



FAQs

Cisco Webex Cloud Calling by Tata Communications

1. What does Webex Calling by Tata Communications mean?

Webex Calling is a PBX in the cloud and it is part of the Cisco Webex suite of collaboration services. It is optimised for businesses of all sizes and provides the essential business calling capabilities that an organisation needs.

2. Does the PSTN plan include toll free numbers?

Toll free numbers are not automatically included. They are available over and above the standard Webex Calling offer.

3. What do customers get charged for?

Customers are charged monthly for the telephone number (i.e., DID). You can opt to pay for either all usage or purchase a bundle of domestic and international minutes in 250-minute increments per month. You will be charged for monthly usage that exceeds the threshold per month per country. The minutes for all the numbers in the plan are bundled together per country.

4. Why do your bundles start at 250 minutes? Others start at 500 minutes.

500 minutes per month per user is way more than you need. Why pay too much? The average enterprise uses less than 250 minutes per month per user - we pool the minutes per user and per country for maximum flexibility.

5. Where and when will Webex Calling by Tata Communications be available?

The service will be available by August 2020. Tata Communications will offer coverage for over 25 countries. Please see our website for the latest details.

6. Is international calling included in the plan?

Not automatically. You can purchase an additional package that includes international calling. You can purchase either a bundle of minutes or pay for usage.

7. How do customers get support from Tata Communications?

Either via phone, email or web portal.

8. What is the advantage of purchasing the solution from Tata Communications?

We offer unrivalled coverage, price, support and managed services.

9. How is Webex Calling by Tata Communications deployed?

We will deploy the Webex Calling licenses telephone numbers and upload them into the Control Hub. Tata Communications can also set-up standard features such as auto-attendant, call queues, etc.

10. How much will the service cost?

Please refer to the online pricing and please contact your Tata Communications account manager for special offers.

11. What happens when a customer cancels the subscription?

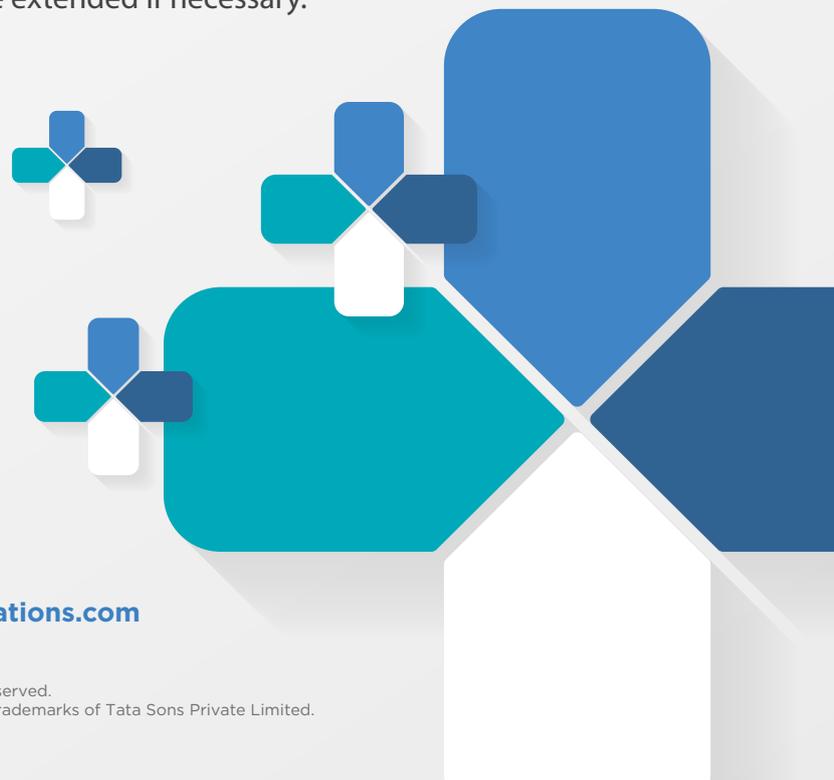
Subscriptions are for a minimum term of 12-months. The subscription can be cancelled after the term of the agreement expires.

12. Who supports the end customer?

Tata Communications is responsible for Level 1 (L1) support for both Webex Calling and PSTN issues.

13. Can customers opt for a demo to check the service efficiency?

Yes. The standard demo is 30 days but can be extended if necessary.



For further information visit www.tatacommunications.com

Contact us

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