



## IntelPeer – CoreCloud™ SIP Trunking Provider for Enterprises

IntelPeer offers highly flexible and scalable SIP Trunking which provides greater cost efficiencies and savings through either over-the-top or direct connect network integration. We are fast to market, with a SIP Trunk turned up in 10 days and 24x365x7 support from IntelPeer staff SIP experts.

### Key Differentiators

- **Commitment to Customer Satisfaction**  
IntelPeer is committed to delivering services on schedule and providing unparalleled customer service with proactive network monitoring to ensure optimal levels of quality and security of all communications. Our customer churn rate of <1% proves it!
- **Certified with all Leading UC and IP PBX Vendors**  
IntelPeer CoreCloud™ SIP trunking services meet vendors rigorous standards, allowing for seamless migration and flawless support of features and offer the protection of four kilobit public key encryption, the strongest commercially available.
- **BYOB...Bandwidth that is!**  
With IntelPeer CoreCloud SIP Trunking, you can bring your own bandwidth to connect to our network. 95% of our clients utilize an over-the-top environment, but we can also tie into any existing client network architecture if direct connection is required.

- **Unique Solutions Packaging**  
Flexible configurations including CoreCloud user and port-based bundles, which include all voice services for one simple monthly cost.
- **Easy Management with CloudCentral™ Portal**  
Order and manage services online – quickly and easily through a customized dashboard. Partners can actively manage customers' services and connect to 24/7 service and support.

### Ideal Customer Profile

- Mid-Market and enterprise customer (SME), call centers
- Single or multi locations
- Customer needs SIP trunking to layer on top of their existing public IP or they will be purchasing DIA or MPLS network
- Customer wants the ability to turn SIP trunks up quickly
- Customer needs extensive domestic and international DID coverage with ability to port DIDs from an existing provider and/or provide new
- Customer can accept a native SIP handoff
- Customer is looking for an outsourced audio/Web conference displacement (i.e. Microsoft Lync)

### IntelPeer Fast Facts

- Delivering all-IP SIP trunking since 2003 HQ in Silicon Valley, California
- Target market 100-5000+ users
- 24 x 7 x 365 operations center
- Carrier grade reliability/triple redundant
- 99.999% network availability
- Exceeding PSTN quality
- Multiple trunks across multiple sites
- Fast disaster recovery and real-time DID re-routing and number forwarding
- Comprehensive jitter, latency, and security controls
- Qualified for Cisco Unified Border Element (CUBE) with Cisco Unified Communications Manager (CUCM)

## Qualifying Questions

### Business Big Picture Questions:

- What is your current SIP deployment strategy?
- Where are UC efficiencies utilized or being reviewed?
- What is your timeline for implementing?
- What benchmarks are being utilized for project evaluation?

### Technical Questions:

- How many concurrent calls are required? (ports/callpaths)
- How many new or ported DIDs?
- Usage profile – Inbound, Outbound local/LD, TF, Call Center?
- Type of platform and SBCs being positioned?
- Is your firewall SIP aware and what are your load-balancing requirements?
- Will this be an over-the-top or direct connect VoIP deployment? If a direct connection what type of service and provider?

OBJECTION	REBUTTAL
I've been told I NEED to have an MPLS in order to provision SIP.	IntelePeer's network carries only SIP traffic and has no competing elements. 95% of our clients utilize an over-the-top environment. If a direct connection is required, IntelePeer benefits from existing Network-to-Network Integrations (NNI) and can tie into any existing client network architecture.
I'm concerned about security issues related to running my voice over the Internet.	IntelePeer's voice peering network includes a rich set of security features including encryption, NAT traversal, rogue RTP protection, TLS signaling authentication, dynamic blacklisting, DoS/DDoS prevention and toll fraud prevention, as well as others. For example, IntelePeer is a leading SIP provider in North America that offers TLS/SRTP in over-the-top for MS Lync deployments.
I'm concerned about my SIP readiness and my ability to handle the SIP deployment.	IntelePeer offers flexible solutions and terms to meet client requirements and several programs can be run in tandem. Our 'Cloud Guarantee' offers our customers a 30 day satisfaction guarantee, so if you're not happy; you can simply walk away from your contract, no strings attached.
I've never heard of IntelePeer. I need to go with a Tier 1 provider in order to address my needs.	IntelePeer has been delivering all-IP SIP trunking services since 2003. SIP trunking is our core focus, and therefore we're very good at it. Our 24 x 7 x 365 operations center provides direct access to Tier 1, 2 and 3 engineers. With less than a 1% churn rate, most of our customers stay with IntelePeer because they want to, not because they have to.



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IntelePeer is a leading provider of on-demand, cloud-based communications services that deliver high-quality HD voice, HD video and unified communications for businesses and contact centers. IntelePeer enables unified communication and collaboration (UCC) solutions from every major vendor, including certifications from Avaya, Cisco, Interactive Intelligence, Microsoft, Mitel, ShoreTel and Siemens/Unify. IntelePeer's CoreCloud SIP services and Fluent Federation-as-a-Service provide enterprises with an integrated and consistent user experience across disparate UC environments and a seamless transition to the clarity, reliability and unmatched quality of IP communications served from IntelePeer's Cloud platform. For more information visit: [www.intelepeer.com](http://www.intelepeer.com).