

Connected business

Liquid Voice

Liquid Voice is South Africa's New Voice – the only sensible choice for businesses that want cost-effective, carrier grade enterprise voice services with long-term sustainability in the converged world of IP telephony.

Liquid Voice is a next generation carrier class voice service that is leading the switch to IP, offering seamless migration from conventional voice to SIP – uniquely in South Africa – and Geographic Number Portability from other networks. It offers sustained savings on all call charges within South Africa and is integrated with the largest global voice carrier network internationally.

Unlike some other providers, for whom convergence is merely the bundling of products on separate networks, Liquid Telecom considers convergence to be about having a single, integrated network, with IP as the convergence layer over which multiple services are delivered, on fibre as well as wireless access. This results in cost savings, as well as efficiency of operations and maintenance, quite apart from the flexibility and scalability that it provides.

Liquid Voice services are delivered over the same access devices and networks as the data services and carried over Liquid Telecom's carrier grade IP-based Next Generation Network, interconnected to all other fixed and mobile networks across the country, and globally to over 400 networks. Liquid Telecom is the largest provider of carrier grade IP-based voice services in South Africa, carrying around 2 billion voice minutes per annum.

Product Specification

The following characteristics make Liquid Voice unique:

Leading the switch to IP

- True Convergence: Liquid Voice is carried over IP in the core, but can be delivered as analogue, ISDN BRI/PRI, and SIP (IP voice), and seamlessly upgraded as required.
- SIP over an all-IP network: The use of an IP network with Quality of Service (QoS) provides the resilience of IP combined with carrier voice quality – the best of both.
- Expert support: Convergence is not just about equipment. As the largest IP voice provider, Liquid Telecom has built a leading team of experts with both voice and data skills.

Carrier class voice

- End-to-end voice quality: Liquid Telecom's voice network achieves a measured Mean Opinion Score (MOS) of 4.0 and is designed to the standard carrier blocking ratio of 1:500.
- Access Service Level Agreements: Liquid Telecom's converged access services (e.g. Unity last mile access) have Service Level Agreements, which includes the voice on these services.
- Best practice architecture: Liquid Telecom's network is built for the highest availability, with router, Session Border Controller, and soft switch redundancy.

Value

- Value leader: Liquid Telecom has consistently delivered the best value carrier grade voice service in the market, passing on savings as interconnection rates have dropped.
- South Africa's largest All-IP Voice Next Generation Network: Liquid Telecom's fully-interconnected national network carries 2 billion minutes per year, all over IP.
- Largest global wholesale voice carrier: Liquid Telecom's network forms part of the Tata Communications global network, carrying 55 billion minutes per year to 400 carriers.



Liquid Voice

Flexibility

- Scalability of SIP: Unlike legacy access for voice services, SIP allows for maximum scalability of services over time, with minimum additional investment in equipment.
- Number Portability: Liquid Telecom led the development of Geographic Number Portability in South Africa, enabling a customer to keep their numbers when changing providers.
- Converged access: Liquid Voice SIP can be delivered over Unity Last Mile Access, offering a single fibre cable, a single Metro Ethernet connection, and a single access rate.

Why switch to Liquid Voice?

Businesses are switching to Liquid Telecom for several reasons:

- Carrier quality: End-to-end voice quality, supported by the country's IP voice experts
- Future-proof: A converged, carrier-class IP voice network, the largest in South Africa

Lines

- Multi-line voice delivered as either PRI or SIP, over legacy access or Metro Ethernet
- Multi-line voice or single-line voice delivered as analogue, BRI or SIP with Broadband

Numbering and call rates

- 10-digit geographic numbering in line with ICASA's national numbering plan
- Call rates for local, regional and national fixed line calls, on- or off-net, and mobile

Standard Features

- Telephony Service
- Telefax G4 Service

64-kbit/s and 8-kHz Unrestricted Data Transmission Services

- Telephony 7kHz
- Video telephone Service
- Calling line identification presentation (CLIP)
- Direct dialing inward (DDI) / Direct Inward Dialing (DID)
- Direct Dialing Outward (DDO)
- Emergency Call

Liquid Telecom, your digital transformation partner

We believe in the ambition and potential of the African business. That is why we combine our expansive reach, reliable, high-speed connectivity, state-of-the-art data centres and innovative digital solutions to augment your digital experience. Because we are not just a telecoms company. We are your digital transformation partner.



Liquid Voice

Supplementary Services

- Calling line identification restriction (CLIR)
- Call Forward
- Number Barring
- Outgoing Call Barring
- Call Forwarding Unconditional
- Call Forwarding Busy
- Call Forwarding No Reply (CFNR)
- Quota Restricted Call
- Time Restricted Call
- Call Forwarding by Time

Billing

- Consolidated bills, for all services obtained by a single customer
- Hierarchical bills available on request, for multiple divisions
- Bills provided monthly in line with customer billing cycle
- Bills delivered by normal mail, as well as email
- Customer portal for provisional billing information

Liquid Telecom, your digital transformation partner

We believe in the ambition and potential of the African business. That is why we combine our expansive reach, reliable, high-speed connectivity, state-of-the-art data centres and innovative digital solutions to augment your digital experience. Because we are not just a telecoms company. We are your digital transformation partner.

