

Dialmonster DID Service Manual

DialMonster provides a complete set of inbound VoIP services to personals and other businesses around the world. The DialMonster network allows these businesses to quickly obtain international numbers terminated to their VoIP equipments anywhere in the world. These VoIP equipments could be softwares or hardwares.

Phone to Pc

The other name of this service is DID to PC. Means calling from a local telephone line to a computer.

What is DID?

DID is called as Direct Inward Dialing. DID is a service under VoIP (Voice over IP). Using this service you can make calls any where in the world while paying your local country (city) call charges.

How does it work?

Direct inward dialing service is as simple as making calls through your telephone line. You need to have a local land line number of any of the countries you want to make calls from and use our gate way to route the call to any computer. To avail of this service you need internet connection on the receiving end. The following example explains the basic steps you need to do in order to avail of this server.

Example for calling from Pakistan (Lahore) to your friend in USA (California)

1. Get a local land line number of Pakistan (Lahore) from us on an applied line rent per month according to the packages mentioned below. This number is same like your local number in any city such as Lahore number would be (+92 42 2009400)
2. Once your number is ready we will provide you a login name and password for your number. Once you have this information calling party end is ready to make calls.
3. In USA (California) you need internet. Go to www.dialmonster.com/download/monster-dialer.zip download the dialer install it and configure it as per the configuration manual available in the same zip file or you can also download the manual from www.dialmonster.com/manual/monster-dialer.pdf . Once dialer is installed and configured and you are logged in to the dialer. Receiving end USA (California) is ready to receive calls.
4. Now you just pick up your telephone at home in Pakistan (Lahore) and dial on your provided number for example (2009400) and your call will be routed to this dialer which is logged in from USA (California) and enjoy unlimited calling for hours.

Any other charges do I need to pay

As DID service provider and operator we do not charge any setup charges for any of the DID numbers. You just have to pay line rent per month on the purchased number. Calling party will be charged as local call charges per minute depending on the country and city they are calling from. In this particular example mentioned above you will pay (40 Pakistani paisas) per minute to PTCL (Pakistan Telecommunication Commercial Ltd) in your monthly telephone bill sent by PTCL. Service Coverage

At the moment we have coverage for the following countries and cities.

Pakistan to any where in the world

Karachi, Lahore, Peshawar, Faisalabad, Sialkot, Jhelum, Khariyan, Gujrat, Multan, Gujranwala, Sheikhpura, Sargodha, Sukkur, Bhawalpur, Kasur and Dina

Note: If your city is not listed, even then you can use this service. In that case the caller has to dial the city code you have taken the number for. For example, if your city is Islamabad, (which

is not in the list) you can take a Lahore number. In this case, if someone wants to call you from Islamabad, they will have to dial 042 and then the DID number.

Full coverage details are available at www.dialmonster.com/services.php

Purchase and Payment Procedures

Dialmonster offers you a very simple, short and secure purchase and payment process for your DID purchase and monthly line rent payments.

In 3 easy steps you can complete your purchase and line rent payment through credit cards using our secure website.

1. Select city and payment terms
2. Pay online through credit card using our secure website
3. Activate your order (you will receive your account details in the email)

Service Delivery Time

It will take about 2 to 6 hours to get your number working. Once the number is working we will send you an email with complete information of your account explaining complete process with all the required links and instruction manuals.

Acceptance of terms of use

Dialmonster.com provides telecommunication services described in greater detail on this web site (the Service) to you (the End User) subject to the following conditions. By accessing this site and/or registering or using the Service, the End User acknowledges receiving, reading and understanding this General Service Agreement (the Agreement) and accepts the terms and conditions herein. If you do not agree to these Conditions of Use, please do not use our site or the Service. We reserve the right, at our discretion, to update or revise these Conditions of Use. Each time you log in or otherwise access this site or use the Service following the posting of any changes to the Conditions of Use, you hereby accept these changes regardless of whether you have checked or visited the Conditions of Use portion of the site. These Conditions of Use govern the use of our site by viewers and other users.

Taxes

You are responsible for, and shall pay, any applicable federal, state, provincial, municipal, local or other governmental sales, use, excise, value-added, personal property, public utility or other taxes, fees or charges now in force or enacted in the future, that arise from or as a result of your subscription or use or payment for the Service or a Device. Such amounts are in addition to payment for the Service or Devices and will be billed to your credit card as set forth in this Agreement.

Technical Support

Dialmonster.com provides the End User with technical support at its sole discretion and as limited to the Service and the equipment provided hereunder. Technical support is rendered from dialmonster.com premises, as available, via email. Support for other applications and uses is not provided or implied.

Termination

Dialmonster.com reserves the right to, in its sole discretion, suspend or discontinue your access to all or part of this site or the Service, with or without notice. Dialmonster.com will not be liable to you or any third party for termination of the Service.

Indemnification

The End User agrees to defend, indemnify and hold harmless Dialmonster.com, its directors,

officers, shareholders, affiliates, agents, successors, assigns and vendors, from any claims or damages relating to this Agreement or a breach or violation of this Agreement, including attorneys' fees.

Telephone Numbers

Any telephone number provided by Dialmonster.com (the Number) to the End User shall be leased and not sold to the End User. The End User shall not obtain any rights, title or interest in the Number. The Number is not portable to other service providers. The End User is not to use the Number with any other device other than the approved equipment (the Equipment) without the express written permission of Dialmonster.com. Dialmonster.com reserves the right to change, cancel or move the Number at its discretion. Upon expiration, cancellation or termination of the Service, the End User shall relinquish and discontinue use of any phone numbers, voice mail access numbers and/or web portals assigned to the End User by Dialmonster.com.

Fees

Dialmonster.com charges fees to use its Service. The End User is responsible for procuring and paying the costs for any software, hardware, or internet/broadband connection charges necessary to access and use the Service.

Payment

All paid services new or recurring are prepaid.

Your initial use of the Service authorizes Dialmonster.com to charge the credit card account number on file with Dialmonster.com, including any changed information given to Dialmonster.com. If the card expires or is replaced, or if you substitute a different card, for Dialmonster.com recurring charges, this authorization will remain valid until 30 days after receives your written notice terminating Dialmonster.com authority to charge your credit card.

Late/Non-payment

Dialmonster.com may terminate your Service at any time in its sole discretion, if any charge to your credit card on file with Dialmonster.com is declined or reversed, your credit card expires and you have not provided Dialmonster.com with a valid replacement credit card or in case of any other non-payment of account charges.

Billing

The service user must provide Dialmonster.com with a valid credit card number (Visa, MasterCard, Discover, American Express or any other issuer then-accepted by Dialmonster.com) when the Service is activated. Dialmonster.com reserves the right to stop accepting credit cards from one or more issuers. If the card expires, you close your account, your billing address changes, or the card is cancelled and replaced owing to loss or theft, you must advise Dialmonster.com immediately. Such billing charges will include monthly service fees, applicable taxes and any other applicable charges. Monthly service fees are charged in advance to your credit card, including but not limited to: monthly recurring charges.

Disclaimer of Warranties and Limitation of Liability

To the full extent permissible by applicable law, Dialmonster.com disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement. Dialmonster.com does not warrant that this site, its servers, the Service or e-mail sent from Dialmonster.com are free of viruses or other harmful components. Dialmonster.com will not be liable for any damages of any kind arising from the use of or inability to use this site, including, but not limited to direct, indirect, incidental, punitive, special, exemplary and consequential damages. This limitation applies whether the alleged

liability is based on contract, tort, negligence, strict liability, or any other basis, even if Dialmonster.com has been advised of the possibility of such damage. Dialmonster.com makes no representations or warranties of any kind express or implied, as to the operation of this site and/or the Service or the information, content, materials, or products included on this site. Dialmonster.com makes no warranty that:

- this site or the Service will meet your requirements,
- this site or Service will be uninterrupted, timely, secure, or error-free,
- the results that may be obtained from the use of this site or Service will be accurate or reliable,
- the quality of any products, services, information, or other material purchased or obtained by you through this site or Service will meet your expectations, and any errors in this site or the Service will be corrected.

Dialmonster.com will not be liable for any direct, indirect, consequential, incidental or special damages, whether foreseeable or not, which may result from use or access to this site and/or the Service. You understand and agree that the use of this site and/or the Service is at your sole risk and discretion and is on an "as is" and "as available" basis. You also understand and agree that you will be solely responsible for any damage resulting from your use of this site or the Service, including damage to your computer system or loss of data that results from material or data that is downloaded from this site. Dialmonster.com is not responsible for the content on the Internet or the World Wide Web not otherwise located on this site. As a convenience to our End Users, Dialmonster.com may provide links to resources that are beyond its control. Dialmonster.com makes no representations as to the quality, suitability, functionality or legality of any sites to which we may provide links, and the End User hereby waives any claim he or she might have against Dialmonster.com with respect to such sites.

Copyrights and Trademarks

All content included on this site, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property of Dialmonster.com or its content suppliers (the Intellectual Property) and protected by United States and international copyright laws. The compilation of all content on this site is the exclusive property of Dialmonster.com and protected by U.S and international copyright laws. You may not post to this site, use the Service and/or copy, reproduce, retransmit, distribute, publish, commercially exploit or otherwise transfer, any material subject to any Intellectual Property. You have the responsibility of determining whether any information, software, images or any other content on this site is not protected by any Intellectual Property.