

Unified Communications & Voice Mobility*

Connecting Teams Across the Globe

Today's work environment is increasingly digitized and mobile, allowing people to work together from anywhere. Businesses with multiple offices or a distributed workforce face remote collaboration challenges including difficulty connecting teams, disparate communication tools and incompatible systems. By integrating a wide range of communication technologies with our converged network and platform, China Telecom Americas supports efficient and effective enterprise communication across the globe via desktop and mobile devices.

UC & Voice Services



Global Voice

- SIP Trunking
- International Toll Free Service (ITFS)
- Global Hosted PBX
- Application to Person Messaging (A2P)



Global Conference

- Call Center
- Direct Inward Dialing (DID)
- Microsoft Teams (On-Premises)

Unified Communications & Voice Mobility Features



International Calling Coverage

Direct Inward Dialing (DID) and International Toll-Free Services (ITFS) covering 70 countries across six continents including Asia Pacific, Europe, North and South America, and Africa. Offer direct-dial access numbers from global destinations.

DID/ ITFS Coverage

Europe

- UK ⁽²⁾
- France
- Germany
- Russia
- Spain
- Turkey
- Belarus
- Italy
- Czech Republic
- Sweden
- Netherlands
- Denmark
- Hungary
- Switzerland

Africa & Middle East

- Mauritius ⁽²⁾
- Kenya
- South Africa
- United Arab Emirates
- Egypt

Asia Pacific

- Hong Kong ⁽²⁾
- Australia
- Indonesia
- Kazakhstan
- Malaysia
- Pakistan
- Korea
- Thailand
- Myanmar
- Beijing ⁽¹⁾
- India
- Japan
- Macau
- Singapore
- Sri Lanka
- Vietnam
- Philippines
- Cambodia

Americas

- Brazil
- Canada
- Panama

(1) Corporate Headquarters (2) Regional Headquarters

*The following territories are excluded: USA

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Voice & UC Features



Converged Unified Communications Platform

China Telecom Americas combines global mobile resources and an extensive fixed network to create our unified communication platform. Communicate directly with colleagues anywhere in the world through our VoIP and global PBX (GPBX) services. Use our platform to configure services such as mobile service, specialized mobile number portability (MNP), digit manipulation and billing logic.



Multi-Line Enterprise Service

Give employees a separate business number to use on their personal device for secure and compliant communication. Receive business calls, SMS, WhatsApp and WeChat messaging from clients anywhere. Protect confidential information with built-in recording and archive all conversations over voice, SMS and WhatsApp.



Enterprise Management Portal

Manage your multi-line enterprise service easily with an online portal. Synchronize with multi-web portals to manage users and maintain compliance with company policies.

Key Benefits



Enhanced Productivity

Enable employees in multiple locations to work together effectively so they get more done.



Comprehensive Services and Multiple Access

Access full-featured mobile services including independent dialer, contact list, caller ID, voicemail, SMS, call history, do not disturb and scheduling. Let employees do business anytime via cellular voice, mobile data and WiFi networks.



Cost Savings

Get competitive calling rates and save on international communications with a customized package designed for the unique needs of your business.



Security and Compliance

Meet regulatory requirements for key industries such as banking, legal and medical, pertaining to legislation including GDPR, MiFIF II, HIPAA, FINRA and more.



Auditability

Integrate with leading mobile device management (MDM) solutions to monitor and manage employee mobile devices being used in the workplace.



Flexible Package

Meet customer-specific requirements related to call forwarding timing, IVR, Multiple SIP bundles, and meeting apps such as WeChat and Webjoin.



Personal/Business Number Separation

Give employees a separate and compliant business line on their personal phone, and roll out your bring your own device (BYOD) policy.



Cross-channel Customer Conversations

Empower employees to manage customer conversations across voice, SMS, WhatsApp and WeChat messaging. Automatically capture all conversations and log them in your CRM system.



Global Coverage

Benefit from high quality voice access services in over 100 countries.

*The following territories are excluded: USA

CTA is headquartered in Herndon, Virginia, with offices in Chicago, Dallas, Los Angeles, New York, Panama City, San Jose, Sao Paulo and Toronto.