



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 optimized for businesses of all sizes and provides the essential business calling capabilities that an organisation needs.

2. What is cloud connected PSTN for Webex Calling?

Cloud Connected PSTN (CCP) provides a native cloud solution without the need to purchase and support an external local gateway. Webex Calling allows customers to choose the PSTN option that is right for them and their business.

3. What do customers get charged for?

Customers are charged monthly for the telephone number (i.e., DID). You can opt either to pay for 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. Which customers can purchase Webex Calling by Tata Communications?

You must be a Cisco-certified Value-Added Reseller (VAR) in order to purchase Webex Cloud Calling licenses. If you are not Cisco-certified, you can purchase DIDs from Tata Communications as part of our Global SIP Connect service.

8. How do customers get support from Tata Communications?

Customers should work with their VAR to select Tata Communications as their CCP.

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

We offer unrivalled coverage, price, and support.

10. How is Webex calling by Tata Communications deployed?

The partner will deploy the Webex Calling licenses via Cisco's standard processes. Tata Communications will provide the telephone numbers to the partner and the partner will upload them into the Control Hub.

11. How much will the service cost be?

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

12. Does the PSTN plan include toll free numbers?

Toll free numbers are available at an additional charge.

13. What happens when a customer cancels their subscription?

DID subscriptions are for a minimum term of 12-months. They should be co-terminus with the Webex Calling subscription.

14. Who supports the end customer?

For CCP, the partner will be responsible for Level 1 (L1) support. The partner will triage all service calls and escalate PSTN / voice issues to Tata Communications and platform issues to Cisco.

15. What are partnership models offered by Tata Communications?

We offer Sell Thru and Sell With partnership models. We can sell directly to the VAR, who will in turn bill the end-customer (i.e., "Sell Thru"). Alternatively, we can bill the end-customer directly for the PSTN services ("Sell With").

16. Can we register as a partner if we do not have a telecom license?

Yes.

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

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

18. Will other partners be able to provide similar services?

Other CCPs have similar coverage but none have the same coverage as Tata Communications.

For more information, visit us at www.tatacommunications.com

Contact us

