



F.A.Q.

- **What is the initial cost? Is there a monthly service charge?**

There is no initial charge, no monthly service charge, or any other hidden costs for any carrier to start working with Aianna. Payments are prepaid or Escrow.

- **How do I start using Aianna?**

Contact sales directly to be able to start using Aianna termination

- **Can I test your service?**

After you received your login data, you can make some free calls to any destination to test our service before making a prepayment.

- **How do I dial an International phone number?**

Aianna performs routing based on e164 addresses.

Therefore, please dial the destination number in the format of COUNTRY CODE+ CITY (or AREA) CODE + NUMBER.

- **How are calls billed?**

We bill calls on:

1 seconds increment (1/1 Billing) (Mexico is billed 60/60)

- **How are calls timed?**

Generally, timing of metered calls begins when the called party or an automated answering device (such as an answering machine or a facsimile machine) answers the call, and ends when one of the parties disconnects from the call (hang-up).

- **How can I access my recent calls/CDR'S online?**

Please login into our portal <http://billing.sipbilling.net/vsportal/> then add your user and password name.

- **Which VoIP devices are supported?**

All GW are supported, Cisco, Softswitches, ETC

- **Which CODECS are supported?**

g.729a, g.723, soon we will use any and all codec



- **What are the settings to make a connection?**

GW to GW

- **I can't connect to your SIP server by using username & Password. Can I connect by using fixed IP addresses?**

As a carrier you must send us a connection form, please request the connection form, when you are ready to move forward and you have agreed on rates and contract.

- **Which payment methods are supported?**

Currently we accept Paypal, escrow with EMS and wire transfer (Paypal has a limit).

- **Does my balance expire over time?**

No, there is no expiration of your balance.

- **Do I get a paper bill?**

Yes the system will send you an invoice every Monday morning; (shortly the invoice will be in the new portal.)

If you have any further questions feel free to contact us directly at

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www.aianna.com

We are your voice around the world