



## SIP Trunking

### **Flexible, Cost Effective Network Access for Your Critical Communications Needs.**

Whatever your industry, you know that effective communications are critical to your business success. And while voice is still at the heart of the way many people communicate, you also know that your customers and employees are sophisticated users of text, chat, video, and more. They switch seamlessly between these channels, and often combine them, to connect and get work done in ways that are efficient and convenient for them. They can reach you from almost anywhere and expect you to be able to do the same.

That's where Avaya's SIP Trunking comes in. Avaya SIP Trunking provides you with a cost effective and flexible way to connect your business to the outside world. It helps your business use the Internet bandwidth you already pay for in a more flexible way.

SIP simplifies your network by consolidating many of your services into one. You may have separate networks for voice, video, and data. Each of these has its own termination hardware, such as a router, and each service is a silo of cost, bandwidth and complexity. With SIP, you create a single network access solution that is shared across multiple applications, and a single termination point. This ensures you can maximize your bandwidth utilization, reduce your costs and simplify the management and administration of your network.



**Avaya SIP Trunking is flexible and cost effective, allowing you to excel by delivering a multi-experience to customers and employees across voice, video, email, chat, SMS, and applications.**

Standardizing on SIP for your network access, clients and applications also opens up a host of new employee and customer service opportunities. For example:

- Your employees can enjoy the benefits of a holistic Unified Communications experience that works as well on a browser, mobile device or room-based system as it does on your desktop. Communication capabilities follow your profile as you move from device to device. You can easily access your contact lists, click to call, start a video session or schedule and join a meeting—all from the same familiar and intuitive user interface. Avaya's SIP-based clients automatically adapt to the phone, tablet or browser you use to ensure you get an optimal user experience across platforms and device types. Employees stay reachable and productive from virtually any location or device.
- Your customers receive a true multi-experience that intelligently routes multichannel connections, including inbound and outbound voice, email, web chat, SMS and fax to the most appropriate resource. By creating a complete view of the customer and the context of their interaction, you can proactively manage the customer experience in a way that consistently delivers a superior level of engagement.

**Learn More**

To learn more about Avaya SIP Trunking talk to your Avaya Account Manager or Authorized Partner. Also, visit us at [www.avaya.com](http://www.avaya.com).



**Avaya SIP Trunking Capabilities**

Country Support	USA, Canada, UK, Ireland
<p><b>SIP Trunking Options</b></p>	<ul style="list-style-type: none"> <li>▪ Local and domestic inbound &amp; outbound calling</li> <li>▪ International Long Distance</li> <li>▪ Toll Free Service</li> <li>▪ DID/DDI</li> <li>▪ Emergency Services numbers<sup>i</sup></li> <li>▪ Number Porting</li> </ul>
<p><b>International Unlimited<sup>ii</sup> Long Distance Calling bundle supported Countries</b></p>	<ul style="list-style-type: none"> <li>▪ Canada</li> <li>▪ Mexico</li> <li>▪ United Kingdom</li> <li>▪ Ireland</li> <li>▪ Brazil</li> <li>▪ Italy</li> <li>▪ Sweden</li> <li>▪ Peru</li> <li>▪ Romania</li> <li>▪ Spain</li> <li>▪ France</li> <li>▪ Argentina</li> <li>▪ Slovakia</li> <li>▪ Portugal</li> <li>▪ Chile</li> <li>▪ Denmark</li> </ul>

<sup>i</sup>Emergency services component does not have the same functionality or availability as traditional wireline emergency services and is subject to limitations and restriction, including without limitation a requirement to register the location of each user's phone or softphone with avaya when ordering the service. Full details are set forth in the avaya cloud terms of service: <https://www.avayamarket.com/us/legal/general-tost>

<sup>ii</sup>Avaya Fair Usage Policy applies. Full details on <https://www.avayamarket.com/us/legal/general-tos>



**About Avaya**

Businesses are built by the experiences they provide, and every day millions of those experiences are delivered by Avaya Holdings Corp. (NYSE: AVYA). Avaya is shaping what's next for the future of work, with innovation and partnerships that deliver game-changing business benefits. Our cloud communications solutions and multi-cloud application ecosystem power personalized, intelligent, and effortless customer and employee experiences to help achieve strategic ambitions and desired outcomes. Together, we are committed to help grow your business by delivering Experiences that Matter. Learn more at [www.avaya.com](http://www.avaya.com).