

Unified communications everywhere your business does business

Masergy enables global enterprises to operate all their domestic and international locations with a unified dial plan over a single call platform. Masergy's global deployment model includes using regional Session Border Controllers (SBC) to peer with local Session Initiation Protocol (SIP) peering partners for access to in-country public switched telephone network (PSTN) connectivity. With this model, a single call platform handles all user and service profile management activities as well as all call setup and routing duties across the globe.

With Masergy's Unified Communications as a Service (UCaaS) solution, enterprises have access to not only DID numbers in their home country but to an ever-expanding selection of DIDs around the globe.

Direct inward dialing (DID), also called direct dial-in (DDI) in Europe and Oceania, is a private line service offered by telephone companies to give each user or service its own unique telephone number. Users or services may be reached directly via this private line service over the PSTN.

Masergy's UCaaS clients can select from three international deployment options, depending on per country availability:

1. Global Office

- Complete in-country inbound and outbound telephony experience
- Suitable for enterprises with a physical office in a country
- Hosted VoIP on an international scale

2. Global DID

- Inbound-only virtual DID service
- Best when used as virtual number for inbound only and not for when the customer has actual presence in international countries where local in-country outbound calling is required

3. International Toll-Free Service

- Inbound-only virtual Toll-Free service
- Best when used as a virtual Toll-Free service number for inbound DID origination service available from within that country only

4. Global Gateway

- Local Enterprise Gateway (LEG) to Local PSTN
- Custom solution with SIP gateway installed on premises at the remote location
- LEG deployment process is outlined within this section.

1. Global Office

Global Office is the complete in-country telephony experience. This service offers inbound DID/DDI and outbound termination capabilities.

With Global Office service enterprises can benefit from in-country DID/DDI origination and termination at each of their domestic or international locations while preserving the ability to use abbreviated dialing plans to call extensions at any of their global locations.

Hosted IP telephones deployed in each country conform to the local dialing rules. For example, a Global Office phone deployed in London sounds and operates like any other local phone service in London, while a phone deployed in a US office, for the same customer, will sound and operate as expected by a US resident, thereby providing the user with a locally consistent experience. The Masergy UCaaS solution's infrastructure design makes it possible to offer this level of integration by deploying regional service components that international voice carriers cannot offer.

Masergy will provide new DID/DDI numbers as required. Moreover, Masergy may port existing DID/DDI numbers from an existing carrier in accordance with that country's regulations and restrictions. However, portability of each DID/DDI within a country must be evaluated and prequalified by Masergy.

All hosted users or SIP Trunking services outside of the USA are offered globally with the same rates with the addition of following considerations in each country:

1. DID/DDI fee per user for specific country of origin
2. Concurrent Call Path in/out of the country of origin
3. E911/Emergency Services and Directory fees, where applicable
4. Minutes of Usage (MOU) charges:
 - a) On-Net Calls
 - i. On-net calls refer to calls made to destinations within Masergy call platform, which includes all interoffice calling for multi-location enterprises.
 - b) In-country Calls
 - i. Calls made within a country to any land line are considered domestic and are included at no additional charge for fully hosted UCaaS users. Calls made within a country to any mobile or tariff numbers are charged at the applicable rate.
 - c) International Calls
 - i. Calls made outside of the country are considered international and are subject to international rates associated with the country of origin.
 - d) Incoming calls
 - i. There is no additional charge for incoming calls. Regular incoming calls are included with call paths.
 - ii. Incoming Toll-free calls are charged at the applicable rate.

Masergy Global Office

Inbound (DID Origination) and Outbound (Termination)

Country	Available	Emergency Service	Local Number Portability	Directory Assistance	Toll-Free Service	Special Service Dial	CODEC
United States	✓	✓	✓	✓	✓	N/A	G.711, G.729 T.38, RCF2833
Australia	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Austria	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Belgium	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Canada	✓	✓	✓	✓	✓	NO	G.711, G.729 T.38, RCF2833
Czech Republic	✓	✓	✓	NO	✓	NO	G.711, G.729, RFC2833
Denmark	✓	✓	✓	NO	✓	NO	G.711, RFC2833
Finland	✓	✓	✓	NO	✓	NO	G.711, G.729, RFC2833
France	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Germany	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Hong Kong	✓	✓	✓	NO	✓	NO	G.711, G.729, T.38, RCF2833
Hungary	✓	✓	✓	NO	✓	NO	G.711, G.729, T.38, RCF2833
Ireland	✓	✓	✓	NO	✓	NO	G.711, G.729, RFC2833
Italy	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Japan	✓	NO	LIMITED	NO	✓	NO	G.711, RFC2833
Luxembourg	✓	✓	✓	NO	✓	NO	G.711, G.729, T.38, RCF2833
Mexico	✓	✓	✓	✓	✓	NO	G.711, G.729 RCF2833
Netherlands	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
New Zealand	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Norway	✓	✓	✓	NO	✓	NO	G.711, RFC2833
Poland	✓	✓	✓	NO	✓	NO	G.711, G.729, RFC2833
Portugal	✓	✓	✓	NO	✓	NO	G.711, G.729, T.38, RCF2833
Puerto Rico	✓	✓	✓	✓	✓	N/A	G.711, G.729, T.38, RCF2833
Singapore	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Slovakia	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Spain	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
Sweden	✓	✓	✓	NO	✓	NO	G.711, RFC2833
Switzerland	✓	✓	✓	NO	✓	NO	G.711, G.729 RCF2833
United Kingdom	✓	✓	✓	✓	✓	NO	G.711, G.729 RCF2833

2. Global DID

Global DID is Masergy's inbound DID origination service. Global DID provide geographically independent telephone numbers from around the world enabling enterprises to expand their services globally. These services are delivered through a unique network that interconnects the local PSTN in a growing selection of countries with a global IP backbone.

Global DID is an inbound-only service. It is used to allow enterprises to receive calls from their international customers, vendors, and other stakeholders using a country-specific telephone number.

Global DID is an overlay service for fully hosted UCaaS users and/or SIP trunks in any Global Office country. Global DID service is offered for a flat monthly fee with unlimited inbound traffic. Below are countries where Global DID service is available today:

Argentina	Dominican Republic	Italy	Peru	Sweden
Australia	El Salvador	Japan	Poland	Switzerland
Austria	Estonia	Latvia	Portugal	Thailand
Belgium	Finland	Lithuania	Puerto Rico	Turkey
Bulgaria	France	Luxembourg	Romania	Ukraine
Canada	Georgia	Malaysia	Russia	United Kingdom
Chile	Germany	Malta	Singapore	United States
Columbia	Greece	Mexico	Slovakia	Venezuela
Croatia	Hong Kong	Netherlands/ Holland	Slovenia	
Cyprus	Hungary	New Zealand	South Africa	
Czech Republic	Ireland	Norway	South Korea	
Denmark	Israel	Panama	Spain	

Customers should always check with your Masergy Sales Engineer for the most up to date country requirements prior to ordering any of these numbers.

To deploy Global DID in a fully hosted UCaaS solution, the user must have “Alternate Number” feature. Alternate number feature is available only in “Power”, “Executive”, and “Enterprise” service packs. The user is required to have the persona of a Global Office country – created with a Global Office number. A Global DID would then be assigned as an “Alternate Number,” which would enable the user to receive calls from the Global DID number. All outgoing calls will be made from the Global Office country, with that country’s dialing rules in place.

Similarly, in a SIP trunking scenario, the trunk must be assigned to a Global Office number and be identified as such. A Global DID number may then be assigned as one of the DIDs riding on the trunk for incoming service only. All outgoing calls will be made from the Global Office country, with that country’s dialing rules in place.



3. International Toll-Free Service

International Toll-Free Service is in-bound DID origination service available from within that country only. Below are the countries where International Toll-Free Service is available today:

Argentina	Estonia	Mexico	Spain
Australia	Finland	Netherlands	Sweden
Austria	France	New Zealand	Switzerland
Bahrain	Germany	Norway	Taiwan
Belarus	Greece	Panama	Thailand
Belgium	Guatemala	Peru	Turkey
Brazil	Hong Kong	Philippines	Ukraine
Canada	Hungary	Poland	United Arab Emirates
Chile	India	Portugal	United Kingdom
Columbia	Indonesia	Puerto Rico	Venezuela
Costa Rica	Ireland	Romania	Vietnam
Croatia	Israel	Russia	
Cyprus	Italy	Saudi Arabia	
Czech Republic	Japan	Singapore	
Denmark	Latvia	Slovakia	
Dominican Republic	Lithuania	Slovenia	
Ecuador	Luxembourg	South Africa	
Egypt	Malaysia	South Korea	

4. Global Gateway

For many countries where Global Office product is not available but inbound DID and in-country termination is required, Masergy can deploy a Local Enterprise Gateway (LEG) on the premises of the international location subject to the country's regulatory requirements. This design leverages Masergy's global private software-defined networking backbone combined with local PSTN carrier to provide a global unified communications experience.

Similar to Global Office service, enterprises with on-premises LEG can benefit from in-country DID origination and termination at each of their domestic and international locations while preserving the ability to use abbreviated dialing plans to call extensions at any of their global locations. With this model, a single call platform handles all user and service profile management activities as well as all call setup and routing duties across the globe.

The Local Enterprise Gateway (LEG) deployment is only suitable for fully-hosted UCaaS customers that have users in countries where the Global Office product is not available.

The customer is responsible to order, procure, and maintain the local circuit to receive local service from the in-country local PSTN carrier.

