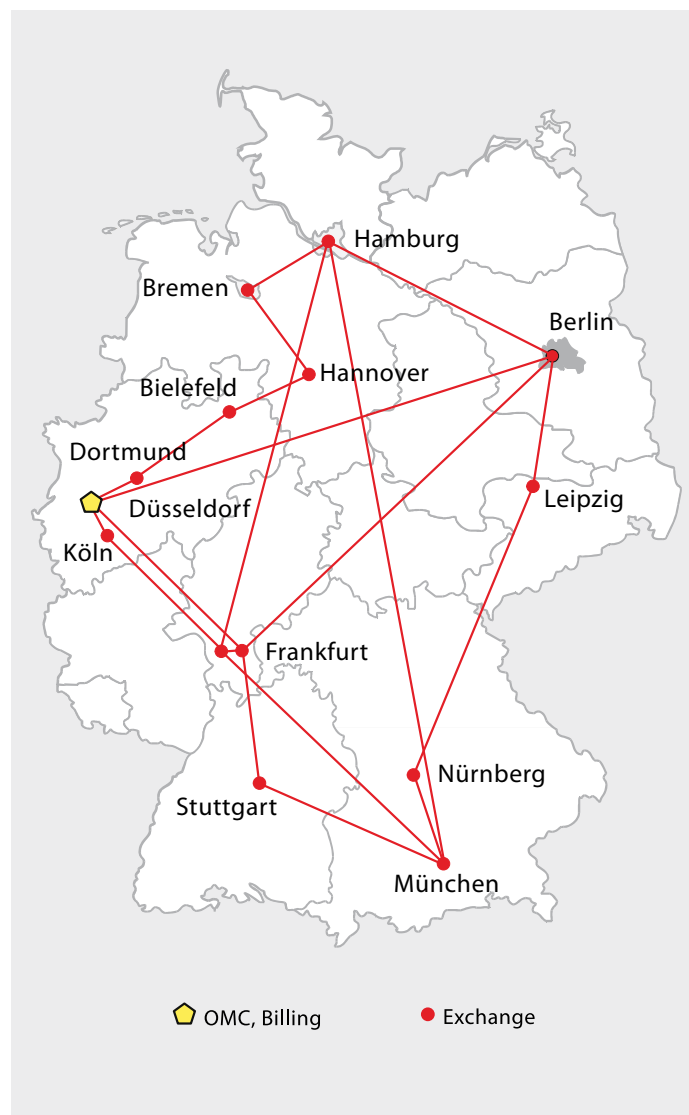
### Business situation

Callax, the parent company of 01058 Telecom GmbH, rents backbone lines from different providers. In order to link up the lines and form a working telecommunications network, SITRONICS TS needed to supply transit exchanges and points of interconnection (POI) with Deutsche Telekom.

### Solution


More than 10 transit exchanges were set up in the largest German cities. SITRONICS TS set up the locations with an optimised routing system. The billing system was set up around its modular FORIS BSS/OSS system and a local charging database engine with connections to a central charging database engine was implemented along with a mediation device for CDR collection.

The solution includes inter-billing and third party billing. Inter-billing takes place between Callax and Deutsche Telekom A.G. Third-party billing bills customers using call by call services through Deutsche Telekom AG.



The MEDIO platform's Intelligent Network solution was deployed to handle reverse charging and billing of calls (R-TALK) and an advanced loyalty programme for subscribers (PRETALK).

With several million calls a day going through the Callax network, constant operation and maintenance are one of the utmost concerns. SITRONICS TS provides 24/7 service and maintenance from its maintenance centre in Prague, lowering reaction time to network alerts and lowering revenue leakage from technical malfunctions.



SITRONICS TS has a dedicated line straight to the network's centre in Düsseldorf. This line is used to provide network surveillance and trouble shooting. The remote service centre handles routing optimisation and network data management.

The maintenance centre in the Czech Republic is also supplemented by a SITRONICS TS service team located on-site in Germany. When hardware problems arise, the team is able to react within hours and repair the problem, minimising revenue leakage.

## Client Testimonials

At SITRONICS TS, we pride ourselves on our attentive approach to customer needs. Therefore, we establish close relationships with our customers. You don't have to take our word for it, however.

Callax Chief Operating Officer Sascha Zimmermann had the following to say about the joint projects.

### Strategic vendor/long term partnership

Callax Telecom Holding GmbH and SITRONICS TS have become "strategic" partners whereby SITRONICS TS provided a complex and comprehensive solution including a digital switching system and IN platform. Due to SITRONICS TS's wide portfolio, the relationship with Callax Telecom Holding GmbH is still very successful for both parties. In agreement with Callax Telecom Holding GmbH, SITRONICS TS continues to upgrade the system, preparing for a shift to NGN technologies.

### Complete solution delivery

SITRONICS TS provided Callax Telecom Holding and its individual brands (01058, 01077, 01030, 01029) with complete network infrastructure for each Call by Call number (VNB), including: switching exchanges, mediation & provisioning solution, charging, and a 3rd-party and interbilling solution.

This complex solution, realized in a number of projects, provided Callax Telecom Holding GmbH with the necessary infrastructure to become one of the major alternative operators in Germany and major operator in call-by-call business. All deadlines and terms have been fulfilled and all projects have been successfully completed.

### Additional customized solution delivery

SITRONICS TS custom developed several unique services for the German market for Callax Telecom Holding GmbH. The list of services includes: R-Talk, Pennyphone, PRETALK and other services that brought added value to customers and additional revenue to the Callax Telecom Holding GmbH Company. The process of developing these services was a close and exceptionally successful collaboration between Callax and SITRONICS TS developers.

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