



# IP Voice Access



Believe it.

You can get more value from your existing data network.

You've got options. Today's businesses can drive operational efficiencies by directing voice calls over their existing data network. Before the days of Internet Protocol (IP), all calls had to go over the Public Switched Telephone Network (PSTN). That's no longer the case. Telstra International's IP Voice Access service not only delivers significant cost savings, but also gives businesses the ability to expand and change their telephony services at just a moment's notice.

## Benefits:

### Sustainable operational efficiencies

By integrating voice and data communications, companies can make the most of the data infrastructure that they already have. Telstra IP Voice Access takes advantage of under-utilised network capacity and enables businesses to increase the returns that they gain from their existing investment in network infrastructure. Managers save time, because they are relieved of the inconvenience of managing multiple supplier relationships. They also benefit from simplified billing, reporting and administration.

### Drive operational savings

Telstra IP Voice Access enables companies to direct telephone calls over their existing data network, rather than the PSTN. Businesses can make voice calls over the IP network – locally, nationally and internationally. In addition, the Telstra IP Voice Access service works with legacy telephony equipment companies already have, so up front investment costs are minimised.

### The flexibility to respond to change

IP-based voice networks give businesses greater flexibility to grow and change their telephony infrastructure as and when needed. If companies open new offices or move to new premises, for example, the Telstra IP Voice Access service can quickly be adapted or expanded. The usual period of waiting for new telephone lines to be installed is finally over.

### A full range of features

The service offers core telephony features and there are no restrictions on the numbers that users can dial, so emergency numbers (like 999 in the UK) and free-phone (0800) numbers can be accessed.

## Features summary

- **Digital voice transmission**  
Ensures excellent sound quality at all times.
- **Inbound call routing**  
Enables businesses to reduce the telephony costs at their smaller, remote offices, when employees at these locations dial people at the larger offices .
- **Service level agreements**  
Guaranteed voice quality and service availability, when the voice service is delivered over a Telstra network.
- **Free-phone (toll-free) calling**  
Reduces the cost of providing a free-of-charge telephone number for customers to use to contact the company.
- **PSTN origination and termination**  
Seamlessly handles the exchange of voice calls between the IP network and traditional telephone network.
- **24/7 customer service**  
Ensures that Telstra's customers have access to technical experts who can answer any questions around the clock.
- **Business continuity processes**  
Can provide businesses with immediate support and disaster recovery services in the event of a network failure.

### The Telstra IP Voice Access service can be delivered in one of two ways:

- **Over a Telstra IP Virtual Private Network (VPN) or Dedicated Internet Network**

With more than 4.5 million kilometres of cable around the world, Telstra International can offer dedicated and private networks that are secure, flexible and competitively priced. Companies that integrate their voice and data over a Telstra network benefit from clear visibility into usage and easy reporting. Called IP Voice (On-Net) Access, this option enables companies to benefit from clearly defined customer service level agreements.

- **Over the public Internet**

Companies that do not have a Telstra VPN or Telstra Dedicated Internet Network, can still benefit from Voice over IP by subscribing to the Telstra service over the public Internet. This option is known as Telstra IP Voice (Off-Net) Access and can be used in combination with the On Net service depending on the precise needs of the organisation.

With these two service delivery options for Voice over IP, Telstra International gives companies a great deal of flexibility. Multinational organisations can, for example, route voice calls from their main regional offices via a Telstra IP VPN, but then use the public Internet for smaller or more remote offices. In this way, they can extend the benefits of Voice over IP right across their entire organisation and maximise cost savings.

Telstra International trades in the UK and EMEA through Telstra Limited, a company registered in England and Wales with company number 03830643. Our registered address is 2nd Floor, Blue Fin Building, 110 Southwark Street, London SE1 0TA

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