Global Voice Solutions

TATA COMMUNICATIONS

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Smart Partnerships: Where Efficiency Meets Profitability

In today's complex landscape, service providers face declining margins and must continuously invest in technology and infrastructure to remain competitive.

Voice Business Apps

Our Voice Business Apps offering is comprised of the same industry-leading capabilities that we use to manage our own wholesale voice business, all available on-demand, at no Capex.

Virtual PoP is our network tool that eliminates disparate systems and interconnections, providing a seamless, cost-effective way to migrate to IP, while still providing you with control over routing and supplier choice.

Our tools and systems apps range from back-office functions to routing and monitoring. Our reporting tool provides a granular view on traffic volume and margins by destination, customer and time of day.

Our Apps also deliver access to over 600 specialists in the voice business through services that consist of managed termination, customer aggregation and supplier aggregation.

Strategic Sourcing

For service providers whose business focus is not voice services, we provide our Strategic Sourcing offering. With Strategic Sourcing you can completely hand off management of your voice business and better focus key resources on achieving core competencies.

Putting Quality at the Center of our Business. And Yours.

We understand the critical importance that quality plays in customer loyalty. That is why we are committed to continuously improving quality, to enable you to grow top and bottom line revenue, to do business more efficiently and optimize the end-user experience.

Our quality approach spans technology, investments, people and expertise. We are pioneers in anti-fraud initiatives, having deployed the industry's first near-real-time False Answer Supervision (FAS) detection and remediation solution and continue our efforts to eliminate FAS across supplier networks and throughout the industry.

Setting the Standard

Independent experts certify that we offer leading quality in the industry. Leveraging our investments and expertise, we consistently exceed industry benchmarks on quality metrics, including Answer Seizure Ratio (ASR), Average Call Duration (ACD) and Network Efficiency Ratio (NER), and are continually tracking and improving our quality performance to increase customer satisfaction.

High-Quality Solutions that Maximize Revenue

We offer a range of innovative, premium quality solutions that enable guaranteed call delivery, increased average call time and optimized roaming revenues, including High-Definition (HD) Voice, Voice Direct Transit and VTS Prime.

The Power of Quality Management. At your Fingertips.

Seamlessly monitor quality with CustomerZone, our customer portal that enables you to manage your voice, mobile and data services through a single sign on. Through CustomerZone, you have access to a wide range of features including quality metrics, scheduled and on-demand reporting, trouble ticket status and the ability to order new services.

"We make quality a priority because it helps our customers grow revenue and do business more efficiently"

Key Features

- **1 Billion+ minutes** terminated weekly - the industry's largest and most popular international wholesale voice termination service portfolio
- **Interconnection options** that include Private or Public IP, IPX, MPLS or TDM
- **Flexible, profitable partnership models** that range from managed back-office tools to full management of your voice business
- **Voice Termination Service** comprised of three service levels to meet unique cost and quality objectives
- Guaranteed CLI delivery to over **260+ mobile destinations** with VTS Prime and Voice Direct Transit
- **100% direct routing assurance** on 500+ global destinations with VTS Prime
- **300+ direct connections** to our mobile network partners
- Comprehensive portfolio of **access services** including ITFS, UIFN, and Local Number Service
- The industry's **most comprehensive anti-fraud and anti-FAS tools**, procedures, and policies

Voice Services that Drive Your Business Forward

Our comprehensive portfolio of best-in-class voice solutions provides industry-leading call quality to improve customer loyalty and gain a competitive advantage.

Voice Termination Services

Our Voice Termination Services suite ensures high-quality call completion and includes:

- Three service levels designed to meet your unique quality and budget requirements
- The flexibility to interconnect via MPLS, public or private IP or TDM as well as IPX, enabling you to converge multiple services over a single IP connection
- Complete code coverage, including support for roaming ranges, number portability, and priority customer support

VTS Prime

Our flagship offering, VTS Prime is especially designed to meet the premium call quality demands of MNOs, OTTs and other Retail Service Providers.

The service provides high-quality voice termination worldwide with 100% CLI delivery assurance on 260+ mobile destinations and 100% direct routing assurance on 500+ global destinations.

VTS Preferred

VTS Preferred enables service providers to balance quality and cost objectives, by using direct routes blended with direct +1 supply.

The service also offers CLI delivery to 133 Preferred Plus destinations where we have had a strong history of reliable CLI delivery through a stable supplier base.

VTS

Our VTS offering ensures consistent call quality at a highly cost-effective price point.

HD Voice

HD Voice helps mobile operators to provide a clearer, lifelike international calling and roaming experience, increasing customer satisfaction and decreasing churn.

We enable HD Voice calls between more destinations through our broad community of IP connected mobile operators. This reach helps us to maximize the benefits of premium call quality to our partners and their end users.

Voice Direct Transit

Deliver the best call quality for your high-value international voice traffic with Voice Direct Transit. The service provides enhanced control over the end-user experience on selected routes between partners and alliances or on roaming corridors without having to manage multiple direct bilateral connections.

With Voice Direct Transit we create a virtual direct to any of the 300+ mobile operators directly connected to our network. Partners exchange traffic directly with dedicated capacity and have the freedom to negotiate alternate commercial terms when they may be beneficial.

Voice Direct Transit provides full support for HD Voice, complies with GSMA's IPX specifications for direct transit and is future proof for operators migrating to Voice over LTE.

Access Services

Enhance your global footprint and benefit from unparalleled routing with a full suite of Access Services, that cover 105 countries:

- Receive toll-free calls from both fixed and mobile phones in more than 90 countries with ITFS
- Provide a single number that is accessible from more than 45 countries worldwide, with UIFN
- Establish yourself in a specific market using local numbers, also known as DID, DDI or geographical numbers with Local Number Service. We also enable you purchase a large volume of these numbers through our Bulk Local Number Service offering.

"Take advantage of our future-proof voice solutions that include support for HD Voice"

Key Benefits

- **Increase customer loyalty** and retain revenue with a wide variety of high-quality, innovative voice solutions
- **Take advantage** of the reach, scale and cost-efficiencies of a network spanning **240 countries**, and our relationships with **1600 service providers**
- **Deliver the best quality** for your most profitable voice services with Voice Direct Transit
- **Proactively address issues** before they become tickets with proactive monitoring of supplier and core network quality
- **Deliver a crystal-clear calling experience** and maximize profitability for international voice and roaming traffic with HD Voice
- **More efficiently manage** your voice business with Voice Business Apps and Strategic Sourcing
- **Access a simple**, seamless way to manage your voice, mobile and data services and monitor quality with CustomerZone

As a service provider, you are striving to maximize profitability in a challenging market. Turn to Tata Communications' comprehensive portfolio of innovative voice solutions, industry-leading quality and efficient partnership models to optimize success for your voice business.

For more information, please contact **marcom@tatacommunications.com**

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