



# Wholesale Platform for Communication Services

Brochure

# Receive the coverage, reliability, & competitive pricing that the 'large telcos' offer without the contracts & hassle.

Sangoma Wholesale Carrier Services offers wholesale rates on carrier services, including everything from origination, termination, and SMS/MMS to advanced services like E911 and Telecom Fraud Mitigation.

We let you consolidate your business processes, handling vendor management and providing you with a cloud-based management portal for all your service needs. Hosted billing, brandable end user portal, and single invoice billing make us a turnkey VoIP solution for large enterprise, managed service providers (MSPs), internet telephony service providers (ITSPs), value-added resellers (VARs), and systems integrators (SIs).

## A Solution for Everyone



### ITSPs/MSPs

Access to both essential and groundbreaking telecom features that you need to stay ahead in an increasingly competitive space.



### Enterprises

Say goodbye to the middlemen! Cut costs by managing your own equipment and taking advantage of wholesale telecom rates.



### Call Centers

Reliable service combined with the most competitive termination rates ensures that your call center is operating at maximum efficiency.

## Just Getting Started?

Sangoma Wholesale Carrier Services is the only service that provides startups and small businesses with billing and end user solutions that are tailor-made for your needs. Taking advantage of our solutions can save you months of research and development time.

# How is Wholesale Different from Retail SIP Trunking?

A wholesale SIP provider connects to many carrier networks which means it can leverage specific features from each, then deliver them to you, the customer, a la carte. This means you have access to features which may not be available in your area. Plus, you can pick and choose features instead of being forced into a bundled service offering.

## Knowing the Basics

### Wholesale SIP Trunking

#### **Pay by the Minute**

All fees billed by usage, metered.

Costs may vary per month and are based on metered usage.

#### **Wholesale Focused**

Account scope focused on resale of trunking to many businesses.

#### **Carrier-Grade**

Robust configurability giving a business all they need to manage the delivery of trunking services to other businesses.

#### **International Reach**

Service in dozens of countries (DIDs and Outbound service).

### Retail SIP Trunking

#### **Pay by the Trunk**

Costs easily managed by "high volume" trunks and overage caps. Predictable monthly expenses based per-trunk, not by usage.

#### **End Customer Focused**

Account scope focused on a single business.

#### **Simple to Manage**

Self-service portal giving a business what they need to manage their own service options and control their costs.

#### **Locally-based Service**

Calling area typically within the country the service is being offered.

# Why Choose Us?

## Deliver New Services & Revenue Streams

Support your existing retail SIP trunking customers and sell phone numbers and other VoIP services not available within your network reach.

## Pick & Choose Your Features

Choose only the features you want to bundle together to deliver to your customers or for your own office locations. For example, add SMS to a main line or E911, which will help you become compliant with recent regulations.

## Single Point of Contact

We are responsible for delivering you the diverse set of services from across regions and eliminates the labyrinth of contacts and procedures required to perform moves, adds, and changes with individual local providers.

## Cloud-Based Management Portal - The BackOffice

Manage services and place orders on your own terms, such as phone number provisioning, rather than having to contact the provider's technical support staff for changes.

## Fraud Prevention

Deliver highly secured service to your customers, backed by our services as fraud and spam intelligence are monitored across multiple carrier networks. This enables our services to react more quickly to protect you and your customers, as opposed to retail SIP trunk providers who only have visibility into their own network traffic.

## Pay For What You Use

With most retail SIP providers, you're paying for phone lines even while your business is closed. With us, you only pay for what you use.

## Simple Billing

Receive a single invoice for all the diverse set of services being delivered from across regions, making it easy to accurately bill your customers. Also, leverage our Hosted Billing platform to handle number porting, billing, tax calculations, reporting, and compliance, enabling you can focus more time on growing your business.

## Turnkey VoIP Offering

Utilize tools such as hosted billing and our brandable end user portal to bring utility and credence to your business while allowing customers to save time and manage their own services.

## Resiliency

Sangoma Wholesale Carrier Services leverages IP networks for transport, enabling it to reroute calls around problem areas in the network or even move over to another carrier all together. And, in the case of a business site failure, service can be rerouted at the system level to another business location or to a cloud backup.

## Emergency Services

Simplify compliance with regional and federal regulations across locations, including new legislation like Kari's law requiring enhanced 911 calling flexibility and provisioning for accurate location information when emergency calls are made.

# Voice Services

Get the reach, reliability, scalability, and quality you need with our Tier 1 nationwide voice network, whether you are a carrier or a reseller looking to grow. We monitor our network 24/7, 365 days per year, ensuring issues are discovered and resolved before they get to your customers.

## Inbound Calling

### Local DIDs

- Purchase DIDs from the largest DID network in North America
- Extensive coverage in the lower 48 US states, Canada, Hawaii, and Puerto Rico

### International DIDs

- DIDs available in more than 60 countries
- Intuitive DID wizard helps you stay compliant & up to date with changing regulations for every country



### Toll-Free DIDs

- Coverage in the USA and Canada, with international options
- Toll-free redundancy with multiple Tier 1 carriers ensuring reliability of your numbers
- As a Toll-Free RespOrg (Responsible Organization), we provide you with direct access to SOMOS and their available Toll-Free number inventory



# Phone Number Management Made Easy

Our intuitive BackOffice Portal enables access to Tier 1 nationwide carriers, where you have access to built-in management tools.

Extensive Search Tools: Discover the right DID for you. Prioritize your search based on the pricing tier or area that you're looking for while taking advantage of auto fulfillment settings so that your high-demand areas always stay in stock.

Online Local Number Porting: We offer a seamless porting experience and provide you with up to the minute port-out notifications and manual port activations for your numbers. Our telecom experts are specialized in helping you with even the most complex requests.

# ADD-ONS

**Emergency 911**

**411 Listing**

**Caller ID**

**CNAM Dip**

**Fax to Email**

**Failover Number**

**Call Forwarding**

**Conferencing**

# Outbound Calling

Raise your standards and lower your costs. It's time to partner with a termination provider that can deliver both quality voice and rates.

## Domestic

- The aggressive rates you need to win business – Our competitive wholesale pricing ensures that your business can resell our termination services with comfortable profit margins
- Take control of your outbound traffic with a wide selection of outbound rate decks, tailored for your needs
- Unique traffic requires unique solutions. We offer call center and faxing/T.38 focused solutions that route calls to vendors equipped to reliably complete specialized traffic. Ask us about our T.38 rate deck that has a 99.9% completion rate!

## International

- The international coverage your customers are looking for. We offer A-Z international termination to both fixed and mobile destinations in more than 200 countries/territories.
- Personalize your offering while protecting your network. Customizable spend limits and the ability to activate or deactivate international termination on a per-trunk basis ensure that you can limit your liability and keep your network safe.

## SMS/MMS

**The most aggressive messaging rates in the industry!**

Sangoma Wholesale Carrier Services lets you provision ANY DID with SMS or MMS functionality. That includes DIDs that are not hosted by us.

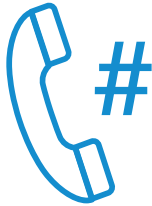
Take advantage of our Email-to-SMS/SMS-to-Email and SMS forwarding features. Available at no extra cost in the BackOffice Portal.

Building Your Own Messaging Applications? Our SMS APIs let you deliver custom messaging solutions, cutting the cost of two-factor authentication system.

# Wholesale E911 Services

Proper management of your E911 services can make a world of difference for you and your customers. Our solution ensures that keeping up with your emergency services inventory is as easy as possible.

## Our E911 Advantages



Compatible with any number, even those offered by other providers.



Easy provisioning of your numbers with E911 using the intuitive BackOffice Portal.

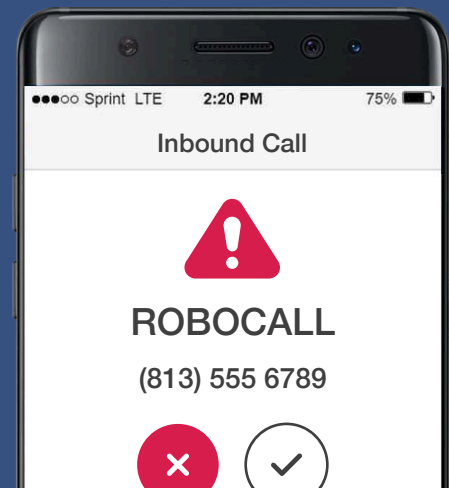


SMS and email alerts notify you and your customers any time 911 is dialed.

## Reliable Caller ID Name Services

Sangoma's next generation Caller ID Name (CNAM) service delivers the best value to your subscribers giving them the confidence in answering their phone calls, without suspicion of fraud or spam.

Our CNAM service includes robocall mitigation, which has been mandated by the FCC, to be implemented within all service providers' VoIP Networks. By leveraging behavioral analytics, caller authentication and verification, our service detects if an inbound call to you is fraudulent and allows you to protect your subscribers.



## Easy & Simple Integration

Our CNAM service is available as an API, which makes it very easy for service providers to integrate CNAM and robocall mitigation within their VoIP network. You can choose to keep your current VoIP provider and use our API for CNAM lookups and robocall mitigation.

For every call, our service sends you a fraud score from 0 to 100 for suspicion of fraud, along with a pre-pended caller ID name to let you know when the call is spam. You can also choose to keep the original caller ID if you want too! With this information, you can protect your subscribers by notifying them of suspicious calls and also block those calls.



# Turnkey VoIP Offering

Sangoma Wholesale Carrier Services is a turnkey solution, whether you are reselling the service or using it for your enterprise, so that you can focus more time on growing your business.

## Hosted Billing Service

Our billing system is the most powerful solution at the most affordable price, offering porting, billing, tax calculations, reporting, and compliance. With our Hosted Billing Service:

### Get Paid Your Way

Set up fully customizable payment terms, top-ups, spending limits, and more for each client's account.

### Bill Any Service You Want

Bill your customers for any monthly service, one-time charge, or utility usage that you want, whether it's related to telecom or not.

### Create Professional Invoices

Use our intuitive wizard to create a desired logo, color scheme, and invoice feel within minutes.

### Taxes Made Easy

Take advantage of the built-in tax module and automate your tax worries away.

### Fully Compatible with Providers

We support call record imports from any and all VoIP providers.

### Get the Head Start You're Looking For

Fast-track your startup by taking advantage of our billing system's full integration with the end user portal, saving your business months of research and development time.

### Take Advantage of a 2-Month Free Trial

We understand what kind of a commitment a new billing system is. Don't like what you're seeing from us? Cancel before the trial ends with zero penalties.





# Brandable End User Portal

Put your business on fast forward. Designing a website for your end users takes precious time and money away from your company. Our intuitive end user portal empowers your customers while giving you the edge you need to profit right away.

## Brandable Portal

Leverage the power to create a streamlined and easy to use portal for your customers, with your own logo and color scheme.

## Completely Self Serve

Full integration with the Hosted Billing platform means your customers can log in, view their usage, and even pay off their balances, which deposit directly to your bank account with no additional fees.

## Tailored Features

Intuitive management tools allow you to customize the experience on a per-customer and per-login basis. Restrict things like CallerID, DIDs in particular rate centers, and so much more.

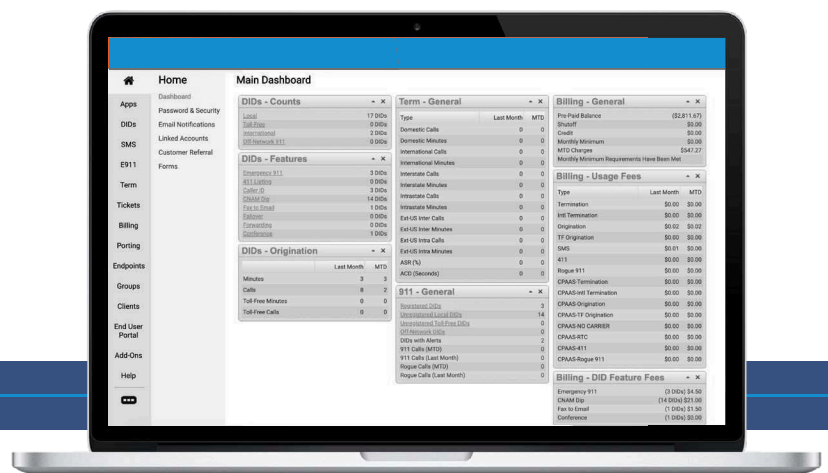
## Up and Running in Minutes!

Set the email, set the permissions, and you're done!

# The BackOffice Portal

Our BackOffice Portal is a very powerful portal that gives you access to customized rate decks, DIDs, E911, CDRs, LNP, and Endpoints. You can even resell services through this BackOffice. This one-stop shop is very powerful for service providers as they can off-load a lot of their customer requests to us!

Tools are made available to support rate queries, number ports, and E911. It is also within the BackOffice where endpoints are created in order to authenticate the IP addresses for the service provider's Class 5 switches.



# Custom Build Your Communications Using Programmable Telco Technology

Are you looking to embed real-time communication features, such as Voice, Rest APIs, WebRTC, SDK, and SMS into your own applications? Then the API-daze cloud-based platform is right for you.

API-daze uses CPaaS (Communications Platform as a Service) technology which allows businesses to create custom communication applications and eliminates both the wait time for vendors to roll out new proprietary solutions and the need to invest in costly technology simply to add new services.

With API-daze there is no CapEx and no contracts, you pay as you grow and get 100% freedom to build what you want.

Our APIs help you connect your applications, services, and business to the rest of the world. The best part is that no knowledge of complex telephony systems is required!

## Three Easy Steps



Sign up for an API-daze online account and enter the URL of your service.



Start developing your service by using hundreds of features, including REST APIs, Voice, WebRTC, and SMS.



Start using your service!

## API-daze Programmable Services



Add personalized text or calls to your scheduling service to remind clients about upcoming appointments.



Add HD voice and video to your internal communications using WebRTC.



Setup customers with numbers that are text-enabled within minutes.

Sign up online at <https://developers.apidaze.io/> and get started today!

# Who is Sangoma Wholesale Carrier Services?

Sangoma Wholesale Carrier Services, formerly known as VI, provides value-added resellers access to industry-best products and carrier services, over our own nation-wide network at a discounted rate to service aggregators. Our award-winning BackOffice and End-Client portals deliver FCC-compliant features in an a la carte, pay-as-you-go manner, enabling communications service providers to expand their telecom portfolio while simplifying telecom business management.

We also offer telecom compliance and regulatory solutions, along with SPAM/Fraud protection, as well as business-focused features such as Hosted Billing. Sangoma Wholesale Carrier Services continues a legacy of innovations in product development, the expansion of our core networks and technological capabilities that value-added resellers thrive as communications service providers.

