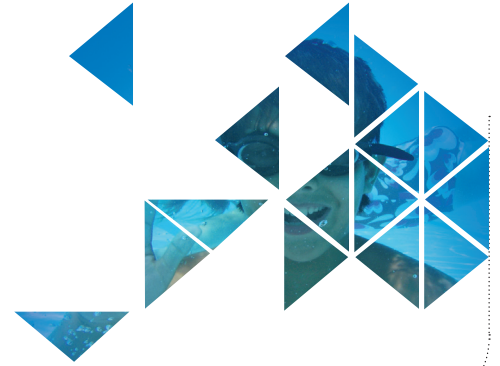


# Managed VoIP

## Cost-effective, managed voice solutions



**Tata Communications Managed Voice over IP (VoIP) is a voice solution that leverages cost-effective international calling over the internet, and robust, scalable VoIP technology, to provide high quality voice services to on-net and off-net locations.**

Ensure premium connectivity and call quality and carrier level redundancy for your business. Take advantage of a solution that is managed 24x7x365, reducing overhead costs, and enabling you to stay focused on your company's core initiatives.

### Managed Solution

As the #1 international long distance provider in India and the #1 international wholesale voice provider globally, Tata Communications delivers an end-to-end managed solution with high levels of support, lowering Total Cost of Ownership (TCO), and enabling enterprise customers to focus their resources on meeting key corporate initiatives.

### Premium Bandwidth and Call Routing

Managed VoIP delivers premium Internet bandwidth to ensure best-in-class call quality and minimize the number of hops on a call. Unlike other providers in India, Tata Communications is directly connected to Tier 1 carriers on the Internet backbone, eliminating dependencies on other Internet Service Providers (ISPs).

### Carrier-level Redundancy

With alternative paths spread across multiple submarine cables to protect against link failure, Tata Communications' redundant infrastructure has back-ups for all critical functions. Customers are ensured the highest possible service levels, carrier grade redundancy, and maximum availability.

### Monitoring and Customer Support

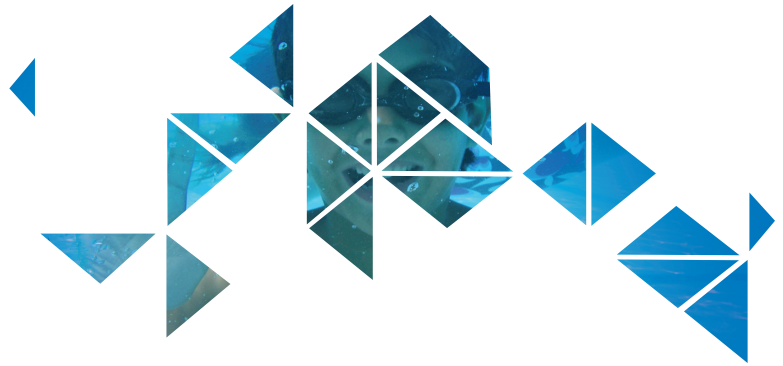
Tata Communications' Network Operating Center (NOC) provides dedicated, 24X7X365 customer support. Tools such as IVMS are used to track call quality standards such as R-factor, packet loss, ASR (Answer/Seizure Ratio), and jitter.

Ensure premium connectivity and call quality and carrier level redundancy for your business.



**Enterprise**  
Voice

# Enterprise Voice Services

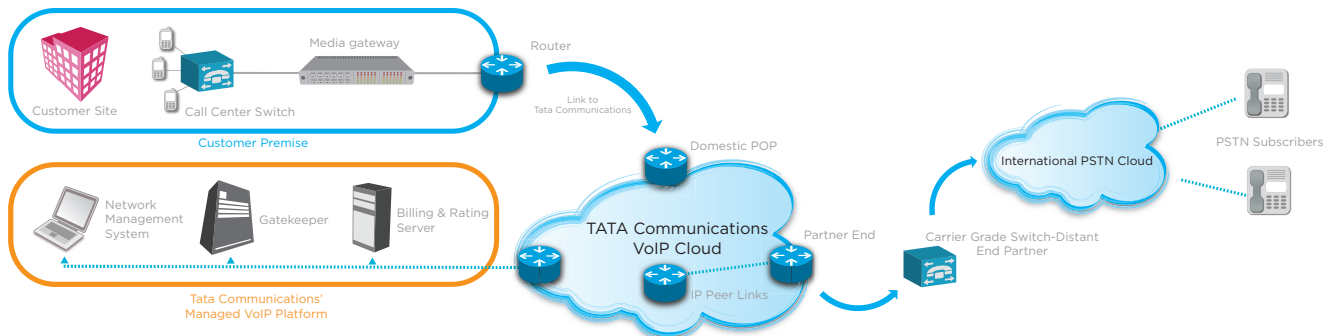


## Key Service Features

- \_ Supported calling when the Indian end is IP-based and the other caller is on a PSTN connection
- \_ Internet bandwidth used as dedicated access from customer premises to the nearest Tata Communications IP POP (point-of-presence)
- \_ Calls carried via the IP cloud to the US or UK to ensure high quality, far-end termination
- \_ Exceptional relationships with Tier 1 voice carriers worldwide
- \_ Maximum availability and redundancy
- \_ Signal switching supports multiple protocols
- \_ Proactive 24X7X365 support

## Key Benefits

- \_ Affordable, premium quality international calling via the internet
- \_ Voice expertise and India's largest IP network in India, ensuring maximum throughput within India and direct routes to the rest of the world
- \_ Easily scalable architecture to accommodate future growth
- \_ Lower TCO than traditional, TDM-based solutions
- \_ Carrier relationships in key international locations such as the US, UK, and Singapore
- \_ Redundant, reliable architecture reduces downtime



For more information about Managed VoIP or other Enterprise Voice services, visit :

[www.tatacommunications.com/contact](http://www.tatacommunications.com/contact)

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