Cloud Communications

"What exactly is Cloud Voice?" Part two
Your FAQs answered

There are many benefits that come with switching your traditional PSTN telephony to Cloud Voice.

Following <u>part one of the Cloud Voice FAQs</u>, we're now turning our attention to some further questions. These cover where you can call, the different types of numbers you can have, and the range of Cloud Voice calling plans we offer.

Where exactly can I call using Cloud Voice?

Everywhere and anywhere.

Does Cloud Voice mean full end-to-end cloud telephony?

Yes and no. With Cloud Voice, many calls can be made end-to-end using the internet alone. However, not every destination or recipient in every global location is currently accessible this way. Where necessary, calls will use PSTN or mobile networks for those parts of the journey.

In which countries can you provide full PSTN replacement?

Cloud Voice brings you full PSTN replacement in 39 countries and territories, alphabetically as follows: Australia, Austria, Belgium, Brazil, Canada, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy, Japan, Lithuania, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, UK, USA.

What does 'full PSTN replacement' mean?

Full PSTN replacement means Cloud Voice can replace your local carrier. We can port your existing phone numbers and provide you with new phone numbers in the Cloud. These numbers can be as you wish – national, local, geographic, non-geographic – and you will be able to make or take calls without restriction. As before, emergency calls will be routed to the nearest emergency services.

Do other business providers offer access to more countries?

These 39 countries include the major markets that the majority of our global enterprise clients require. We believe it's a very favourable list compared to other providers. Rest assured we will extend this list in due course.

Which countries can I call with Cloud Voice?

To be clear, you can call to anywhere in the world. Cloud Voice will choose the best route to carry your calls with the lowest latency and highest call quality.

How do you measure call quality?

For each call, we measure and report on three indicators:

- Post Dialled Delay (PDD) – the delay between a number being dialled and the recipient's phone ringing.
- Call completion – we measure if the call did not successfully connect for any reason other than an incorrect phone number, a non-answer, or a recipient declining the call.
- Mean Opinion Score (MOS) – this is a complex algorithm that measures perceived call quality. Scores can range between 1 (very poor quality) and five (like two people talking in a very quiet room). Three is considered as being very good quality, and we deliver an average of four.

Are you regulated in each country?

Yes. In every country our services are provided with full regulatory compliance, including full access to local emergency service numbers. Unlike other global carriers that provide numbers with limitations—such as a lack of emergency call routing – with our service you will not put your company—and potentially, lives—at risk of breaching local regulations.

If we switch to Cloud Voice can we keep our existing phone numbers?

Yes you can. To do this, we simply need to port them from your existing provider(s).

Can we still have local country-specific numbers for our customers to call us?

Yes. We can offer you geographic numbers in more than 100 countries.

What type of numbers can I provide to customers for customer support?

These will vary, country by country, but include geographic numbers, toll-free numbers, premium-rate and shared-rate phone numbers.

How does Cloud Voice increase agility?

With Cloud Voice, your whole organization can switch immediately from office-based working to remote working. Your employees simply need to log on to their devices—laptops, tablets, phones—wherever they are.

How do we blend user numbers and company numbers?

Each person has a unique user number that will work wherever they are. Service numbers allow your contact center to work seamlessly too. You can divert calls to people anywhere—and even give customer support around the clock via different employees in different countries and time zones.

What's the difference between a user number and a service number?

User numbers are regular 'individual' numbers. Each employee will have one to take and/or make calls. When moving to Cloud Voice, you can choose to either port across your existing PSTN numbers or request new ones from us.

Service numbers are, by contrast, organizational numbers. They are not attached to an individual, but to a service. These enable you to handle many incoming calls at any given time. They are also needed to run call queues and to offer 'auto attendant' switchboard features such as menus to reach the right department or person. These numbers don't need to support emergency call routing and can be allocate to a service that operates from abroad, such as a contact center, or used for PSTN conferencing.

How does your pricing work?

Our Cloud Voice service offers four different Universal Calling Plans. Each can be assigned as you wish. This means you can choose the best-fit plans for any business division, department, or individual user, as required. Each plan includes either a certain amount of minutes or unlimited calls, national or international calls, and so on.

How do you support clients with Cloud Voice?

We have highly skilled and certified technical support agents on hand at all times. Whether it's a request for a service change or assistance with an unexpected service disruption, our support teams are there 24/7/365.

Who is the actual provider of your Cloud Voice service?

We are! The service is provided by us, the Cloud Communications division of NTT Ltd., part of NTT Communications—the leading global provider of ICT solutions within NTT Group, which ranks in the top 100 within the Fortune Global 500.

Will our calls remain confidential and secure?

Yes. Cloud Voice calls are delivered to you over the internet or your private network – and all connections are totally secure thanks to the highest levels of encryption.

Do Cloud Voice calls create data?

Each call creates a Call Data Record (CDR). Each CDR contains metadata, such as where called, duration, and so on. Our Cloud Voice service is fully compliant with local regulations in all countries in which we provide numbers, with regard to data storage, retention, and related matters.

To learn more please <u>contact us</u> today!