

# VoIP

## The cost-effective business communication solution

VoIP or Voice-over-Internet Protocol (IP) is a method of carrying voice signals over the Internet using IP instead of PSTN networks, thus, reducing costs and enhancing efficiency. Basic steps involved in making a VoIP call include, the conversion of the analog voice signal to a digital form and then conversion into IP packets for transmission over the Internet. The process is reversed at the receiving end.



### Why VoIP?

Does your business require you to make frequent international calls? You can now communicate seamlessly with your customers, business associates, colleagues and employees located across the globe without spending much. You can also conduct Video and Audio Web conferences and save big on travelling costs.

### VoIP benefits

- **Low cost** - With VoIP minutes you can reduce your international calling cost up to 80%. VoIP also allows your remotely located employees to communicate cost effectively
- **Portability** - A user can make and receive calls from anywhere by connecting to the Internet and logging into his VoIP account
- **Features** - At no extra charge, the user gets all the features of a normal phone. For example, call waiting, call forwarding, voicemail, conference calling and caller ID, are features that a user can enjoy

## Corporate Solution

### Unlimited Plan\*

Unlimited VoIP plan allows you to call popular destinations like US, UK, Canada Hongkong and Singapore.

### Close User Group (CUG) Plan

CUG is a VoIP service, based on (Point-to-Point) SIP to SIP communication, which enables you to have unlimited intra-company calling between any number of locations within the country and across the world, with closed user group environment, at a nominal fixed annual charge.

### Pay Per Use Plan

Pay per use plan allows you to only pay for your actual usage, with no minimum commitment.



## Contact Centre Solutions

- Outbound calling service suitable for Telemarketing Companies/BPOs
- Prepaid/Postpaid (BG) model
- TCISL offers service with 3 variants:

### 1 Minutes only

- Customer is charged, based on predefined bulk calling slabs
- Customer-end VoIP Gateway setup support
- Multiple Terminating carrier to provide redundancy
- Seamless toll quality
- Service is fully compatible with any outbound dialer
- Dedicated 24x7x365 proactive customer support
- Service activation time is less than one day

### 2 Managed VoIP

- One-stop-shop for affordable, premium quality international calling via the Internet
- Bandwidth is bundled with VoIP minutes
- Dedicated Bandwidth for Voice Traffic (Managed VoIP)
- End-to-end management of Local loop and Internet bandwidth bundled with voice termination
- Dedicated bandwidth access from customer premises to TCISL POP
- Calls are carried via IP cloud to the US or UK to ensure high quality, far-end termination
- Exceptional relationships with global Tier 1 voice carriers
- Service requires a mandatory OSP license
- Dedicated 24x7x365 proactive customer support

### 3 Hosted Contact Center (InstaCC)

- Outbound IP Communications service is suitable for BPOs, Telemarketing companies
- Flexible and quick capacity expansion, next generation contact center capabilities
- Bandwidth, dialer application bundled with VoIP minutes
- Pay-as-you-go tariff model, minimum CAPEX
- Distributed architecture, scalable, reliable, secure service
- Customer is charged based on predefined minutes calling slabs
- Slab pricing is negotiated with customer before signing the order
- Service requires a mandatory OSP license



For more information on VoIP, call us at 1800 419 2200, and provide us with your details, so that our sales representative can get in touch with you. You can also visit [www.tatacommunications.com/smb](http://www.tatacommunications.com/smb)

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