

## GLOBAL SIP TRUNK

Simplify your customers communications on a global scale with our one stop shop SIP Trunk with one single contract

Help them scale their telephony needs in Latin America and Europe with our VoIP service



## MARKET CONTEXT

VoIP has revolutionized the communications of enterprises, opening up a new world of possibilities. Accessing VoIP in a global and nimble way is the first step to being able to capture these benefits.

With our Global SIP Trunk service, you will be able to offer, through a single connection and the whole Telefónica footprint (Europe and Latin America) plus 3rd parties, inbound and outbound, DISs and Toll Free.

With a strong leadership position in Spanish speaking markets and Europe, over the past 5 years Telefónica's SIP Trunk service has also been rated highly by leading market analysts.

## TYPICAL APPLICATIONS

Telephony and Numbering Value-Added Services based on:

- **Inbound**

Contact Center, Conferencing and Meeting Tools

- **PSTN Replacement**

Call Tracking, Number Masking, Call Meeting, Conference Calling, Corporate Telephony, Softphone/UCC/MS Teams, OTTs, Click to Call, Call Center

- **Special Numbering (Toll Free & Shared Cost)**


Customer Care, Global Help Desk, Conferencing and Meeting Tools

Our SIP Trunk service is designed to help your customers to strengthen their business  
Improve their telephony operations in multiple ways


- **Single Global SIP Trunk connection.** Access modes: Internet (IPsec, TLS) or mWAN (VPN/MPLS).
- **Over 150 countries included in our Geographic and Special Numbers coverage,** based on Telefónica's footprint and third party agreements, and it is constantly expanding. Coverage even be added on demand.
- **DDIs and Special Numbering** around the world. Inbound and Outbound services.
- **Integrated with Collaboration Platforms such as Direct Routing & OperatorConnect for Microsoft Teams, Cisco Webex, Zoom and others** by demand. The fastest way to bring telephony services to your employees.
- Local and Geographical **redundancy.**
- Reporting and **Customer Control Center.**
- **Excellence** in SLAs (Customer Service, Service Performance).
- Our Customers also enjoy our **ANTI-FRAUD SERVICE** to prevent fraudulent calls and save money.




+ 1,500  
Global Customers




6 Global Voice PoPs around the world connecting your Operations, Providers and your customers anywhere



150 Countries with service reach



+100 partners



> 20 Bill. minutes/year of international voice traffic



+ 40 countries full regulatory compliance

# How does SIP Trunking help?

- Cost effective solution.
- Global single point of contact.
- Single point of interconnection to simplify management.
- Full Regulation Compliant Outbound DDIs/Legal Interception/Emergency Call/Portability.
- Fast deployment.
- Simple and agile provisioning.
- Enables Unified Communications through API and Web Portal.
- Exclusive Service Management.
- Deep insights and reports.

## Manage your SIP Trunk functionalities from our API and Web Portal

- Consultation of our available numbering in stock.
- Instant numbering provisioning.
- Opening and management of incidents.
- Quotation of new services and provisioning.
- Real-time reporting of service status (capacity used, destinations, etc).

## Coverage

