

Rate/Interface Upgrades

Accuracy, Confidence, and Increased Revenues

Based on the constant speed of change with telephone numbers, new area codes, and new dialing patterns in North America and the World, it is necessary to upgrade your TEL call accounting systems periodically. With annual upgrades, you can be confident that your call accounting system will accurately bill calls, account for new area codes and prefixes, and include all of the latest features and functionality of new models and releases.



Reasons to Upgrade

- **New Area Codes.** If an area code is added to your state, your system will bill and print “out-of-state” toll calls for these “in-state” calls. With an out-of-date system, properties will be forced to write off inaccurate calls and lose revenue as well as pay for the actual cost of the calls.
- **New Prefixes.** Thousands of new local, extended, or long distance prefixes are added to the United States every month. Additionally, international codes and prefixes are changing all of the time. Without updating your system, your property will not accurately account for these changes.
- **Property Name Change.** TEL systems print the property name in certain call activity reports. In the event that a property changes its name, the property must upgrade their system to account for the new name.
- **New Phone System.** When TEL systems are installed, they include SMDR settings based on the phone system. While these settings can be changed onsite, an upgrade would include the new phone system settings.
- **New Property Management System.** TEL systems are programmed for PMS or non-PMS environments. If a new PMS is added or replaced, the TEL system may need to be upgraded to ensure accurate postings to the new PMS.
- **New Dialing Patterns.** With the addition of 10 digit dialing, extended calling areas, 7 digit toll call dialing, and numerous other special area dial patterns, upgrading your call accounting system is essential for accurate billing and added revenue.

Additional Features & Functionality

- **Threshold Billing.** Allows your property to bill for Internet or charge for calls after a predefined time limit (i.e. bill a per minute rate after 10, 20, or 30 minutes).
- **Alarms.** Alarms can be set for credit limits, 911 calls, and 311 calls.
- **New 8xx Toll Free Recognition.** Will track all of the added toll free exchanges such as 888, 877, 866, etc. Your property won't be billed for these calls.
- **New Dialing Pattern Recognition.** Recognizes 10 digit dialing, 7 digit long distance, etc.
- **Simplified Upgrade Procedures.** With newer XL models, properties can upgrade tariff rates remotely.

