IDT ΞXPRESS

Voice Termination & DIDs

Quick START Guide

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DIDs

1. You can purchase new DIDs from Purchase DIDs tab under DIDs section.

2. Please note, due to portal limitations, your account may or may not offer Address Restricted Countries for DID purchase. But IDT Express does provide most Address Restricted Countries. Please check with your Account Manager for full coverage list.

3. You can set up dedicated routing for your DIDs by creating Trunk Groups in DIDs/Configure tab.

4. At the moment, DIDs product is available only on Prepaid USD accounts. Please reach out to your Account Manager if you are a Postpaid customer & wish to purchase DIDs.
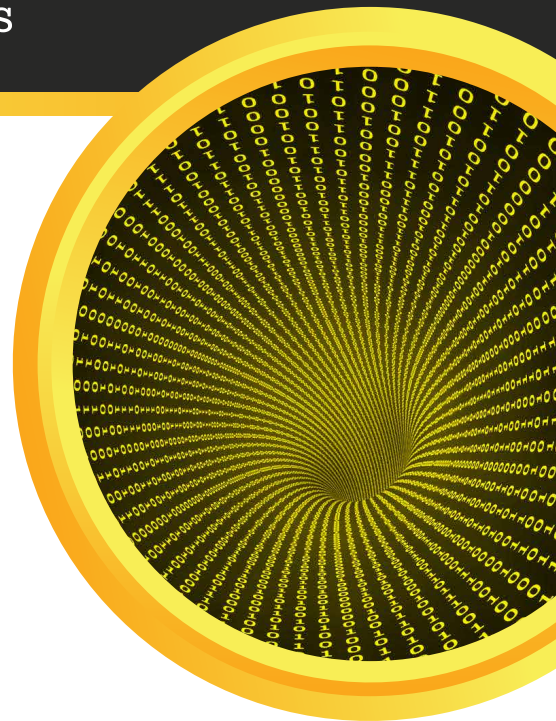
Rates

1. We send Weekly A-Z updates every Wednesday around 1:00 PM (EST). Additional rate changes may be sent during the week.

2. Rate decreases are effective immediately while increases mostly* carry a 7 day notice.

3. All rate changes are sent via email to the email address(es) on file. To add or remove email addresses please go to email notifications page.

Prefixes

1. You can choose the default prefix in the IDT Express portal under Voice tab.

2. Failure to prefix properly will result in calls routing through the default prefix.

3. Prefixes are Platinum = 99901, Gold = 99900, IDT Instant = 99902

Payments

1. You can view the wire transfer/Western Union instructions on the Add Funds page under Payments tab. You must inform the Finance team when you remit a payment, for Prepaid accounts email us at expresstrans@idt.net & for Postpaid accounts email us at tfgcollections@idt.net

2. Prepaid accounts have the option of paying via Credit Card/PayPal. To add a card please go to the payments section.

3. Newly added credit cards go through a verification process which may take up to 2 business days.

E-mail Groups & Sub Users

1. You can create different email notification groups under Settings/Email Notifications.

2. And invite your team members to the IDT Express portal by going to Settings/Manage Users.

Anti-Hacking Features

1. IDT Express portal allows you to set up a white list of countries at Settings/Traffic tab, so you can be notified if there is traffic to any non whitelisted country.

2. You can also set up an account level stop rate to block any destinations above a given threshold value, at Settings/Anti-Hacking Features.

Support

1. For all technical support issues, you can open a Ticket via IDT Express portal.

2. For any issue that needs special attention, please reach out to your Account Manager.

For all other questions / concerns, please feel free to contact your IDT Express Account Manager or email ExpressSupport@idt.net