



**Your best
call quality**

**Our global
voice solution**

The future is exciting.
Ready?



Vodafone International Voice

is tailored to meet the needs of our 500+ million retail customers spanning Vodafone's local markets across 25 countries.

High quality of service

Our primary driver is to ensure that whenever Vodafone's customers place or receive an international voice call, either at home or while roaming, they experience the highest possible quality.

Vodafone International Voice enables you to provide the same high quality of service to your customers around the world. Through our International Voice offering, we will manage your customers' calls with the same care and quality of service as those of Vodafone's global customers.

Key principles

- It is Vodafone's policy to prioritise the routing of our voice traffic over direct routes to destination networks, and to connect with key partners around the world who have their own retail customers
- A single connection to Vodafone International Voice provides access to all 25 Vodafone local markets and enables on-net to on-net delivery between our respective platforms, ensuring the best possible quality for all of our customers
- We add additional depth and resilience to our voice routing table with trusted partner directs
- We employ regional routing in our network to deliver the best quality experience

Central fraud prevention practice

The Vodafone Carrier Services central fraud prevention practice leverages the deep industry experience across our 25 local markets, engages with industry experts and law enforcement authorities, and uses sophisticated call monitoring tools to identify fraudulent activities and take preemptive and corrective actions.

This proactive and focused approach to fraud prevention helps protect our business and our customers.

About Vodafone Carrier Services

Vodafone's Carrier Services (VCS) division manages the commercial relationships with over 800 communications service providers globally and offers a broad portfolio of voice, network connectivity, and messaging services. VCS has one of the most reliable and wide-reaching global networks that spans across and between Europe, North America, the Middle East, Africa, and Asia Pacific.

VCS is ranked in the Top 10 global IP providers and for the fourth consecutive year is the world's largest international voice carrier.


Through a single connection to Vodafone, a service provider can support its worldwide communication needs and access the unrivalled scale and extended global reach of Vodafone's network, benefiting from the same quality management used to support our customers. In 2016 and 2017, VCS was recognised with industry awards including 'Best Global Wholesale Carrier Voice - Finalist', 'Network Transformation Initiative - Finalist', 'Best IPX Service Provider - Winner' and a 'Judges Award for Best Partnership'.


Next-generation technology

We connect our carrier partners through Vodafone's owned global MPLS backbone network, one of the largest in the world, and we manage the routing of calls from our voice PoPs (Point of Presence) in the US, Europe, Asia and Australia.

Vodafone's IP-MPLS Global Network reaches 75 countries directly and has 273 PoPs.



 MPLS access

 Voice PoP

Industry-leading network architecture

Our next-generation all IP network architecture uses active and passive probes to constantly monitor key quality metrics such as jitter, latency, Mean Opinion Score, ASR and NER to ensure the best available quality experience to end consumers. Versatile design allows us to support all popular codecs and transcoding to emerging new codecs. We also use an edge-switching capability to keep calls originated and terminated within that region.

A choice of physical connections

Carrier partners can establish connections to the Vodafone Global Voice platform conveniently by two options:

- **Private IP, over Vodafone IPX,** creating a high quality and highly secure ecosystem that allows multiple services - voice, data and messaging to be delivered over a single connection
- **Public IP connection, accessing Vodafone's voice PoPs.** Through this connection the traffic is firewalled before transiting through Vodafone's secure IP backbone, ensuring a high quality experience

Future evolution

International Voice routes over a VoLTE (Voice over Long-Term Evolution) and HD voice ready IP backbone. This investment creates a smooth glide-path as these technologies evolve from primarily supporting national to underpinning international services. Through a direct connection, our partners can benefit from Vodafone's investments and jointly accelerate speed to market in the evolution of these services.

Why Vodafone Carrier Services?

We are committed to remaining a leader in international voice for our customers and yours

- We are the largest carrier of retail originated traffic in the world
- Our International Voice strategy is designed from the needs of Vodafone's 500+ million mobile customers
- Delivering services to support our customers is at the heart of everything we do and core to our business
- Our customer-centric approach to new product development ensures our service is flexible and future-driven your customers can always rely on connectivity from Vodafone.

Next steps

To discover more about how Vodafone International Voice can grow your business and extend your reach, please contact your Account Manager or get in touch at:

carrierservices@vodafone.com

For more information, please visit:

<http://www.vodafone.com/business/carrier-services>

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