



# talking USA PLATFORMS

Cloud Based. White Label.  
Hosted VoIP Platform for  
Service Providers and  
Resellers  
www.talkingplatformsusa.com  
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Talking Platforms is a cloud-based, white-label hosted PBX, SIP Trunk, Residential, Video Conferencing, and Fax communications platform for the reseller channel. The company has been in service since 2005, and is privately owned, well funded, and fast-growing.

We are a wholesale VoIP provider, so our powerful Softswitch based platform generates profit margins of up to 65% with our Full-Service program and up to 95% with myPARTITION. We only provide our VoIP hosted platform services to Resellers and Service Providers. We don't sell to end customers or compete with our resellers and partners.

With Talking Platforms, there is no reason to build and maintain your own platform, use individual IP PBX solutions or become the agent of a competitive provider.



## We provide two white-label VoIP platform offerings



**myPARTITION** - This model is for all VoIP providers, service providers, MSPs, Inter-Connects, Vars, IT dealers, ISPs, and broadband providers searching for a wholesale VoIP platform to resell the service to their customers and increase profit margins by using existing or new carrier relationships.

**Full-Service** - This model is for all VoIP providers, service providers, and Entrepreneurs searching for a wholesale VoIP platform to resell the service to their customers while focusing on selling instead of maintaining a VoIP platform and carrier related tasks. We provide the carriers, handle the numbers and maintain the VoIP platform.

# Reseller Features

Talking Platforms gives resellers and service providers all the features they need to become or enhance successful VoIP providers. You will have the features you need to run a reliable, scalable, and feature-rich VoIP service at your fingertips.

Logging into the unified Talking Platforms service is easy, and all aspects of our platforms are ready to use. Under our private label Voice Over IP reseller program, your customers can see all the features you provide under your own brand and company logo. You will have an immediate world-class image for your existing and future customers. Whether you choose the myPARTITION or Full-Service model, the experience is the same.

Hosted PBX	Company Invoicing	Email Statements
Residential	Phone Provisioning	Tax Calculations
Sip Trunks	Phone Provisioning Control	Tax Reports
WebFax	Phone Provisioning Synch	Accounting Reports
Billing Control	Phone Provisioning Reboot	Profit Reports
Billing - Automated	Phone Provisioning Re-Config	Summary Reports
Billing - Manual	Music On Hold Control	Nominal Account Reports
Accounting Control	Music On Hold Upload	Exports (CSV/EXCEL/PDF)
Customer Invoicing	Packaged Minute Control	Product Ordering Tracking
Reseller Invoicing	Generic Product Control	Product Upgrade Tracking
Payment Gateway	Inventory Management	Product Delete Tracking
Currency Conversion	Customer Order Tracking	Email Alerts in Tracking
Tax Configuration	Configuration Tracking	Email Alerts
Tax Calculation	Outbound Caller ID Mapping	Email Configuration Alerts
Tax Reporting	e911 Address Mapping	ASR Alerts and Reporting
Tax Overrides	Inbound CNAM Services	Call Detail Graphs
Rate Cards	DID Mapped To Links	Portal Customer Logo
Rate Card Mapping	Bring Your Carrier(s)	Emails
Branding Centers	Use Our Carriers(s)	Mobile App - (IOS & Android)
Brand Configuration	ASR Alerts & Reporting	Generic Web Portal Name
Brand Options	Product Groups	Generic PnP Name
Branding Centers	Billing/Product/Price Lines	Generic Switch DNS Names
Brand Configuration	Generic Product Lines	White Label Web Portal Name
Brand Options	Setup Fee With Products Brands	White Label PnP Name
Brand Control	Credit Card Transactions	White Label Switch DNS Names
White Label Branding	Choose Billing Cycles	Partition Business Level Portal
Sub Agents	One Off Billing Cycles	Customer Admin Web Portal
Agent Commission Calculation	Customer Product Billing Upgrades	Customer User Web Portal
Agent Commission Reporting	SureTax Tax Engine	Standard ioCONNECT Apps
CDR Searches	Tax/Configuration Lines	Accounts per ioCONNECT App
CDR Reporting	Authorize.net Transactions	Web App Portal (End User)
CDR Exports	Automated Billing	DDoS protection
CDRs Statistics	Invoice Terms	Toll-fraud protection
CDR Graphs	Email Invoices	Toll-Fraud Max Calls
Live Call Search	Payment Reminder Emails	Trusted IPs
Live Users Search	Auto Charge credit Cards	Portal Triple Authentication
Outbound Call Search	Invoices	End User Mobile Security
Inbound Call Search	Invoices in Web/PDF/Email	Integrated SIP Firewall
Emergency Call Search	Miscellaneous Changes	Call limit per account
Internal Call Search	Auto Charge Billing	Call cost limit per account
Voicemail Answered Search	Payments	Credit limit per account
Company Creation	Payment Allocation	International Call Block
Company Hide	Debit/Credit Payments	East Coast Data Center
Company Search	Nominal Accounts	West Coast Data Center
Company Notes	Statements	



For a complete list of current reseller features visit online: [Reseller Features](#)

# PBX Features and Functionality

**At the core of Talking Platforms is a commercial and carrier-grade Softswitch that emulates all the features many corporate customers expect.** Many of these core PBX functionality features also extend to residential customers expecting class 5 telephone services.

**As a service provider under our private label VoIP reseller program, you extend these white label hosted PBX features to your customers in complete transparency.** You have full control to either grant them services, restrict them, and everything in between. The PBX functionality is fully controlled by the advanced billing engine so you are in total control of your customers, their usage, and access. All of this is controlled from a single unified web portal that is branded under your company.

Ring Groups	Shared Vmail to Multiple Email	MOH Upload	Online Administration
Conference Rooms	3 Way Calling	MOH Per Company	System Alerts
Video Conferencing	Find Me/Follow Me	MOH Per Auto Attendant	PBX Features
Paging Rooms	Generic Product Control	Programmable System Codes	Company Notes
Auto Attendants (AA)	Call Forwarding	Phone Express Codes	Mobile App
Auto Attendant Time Zone	Call Forward - All Calls	Time Zone Assignments	
Auto Attendant Loop Control	Call Forward - On Busy	Phone Registration Status	
Auto Attendant Transfer Options	Call Forward - No Answer	Detection/Information	
Dial By Name	Call Forward - Lost Registration	One Extension/Multiple Devices	
SIP Trunks	Call Transfer	Phone Provisioning (Auto)	
Residential Service	Call Hold	Phone Provisioning Templates	
Single Line	Call Return	Phone Provisioning Dial Plan	
Carrier Control	Call Waiting	Phone Provisioning Firmware	
Carrier ASR Reports	Call Wakeup	Phone Provisioning Reboot	
Carrier ACL	Call Park	Domain Address Books	
Carrier Priority	Call Park Reminder	Extension Address Books	
Carrier LCR	Call Screening	Address Book White List	
Carrier Gateway Groups	Call Codec Control	Address Book Black List	
Toll Fraud Control	Caller ID Block	Address Book Spam List	
Toll Fraud Advanced	Caller Anonymous Block	CDR Records	
Trusted IP	Block All Calls	CDR Rates	
DID Management	Intra-Domain Calls	CDR Record Export	
Agents & Reps	Extension Calls	CDR Graph Stats	
API Access Control List	Do Not Disturb (DND)	Rate Cards	
Voicemail	Dual Ring	Package Minutes	
Voicemail Pin Number	Virtual Switchboard	Call Credit Discounts	
Voicemail Escape	Virtual Extension	Product Ordering	
Voicemail Escape External #	Hot Desking	Product Status & Tracking	
Voicemail to Email	Barge In Call	Product Upgrade	
Voicemail Direct Transfer	Listen in Call	Billing	
Voicemail Mobile Push	Teach in Call	Accounting	
WebFax	PSTN/Mobile Call	Invoicing	
Fax to Email	Shared Call Appearance	Pro-ration	
Email to Fax	Routing Scheduler	Taxation	
Fax with Voice Routing	Music on Hold (MOH)	Taxation Overrides	
Shared Voicemail Box	Inventory Management	Payment Gateway	



**For a complete list of current reseller features visit online:**  
[PBX Features & Functionality](#)

# Security and Toll Fraud Features

**Security and Protection are at the heart of every stable and scalable hosted VoIP platform. Choosing a VoIP platform to place your valuable customers on is critical to your long-term success.** Without advanced hosted VoIP security features, your customers whom you have worked so hard for are at risk of lost productivity, revenue, and lost business. Then comes the tarnishing of your core company brand and image.

**Talking Platforms invests heavily in these protection systems throughout the Softswitch platform.** These features are tightly integrated to provide the maximum security for you and your customers. From the time you login to the call made half way around the globe, we give you the security features you expect from a VoIP platform leader.



- DDoS protection
- Toll-fraud protection
- Trusted IPs
- Portal Triple Authentication
- End User Mobile Security
- Integrated SIP Firewall
- Call limit per account
- Call cost limit per account
- Credit limit per account

**The DoS/DDoS manager eliminates denial of service attacks. These types of denial of service attacks can bring most VoIP Providers to their knees by causing continuous CPU and database overutilization. This will cause voice traffic calls to either fail or produce terrible voice quality.** In many cases, smaller or unprotected providers can be down for hours or days depending on their technical capability and revenue resources. Our DoS/DDoS manager is a hosted VoIP security feature that is integrated directly into our wholesale VoIP providers platform and monitors dynamically and heuristically for these types of attacks; When detected, threats are immediately disconnected from the system and blocked. Attacks never reach the database or CPUs.



**In addition to our integrated DoS/DDoS protection, we route our traffic through Cloudflare to support the largest scale DDoS mitigation available.** This protects our voice traffic from DDoS attacks up to 100 Tbps, in the same way, most fortune 500 companies are protected.

# Security and Toll Fraud Features (continued)

**Toll-Fraud protection is critical in a hosted VoIP platform. Choosing a VoIP platform to place your valuable customers on is critical to your long-term success.** Without Toll-Fraud features, you and your customers whom you have worked so hard for are at risk of possible large charges for calls they did not make. In the end, they will want to blame you for not protecting them.

**Talking Platforms has developed one of the most powerful and effective Toll Fraud protection systems in the industry.** Although no Toll Fraud protection system can stop all breaches, our integrated system achieves the highest success rates possible.

The Talking Platforms **myPARTITION** and **Full-Service** plans have different levels of integrated Toll Fraud protection depending on the service plan:

- Toll Fraud Manager
- Call Credit Manager
- Package Minute Manager
- International Rate Manager
- Call Duration Manager
- Call Rate Manager
- Live Call Manager
- Post Call Manager
- Dial Code Manager
- Simultaneous Call Limits
- Inter/Intra State Manager
- Start of Call Protection
- End of Call Protection
- Toll Fraud Profiles

## Data Centers and Infrastructure

### Geographic Redundancy

Talking Platforms has East and West coast data centers to serve all customers in North America. These data centers are enterprise class and adhere to the strictest security, compliance and disaster recovery. They are secured by multi-tiered security surveillance including bio-metric hand scanners. They have direct fiber access to multiple Tier 1 internet providers.

### Reliability, Redundancy and Availability

Talking Platforms Softswitch infrastructures are designed with failover, redundancy and replication throughout the network. No single point of failure exists with redundant servers, routers and switches combined with real time replication to a secondary data center. It is designed to provide uninterrupted service in the event a server, database, router, switch or entire data center goes down.

The Talking Platforms network consists of multiple data and IP provider links from two main data centers. Each of these links is capable of carrying the entire network load in the event of single or multiple link failure.

**For more information, contact us at Talking Platforms USA**

**Call: 1-202-747-0064 or visit: [www.talkingplatformsusa.com](http://www.talkingplatformsusa.com)**

