

**Unified
Communications**



Avaya SIP Trunking

**Flexible, Cost
Effective Network
Access for Your
Critical Unified
Communications
and Customer
Contact 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 (Session Initiation Protocol) 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, potentially reduce your costs and simplify the management and administration of your network.

Avaya makes it easy for you to bring the benefits advanced unified communications and customer contact capabilities to life in your business with flexible, cost effective SIP Trunking. Improve your efficiency, productivity, customer service and responsiveness and get ahead of your competition!

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 productivity from virtually any location or device.
- Your customers receive a true multichannel 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.

Avaya SIP Trunking Capabilities

Country Support	USA (Additional countries to follow shortly)
SIP Trunking Options	<ul style="list-style-type: none"> • Local and domestic inbound & outbound calling • International Long Distance • Toll Free Service • DID • E911ⁱ • Number Porting
International Unlimitedⁱⁱ Long Distance Calling bundle supported Countries	<ul style="list-style-type: none"> • Canada • Mexico • United Kingdom • Ireland • Brazil • Italy • Sweden • Peru • Romania • Spain • France • Argentina • Slovakia • Portugal • Chile • Denmark
Service Contract Length	1 year, 3 years or 5 years

ⁱTHE SERVICE 911/E911 COMPONENT DOES NOT HAVE THE SAME FUNCTIONALITY OR AVAILABILITY AS TRADITIONAL WIRELINE 911/E911 SERVICES AND IS SUBJECT TO CERTAIN LIMITATIONS AND RESTRICTIONS, INCLUDING WITHOUT LIMITATION, A REQUIREMENT TO REGISTER THE LOCATION OF EACH USER’S PHONE OR SOFTPHONE WITH AVAYA WHEN ORDERING THE SERVICE. FULL DETAILS ON THE 911/E911 SERVICE ARE SET FORTH IN THE AVAYA CLOUD TERMS OF SERVICE: <https://www.avayamarket.com/us/legal/general-tos>

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



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.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

