

Overview

Until a couple of years ago, call capacity could only be used for telephony services from a single country. In addition, multi-national service providers had to sign up for expensive international leased lines or pay for per minute international transit fees to offer their voice services in countries abroad. With VoxTRUNK, Voxbone offers service providers the possibility to share call capacity globally. This call capacity can not only be shared by voice services from multiple countries, it can also be used for different type of services: VoxDID, Vox800, VoxFAX and VoxSMS.

Maximum flexibility, maximum efficiency

VoxTRUNK call capacity is expressed in channels. One channel represents one concurrent call on Voxbone's global network. To meet cost versus flexibility requirements of customers, channels are available in 4 different zones : zone A, B, C and World. Zones A, B and C group multiple countries around the world. Zone WorldWide groups all countries of Voxbone's network footprint. Call capacity in each zone can be shared by VoxDID and Vox800 phone numbers from countries within the respective zones.

Within these zones, Voxbone offers customers the ability to create virtual groups of numbers and to limit their capacity usage. This feature, known as Capacity Groups, allows customers to define the maximum number of concurrent calls to be shared amongst numbers belonging to that group.

Additional channels can be ordered online in groups of 10 channels and can be ready for use in just a couple of hours. Existing call capacity and capacity groups can be managed online as well. All configuration changes are applied in real-time.

Quality of service

Voxbone collects calls coming from local points of presence, equipped with PSTN to VoIP gateways, in global points of aggregation, named SuperPOPs. Voxbone currently operates 5 of these SuperPOP's around the globe : Brussels, Frankfurt, New York, Los Angeles and Hong Kong. Every local POP is redundantly interconnected with at least 2 SuperPOP's and every SuperPOP is redundantly interconnected with 3 other SuperPOP's. All links between Voxbone's Points of Presence are over-dimensioned by 50% to be able to cope with overflow traffic from failing links.

Links are sourced from 10+ reputable global ISPs. As a result, Voxbone can offer the highest levels of service availability regardless of the distance a call has to travel.

Transparency and Simplicity

With Voxbone, your cost structure is transparent and predictable. For VoxTRUNK call capacity, Voxbone only charges a flat fee per month per concurrent call. No per minute fees. No distance-driven costs. No bandwidth-related costs.

