

# How resellers win with Telnyx

Learn how to increase customer satisfaction, reduce expenditure  
and deliver a high-quality service with Telnyx.





## How can I resell telephony with Telnyx?

Your customers will need a private telephone network that connects their internal and external communications. Telnyx can connect to your client's systems in two ways:

### Cloud Hosted

With a hosted solution, the hardware and PBX are maintained at an off-site location from where the VoIP telephone service is being used. This reduces maintenance and the amount of money required to get started, as a hosted VoIP system costs much less to set-up than an on-premise PBX.

### Internally Hosted

While cloud-based Hosted PBX solutions are becoming more popular, some customers still prefer a dedicated IP-PBX or have a legacy phone system that they are not ready to abandon. SIP trunking offers a virtual solution to analog phone lines and comes with a lower price tag and enhanced features.

## How can Telnyx help me offer a voice service?

Telnyx is an enterprise-level carrier that is trusted by thousands of resellers globally. Our intuitive platform is built for reselling, answering the needs of businesses looking to easily manage and scale reliable telephony solutions for their customers.

### Mission Control Portal

The Mission Control Portal is our cloud communications platform that lets you configure all your telephony needs from a single interface. You gain complete control over your configurations.

### One Destination, Ultimate Control

Through the portal, you can scale your business with ease. Instantly purchase, port and provision phone numbers to set up voice connectivity in minutes. If you need to port phone numbers, get immediate phone number activation and a seamless porting experience with FastPort®.



### **Elastic SIP Trunking**

With Elastic SIP Trunking, you can instantly provision voice connectivity. Simply configure your connection and outbound profile as needed to set up an Elastic SIP Trunk for your PBX and start making and receiving calls globally.

### **Network Ownership**

Owning our own network helps Telnyx to provide an enterprise-grade service while passing on major cost savings to our customers. Businesses that switch to Telnyx typically save 25-40%, paying less for inbound and outbound calls with free number porting.

### **Pricing**

We offer transparent and flexible pricing so you only pay for what you use. Through a partnership with Telnyx, you can get greater discounts when you are ready to commit to monthly usage.

### **Network Architecture**

The Telnyx network is designed for real-time communication with the principles of diversity, redundancy and resiliency. Redundancy in globally deployed infrastructure ensures the lowest latency, jitter, and packet loss resulting in the best call quality – always.

### **24/7 Support**

Our team of in-house engineers is available 24/7. The result is faster problem identification, troubleshooting and resolution. We also provide a range of self-service documentation so you can configure your services just as you need them.





## What do I need to get started?

### Porting

- If you have existing numbers, you can easily port them to the Telnyx network, to leverage the benefits of our infrastructure. FastPort® automates many processes to ensure a hassle-free experience.
- Port-ins are free and we have a team full of porting experts, trained across national and international porting, dedicated to moving your numbers faster.
- Customers typically reduce their porting time by around 50% with access to features like number portability checking, automated CSR validation and sub-requests automatically generated by the underlying carrier.
- Schedule cutover times, activate numbers in a matter of clicks (on-demand or at a specified time) and track your ports with complete transparency.

### Numbers

- As an enterprise-grade carrier, we have a deep phone number inventory in over 60 countries. Choose from voice, SMS, MMS, fax and toll-free numbers to find the right fit for your use case.
- We provide access to our inventory through advanced searching in our portal, so you can easily find and purchase the number type, features or patterns that you need to fit your use case.
- Instantly provision local, national and toll-free numbers globally. Get instant phone number activation whether you purchase within the portal, via API or port your numbers in.

### Connections

- Connections are used to configure inbound traffic and authentication for one or more phone numbers. A connection is needed to authenticate your client with our sip proxy ([sip.telnyx.com](https://sip.telnyx.com)).
- We offer 3 different types of registration on a connection used to connect your switch or PBX to our network. Choose between Credentials, IP Address and FQDN.
- Minimize latency by anchoring call media to a specific point of presence (PoP) in order to ensure your packets get off the internet, and onto the Telnyx private network as fast as possible. Choose your own PoP or allow us to determine the PoP with the lowest latency.



### **Outbound Profiles**

- An outbound profile is required in order to make outbound calls through the Telnyx Network. Assign a connection to an outbound profile to enable full inbound and outbound connectivity.
- You can configure your outbound profile depending on the traffic type that you expect to send over the connection. Choose between Conversational, Fax and High-Volume/Short-Duration.
- Establish a service plan to select where you want to be able to send calls, specifying allowed destinations, max daily spends and max destination rates to keep your costs under control.

### **SIP Configuration Guides**

- We have prepared a range of custom configuration guides to help you set up and connect your SIP infrastructure (IP-PBX, SBC, etc.) to a Telnyx Elastic SIP Trunk, found [here](#).

**Questions on Getting Started?  
Talk to our experts 24/7**

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## How do I do manage and report on my customers with Telnyx?

### Customer Sub-Accounts:

- Our Billing Groups feature offers resellers of our services an improved means of managing their own customers. This feature is particularly useful for billing the exact usage, partial and recurring charges for the month.

### Reporting

- Our Mission Control portal includes a robust reporting center and useful tagging capabilities. Monitor and analyze usage and account budgeting in real-time to improve your customer experience.
- Setting up Billing Groups will enable you to easily find CDRs by customer and generate end-of-month invoice records.

### Internal Sub-Accounts

- To control access and privileges within your organization, you can grant specific permissions to employees. This enables you to control what users can edit within your Mission Control account.

## Ready to Get Started?

[Setup a Mission Control Portal Account Today](#)



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