

Telstra Global Voice over IP

Route international voice calls over a global data network
– talk longer for less

VoIP is a far more powerful way to communicate

VoIP, which stands for “Voice over Internet Protocol,” is a form of telephone communication that uses the internet instead of a traditional telephone line to make and receive calls.

The result is that VoIP is much more powerful than traditional methods of communication. Calls can be placed from dedicated handsets, desktops, laptops, or even mobile apps. VoIP calls do not depend on a physical location, which makes it an ideal choice for distributed and remote workers. Today, more companies are encouraging their employees to work remotely, which means staying connected becomes essential. Additionally, since VoIP systems can be entirely software, they’re often more affordable than physical hardware and installation.

Top VoIP challenges across the globe

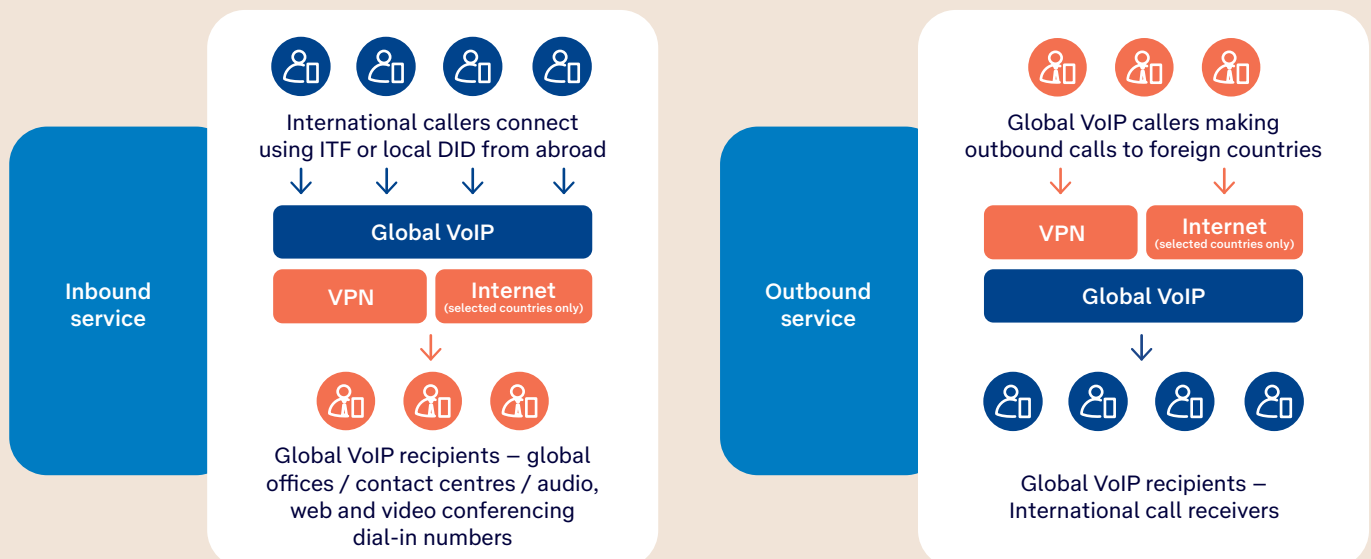
-  Integrative complexity of VoIP systems
-  Overall reliability
-  Security vulnerabilities
-  Evolving regulatory frameworks across different countries
-  Network quality of service

What is Telstra Global VoIP?

Telstra’s Global VoIP solutions connect your Telstra Wide Area Network (WAN) solution with the Public Switch Telephone Network (PSTN) so you can make international offnet 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 and outbound 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, administer and can also help you to improve productivity and be cost-efficient.

How does it work?

Telstra Global VoIP service is available with either our IP Virtual Private Network (VPN) or over the internet in selected countries. 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 WAN, you can maximise Telstra Global VoIP service by using the same network to carry international voice calls as well as data.



Telstra Global VoIP is a key business enabler for customers integrating telephony on to international data networks. The customer profiles that benefit from Global VoIP include those with business operations that make large volumes of outbound calls to their end customer locations globally, or operate contact centre hotlines, or helpdesk functions to support inbound call enquiries globally. This service effectively combines the ubiquity of Public Switch Telephone Network (PSTN) with the inherent resilience of Multi-Protocol Label Switching (MPLS) or over the internet encryption technology to deliver a flexible and secure solution to meet the evolving voice needs of globally focused customers.

Features

Inbound international call routing – TFN and DID

Offers you a choice of inbound International Toll-Free (TFN) in 32 countries or DID in 23 countries, and direct PSTN interconnections.

Outbound international call routing

Offers you a choice to make VoIP outbound international calls 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 using our VoIP PoP's, then routes 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

Simplifies billing and provides high-quality voice services and reliable call completions.

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 and gives you confidence in 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

Access technical support around the clock.

Continuity

Assurance in supplying disaster recovery across primary and backup infrastructure and monitoring of all voice platform systems to ensure faults are attended to in time.

Benefits

Performance efficiency

Enjoy great audio qualities, such as no echo or fading, choppy speech, minimal voice delay, with our high-capacity VoIP core network.

One of the largest voice network

Simply communicate across the world through inbound ITF in 32 countries or DID in 23 countries, as well as direct connections in some locations.

Flexibility

Redundant network backbone with call-re-routing capability and add / move / changes implementation flexibly, supported by industry based VoIP protocol.

Why Telstra Global VoIP

Reliable global communication

Providing quality guaranteed voice traffic, Telstra Global VoIP combines Telstra's international network and cables with a single converged network infrastructure.

Low-cost voice communications

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

Simple administration for all global telephone calls

Save time, improve productivity and budget accurately with a single rate table for international calls. Together with a single bill, keep your finances easily tracked on our secure online portal.

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 Toll Free Inbound Services

Uses Toll-Free services in 32 countries worldwide to aggregate your calls, convert and deliver them to your call centre via Telstra's IPVPN or over the internet in selected countries.

Option 3 - Global VoIP DID Inbound Services

Offers your local DID numbers in 23 countries for receiving incoming calls or terminating domestic toll-free number calls. Telstra Global VoIP network will then deliver these incoming calls to your referred call answer point(s) via our IPVPN or over the internet in selected countries.

Discover how you can communicate and collaborate simply and cost-effectively with your global stakeholders.

Contact your Telstra account representative for more details.

✉ telstraenquiry@team.telstra.com 🌐 telstra.com/global