



Service numbers Cloud Voice

NTT's Cloud Voice solutions put enterprises of all sizes on the right path to modern communications. We deliver Cloud-native Communications services that cover all your Voice and Customer Experience (CX) requirements. Our solutions take the complexity of Voice out of your hands, allowing you to focus on your core business priorities.

Service numbers provide scalable access to your customer experience solution with cost based on usage and capacity available whenever you need it without upfront CAPEX investment.

Client challenge examples:

Managing contact center surges in traffic due to unforeseen events.

What we deliver:

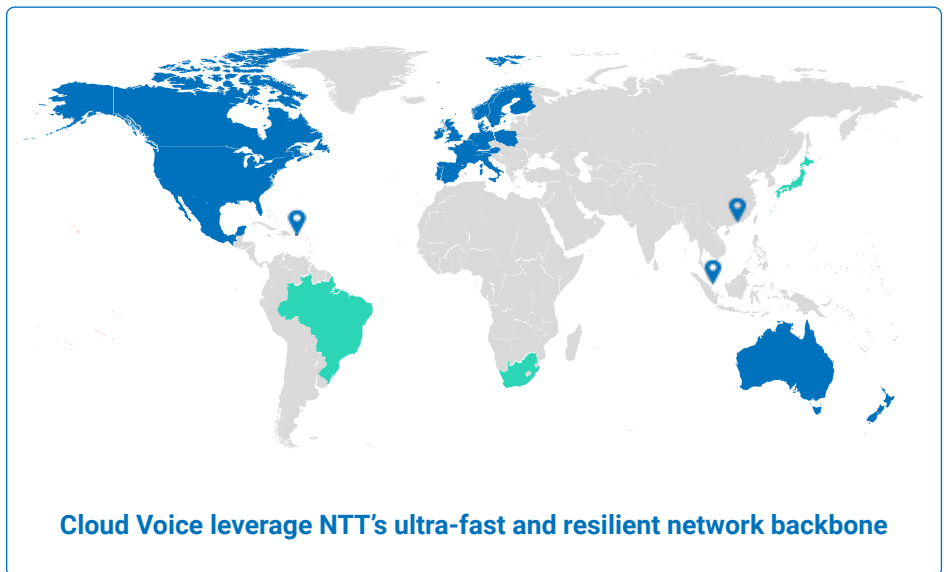
A highly scalable solution for service numbers with no customer limits in terms of traffic peak without the need to book capacity in advance. Only pay for voice minutes used.

Client challenge examples:

Migrate your agents as smoothly as possible to your new Contact Center solution while avoiding any interruption to communication in the process

What we deliver:

Cloud Voice is natively compatible with major SIP gateways and Contact Center solutions. Once Cloud Voice is in place, it's the constant during migration and lets you stay in control of the timing of your agent migration - no need for new contracts, phone numbers or changes in pricing.



Universal & interoperable

NTT's Cloud Voice services remain the same, regardless of the communications systems used.



Flexible

Our Voice services are scalable to support our client's growth, from local small businesses to global multinationals. We engineer our services so that migration is never a problem.



Global

Provide numbers and collect voice from 100+ countries and data centres in Americas, Asia and Europe.



Cost effective

Competitive pricing and low entry costs in all covered geographies.



No compromise on quality & reliability

Built on ultra-fast and resilient NTT wholly-owned worldwide backbone network, servicing 40% of worldwide internet traffic. Tier 1 carrier-grade portfolio of services with 99.99% SLA

Service numbers

Setup charges and monthly fees

- Setup free in the majority of countries where we offer Service numbers*
- Service numbers are free of monthly charges in almost all countries

* Except in : Ghana and Nigeria

Call charges

- Calls are pay as you go, charged per-minute, against the regional service number price list rates:
 - Americas
 - Australia and New Zealand
 - Asia Pacific
 - Europe, Middle East and Africa
- Pricing is per-minute in per-second increments

Service numbers features

All Universal Calling Plan users will be assigned a user number which is used to receive and place calls. We can port your existing user telephone numbers or request new ones. Calling plan users will be contactable via their user number wherever they are; at home, in the office or travelling.

- **Unlimited capacity for concurrent calls**
- **Toll numbers in 98 countries**
- **Toll free numbers in 120 countries**
- **Shared and premium numbers, UIFN**
- **Unlimited inbound calls**
- **Worldwide outbound calls**
- **Local number portability**
- **Compatible with most major SIP gateways:**
 - Audiocodes
 - Cisco
 - Oracle
 - Ribbon
- **Proactive fraud management**
- **Compatible with G.722 Codec**

Other Cloud Voice services:



Universal Calling Plans:

Leverage cloud-native Voice services to connect your employees and future-proof your Unified Communications.



Cloud Interconnect:

Extend your network to our Voice services and maintain your private network's end-to-end security while benefitting from our Cloud services without compromising on capacity and availability.

NTT Cloud Voice ecosystem

Consulting services

- Cloud strategy consulting
- Assessment and planning
- Change management
- Implementation

Support services

- Voice monitoring
- Tenant management
- Quality service reviews for voice services



Cloud Fax

- Cloud mail-to-fax & fax-to-mail service
- Any analog services

Native Integration



Skype for Business



Cisco Webex for calling



Microsoft Teams

Compatible with SIP gateways



Cisco



AudioCodes
Mendiant's



Ribbon
SBC's



Oracle
SBC's

Contact us

For full details on Cloud Voice or to discuss your requirements, please speak to your Account Manager or visit our website : <http://www.arkadin.com>