

# TALK ABOUT QUALITY: END-TO-END SERVICE FOR YOUR CALLERS

## **VOICE TERMINATION SERVICES**

The voice landscape is becoming increasingly crowded. To win and keep new business, you need to give your customers a peerless end-to-end calling experience, wherever they're calling from and whichever country they're calling. That means choosing a partner you can depend on. With Tata Communications' Voice Termination Services portfolio, you can give your customers higher call quality on a global scale, choosing the service level to match your standards and cost objectives. And it's all backed up with the strength and flexibility of the world's largest IP Network.

## DIAL UP THE QUALITY FOR YOUR CUSTOMERS

When a caller picks up the phone to dial internationally, they don't want to know about how the call is routed. They just want to be sure that the line quality is good enough for their message to come through loud and clear, at a cost-effective price. To balance those requirements of quality and cost, you need an industry-leading partner who can support International Long Distance traffic requirements.

At Tata Communications, we leverage the world's largest Next-Generation IP Network along with our leadership in IP to provide you with maximum interconnection flexibility. And we offer a range of options and service levels to make sure you can give your customers an optimal calling experience and keep their loyalty.

We already terminate over 900 million call minutes every single week. As the world's most popular international wholesale voice termination service, we have the expertise and the service portfolio to deliver to your needs.

### Introducing your three options for quality and profitability

We offer three distinct service classes to enable you to balance cost and quality depending on your business model.

- **VTS Prime: the best call quality**

For mobile network operators, over-the-top(OTT) players and other retail service providers, premium call quality is what drives your business.

Our VTS Prime service enables you to provide an optimal end-user experience by providing consistent high quality voice termination worldwide. We offer 100% direct routing assurance to 400+ global destinations. Calling line identification (CLI) assured delivery to over 230+ mobile destinations. VTS Prime also brings you complete code coverage, including support for roaming ranges, number portability and priority customer support. We also provide QoS monitoring along with the highest priority customer support.

- **VTS Preferred: balance quality and cost objectives**

Ideally suited for hybrid retail/wholesale carriers and incumbent carriers, our VTS Preferred service provides high-quality call completion at a competitive price, along with broad code coverage. By harnessing direct routes along with the highest quality direct +1 supply we can optimise costs to deliver savings. We also offer CLI delivery to 133 destinations thanks to our high quality, stable supplier base.

- **VTS: reliable and affordable call completion**

Designed for hybrid carriers with wholesale traffic requirements, along with pure wholesale carriers and Tier II and III resellers, our VTS service delivers consistent quality at a highly cost-effective price. VTS provides broad country coverage worldwide, including to remote destinations, by leveraging our supply inventory of the world's largest incumbent and regional carriers, mobile network operators and established resellers.

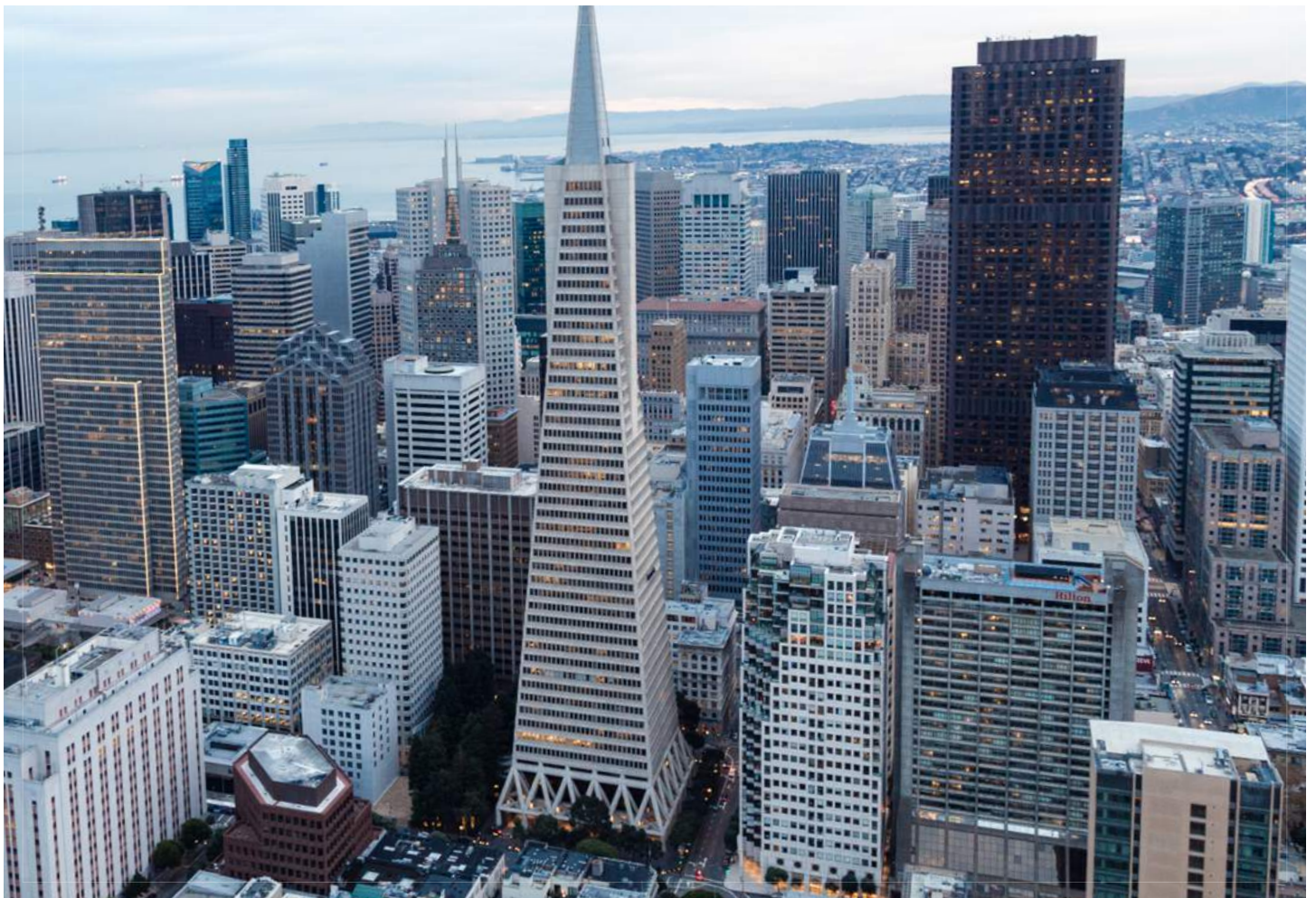




## We're talking global - experience the benefits worldwide

Tata Communications leads the way in wholesale international long distance voice termination, with a network spanning 240 countries and territories, and relationships with 2000 service providers. We offer you true global coverage, along with a range of benefits to help your business stay out in front.

- **Competitive costs:** as a leading player, we can offer competitive costs for all our voice termination service levels.
- **Global coverage:** we put you and your customers in touch with every location, with international voice partnerships stretching to every corner of the globe. You can choose from complete A to Z price lists to expand your footprint worldwide.
- **Fraud prevention:** Tata Communications offers the industry's most comprehensive anti-fraud and False Answer Supervision elimination tools, procedures and policies. Our data mining tools can identify and alarm on potentially fraudulent activity.
- **Feature support:** VTS Prime brings you direct routing and CLI delivery assurances, while VTS Preferred offers CLI delivery to destinations at non-direct price points.
- **Interconnect flexibility:** you can choose from a range of interconnect options to bridge to our supplier networks, including IP, MPLS, Private or Public IP or TDM.
- **Home-grown traffic management:** we've been developing our own traffic platform since the 1990s, which mean we don't need to rely on external vendors. So you benefit from the same seamless, end-to-end service.
- **Simplicity:** the voice market is becoming ever more complex, with issues including number portability and increased fraud. We offer you a stable environment for long distance calls, simplifying your traffic management.
- **Customer portal:** delivering customised traffic reports, our portal offers capacity management functionality, easy trouble ticket initiation and invoice/CDR viewing capabilities, all bundled up in a simple point and click interface.
- **Ongoing quality:** we consistently exceed industry benchmarks on standard quality metrics, and are constantly tracking and improving our quality performance to increase customer satisfaction.



## **TATA COMMUNICATIONS – YOUR GLOBAL PARTNER WITH A LOCAL TOUCH**

Partner with Tata Communications and you'll have the reach and support of one of the world's leading providers of network and mobile services. Through us, you and your customers are connected to our extensive network of global partners and our own leading business and technology experts – all via a single point of contact.

We believe in the strength and value of long-term partnerships, so you benefit from a full spectrum of support, managed services, responsive tools, advice, training and collective knowledge.

If you're looking to enhance your international long distance traffic offering and develop new opportunities, we want to hear from you.

### **WHY TATA COMMUNICATIONS?**

- We handle 1 in 10 of all international voice calls
- Serving 2,000 telecom operators and more than 900 mobile operators
- No. 5 global wholesale IP service provider
- Customers reach 99.7% of the global GDP using our network and services
- Over 25% of the world's internet routes use our network

## **ABOUT TATA COMMUNICATIONS**

Tata Communications Limited (CIN no: L64200MH1986PLC039266) along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multi-national enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network, as well as nearly 1.5 million square feet of data centre and collocation space worldwide. Tata Communications' depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services and leadership in global international voice.

Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

**To learn more about Tata Communications' Voice Termination Services, email [business@tatacommunications.com](mailto:business@tatacommunications.com) or visit [www.tatacommunications.com](http://www.tatacommunications.com)**

**Contact us**