

# Global VoIP

By routing your international voice calls over your global data network, you can talk for longer, for less.

## What is Global VoIP?

Telstra's Global VoIP solutions connect your Telstra Wide Area Network solution with the PSTN so you can make international off-net calls to any fixed and mobile phone, fax or modem via Telstra's nearest global VoIP gateway. Your call or conference centres can service your customers via our Global VoIP inbound offerings, including our Global VoIP International Toll-Free (ITF) Inbound and Direct-Inward-Dialling (DID) inbound services. This can help your organisation to simplify your international telecommunications. It's easy to deploy and administer, and can also help you to improve productivity and manage costs more efficiently.

## How it works?

Telstra's Global VoIP service is available with our IP Virtual Private Network (VPN) service. Global VoIP can be rolled out gradually to ease your transition to VoIP and can be deployed without any data network downtime.

If you already have a Telstra Wide Area Network (WAN), you can significantly increase your return on this investment by using the same network to carry international voice calls as well as data.

## Benefits

### One of the world's largest voice networks

With this service, you'll have access to one of the world's largest voice networks, with connectivity to more than 200 countries and territories. Telstra's network offers redundant paths to multiple destinations, which ensures continuity of service in the rare event of a cable outage. The sheer size of our network also provides you with genuine flexibility and scalable bandwidth.

### Low cost voice communications

Leverage the advantage of our large international voice networks and our competitive rates for inbound and outbound international calls to save money on your call centre, helpline, telemarketing and general international voice calls.

### Simple administration for all global telephone calls

With a single rate table for international calls, you no longer have to track changes in rates for each country of call origin or termination. Your IT managers will be able to save time, improve productivity and budget more accurately. All your international call costs can be logged onto one bill and can be accessed through a secure online portal. You can also view, sort and download historical bill statements and call details (with category options) for easy reconciliation.

## Add value with our range of complementary services

- Telstra Collaboration with Cisco
- IP Virtual Private Network (VPN)
- SIP Connect

## Features

### Inbound international call routing – TFN and DID

Offers you a choice of inbound International Toll-Free (TFN) in 34 countries or DID in 25 countries, and direct PSTN interconnections.

### Outbound international call routing

Offers you a choice to make VoIP outbound international call to any fixed or mobile number in major destinations across the globe. Global VoIP Outbound Service transmits signals from your Site over your Associated Service utilising our VoIP PoP's, routed to our direct interconnections and premium quality suppliers terminating as an international direct dial call on the PSTN or local mobile network in a Destination Country.

### Call rates by usage

Reduces billing complexity and provides you with rates for a high level of voice quality and reliable call completion.

### Built-in resiliency and secured dual Session Border Controller nodes

Highly resilient global IP based platform with defined service level target and dual interconnect links ensures redundancy, gives you confidence in the service reliability and continuity.

### Support for voice, fax and modem calls

Enables you to continue to communicate in the way that best meets your business needs.

### Online reports on usage and call details

Makes it easy for you to view, manage and understand bills.

## 24/7 customer service and technical support

Access technical support around the clock. We have 24x7 Proactive Monitoring of all voice platform systems to ensure we attend to faults in lead time where required, if any.

## Continuity

We offer assurance in supplying disaster recovery across primary and backup infrastructure. DIDs/calls/data can be re-routed instantly in emergencies to keep your business running.

## A choice of options to suit your business and existing infrastructure

### Option 1 - Global VoIP VPN Outbound Services

Enables you to make international calls over Telstra's IPVPN and terminate at any fixed or mobile phone, fax or modem in the PSTN via Telstra's nearest global VoIP off-net gateway.

### Option 2 - Global VoIP ITF Inbound Services

Uses International Toll-Free services in 28 countries worldwide to aggregate your calls, convert and deliver them to your call centre via Telstra's IPVPN.

### Option 3 - Global VoIP DID Inbound Services

Offers you local DID numbers in 16 countries for receiving incoming calls or terminating domestic toll-free number calls. Telstra's global VoIP network will then deliver these incoming calls to your referred call answer point(s) via our IPVPN.

Contact your Telstra account representative for more details.

#### Australia

 [telstra.com.au](https://telstra.com.au)

#### International

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