

# Global Voice

Guaranteed high quality termination to our worldwide voice connections



*In today's world, international communication offers so many choices on how we can communicate. Despite all these developments, Voice still remains the fastest mode of communication. Telenor Global Services (TGS) understands that end customers want to be able to make calls to anywhere in the world and at any time they choose. Voice operators need to provide this facility to their end customers but require connectivity to other operators to enable this. However, to manage so many interconnections on their own proves to be a very complex challenge. This is where TGS can help.*

We know that our customers want a hassle free experience. Telenor Global Voice provides high quality termination, competitive pricing and a helpful environment that allows you to focus on the most important thing, namely your customers. Our company consists of a team of knowledgeable professionals who are passionate about their business. We strive to Make it Easy.

## Experience as a voice provider

TGS has many years of experience as a voice provider in the vibrant global telecommunications market. We have focused on building up a quality conscious environment. Our voice hub means that operators can use a single connection to transport their voice traffic to a wide range of destinations, with the assurance that the calls will be terminated at highest possible quality.

## Interconnection

You can access our network through a half circuit interconnection or through our Points of Presence (POP) in Oslo, London, Frankfurt, Budapest, Amsterdam, Copenhagen, New York, Hong Kong and Singapore. We can offer TDM or IP connection.

## Quality Management

Through extensive monitoring and data analysis we continuously manage quality parameters on your traffic. We have a dedicated service management team that monitors all routes using important

KPIs (Key Performance Indicators) such as:

- Answer Seizures Ratio (ASR)
- Network Effectiveness Ratio (NER)
- Post Gateway Answer Delay (PGAD)
- Average Length of Conversation (ALOC)
- CLI
- Congestion

## Benefits of buying high quality voice termination from Telenor Global Services

TGS provides a simple and reliable service for our quality conscious customers. We offer you:

- Termination to all the Telenor mobile operators
- High quality termination into Europe, Asia, Africa, Americas and Middle East
- Dedicated quality management team
- Assurance that only directs or partners with proven quality will be used
- Guaranteed CLI transfer to numerous destinations
- 24/7 fault management
- Proactive fault handling
- Cost effective voice termination
- Up to date numbering plans and support of roaming ranges

## Overview:

- Experienced voice carrier
- Strong focus on quality
- Extensive portfolio of direct interconnections
- Termination to all Telenor mobile operations
- Termination to a worldwide coverage of fixed and mobile operators
- Global account management team
- Dedicated service management
- Simple and reliable service
- Worldwide PoP network
- Connection over TDM or IP

## About Telenor ASA:

- Among the largest mobile operators in the world
- Telecom operations in the Nordic region, Central and Eastern Europe and Asia
- Telenor Global Services is a wholesale operator owned by Telenor ASA

HERE TO HELP

