

## Outsourcing

The Strategic Solution for Your  
International Voice Business

**iBasis**  
a KPN affiliate

# Let Our Specialization Be Your Saving

International voice has become a competitive, commoditized business. Success requires low cost infrastructure and tremendous efficiencies of scale. For most carriers, the profit margin does not support the level of investment needed to migrate their international interconnects to IP infrastructure or to develop the sophisticated back office systems required to manage the increasing complexity of international routing and routing. Now, iBasis offers a clear path to long-term success. A strategic and more efficient solution to overcome these challenges—International Voice Outsourcing.

Enhance the efficiency of your international voice service and focus resources on higher margin business by taking advantage of iBasis' specialization in global international voice termination.

iBasis has created a comprehensive set of tools and processes to ensure business continuity while facilitating a seamless outsourcing of your international voice activities

## The iBasis Solution:

- iBasis manages routing of all international traffic originating from your retail, fixed and mobile networks
- iBasis' substantial scale and purchasing power ensures competitive rates and outstanding quality at all times
- iBasis iView Open™ online reporting tools provide transparency—traffic reports, including minutes by route, performance against benchmark quality parameters and cost data on a near real-time basis for all outsourced traffic
- iBasis has a proven track record of successful international voice outsourcing agreements with major carrier customers

## Benefits for your Business:

- Substantial OpEx and future CapEx savings
- Significant efficiency gains in route development and management (LCR), contract management, switch and transmission capacity, and billing
- Seamless business continuity
- Instant leveraging of iBasis' global infrastructure to migrate current international voice business from TDM to IP without significant investment
- Transparency through online tools for monitoring quality and costs and performing rate analysis
- Aggregation of all inbound international traffic for termination through a single interconnect with iBasis simplifies operations while maintaining your termination revenue

## Dedicated Cooperation

- Pre-deployment: An experienced iBasis Outsourcing Account Team will assist you in developing a mutually beneficial business case and effective migration strategy.
- Post-deployment: An iBasis business development manager, your on-going single point of contact (SPOC), will create an integrated team to track new business opportunities of mutual advantage.

## Global Network Excellence

Years of international voice network expertise has led iBasis to achieve network excellence across a global IP and TDM network. We deliver continuous quality, management, and monitoring of the complex international voice environment. iBasis proactively manages location-independent telecom infrastructures regardless of the technology used. On a 24/7 basis, specialists in our Network Operations Centers in the U.S., Hong Kong and The Netherlands control and manage the stability and performance of the worldwide network. iBasis works together with your technical staff to provide an effective and stable interconnection. All activities and services are aligned with the outsourced partner's related businesses and customers.

## In Conclusion

iBasis provides protection from the rocky shoals and stormy seas of international voice. When it comes to experience in global voice termination, no company is better suited to provide guidance into safe harbor for international telephony carriers everywhere.

## About iBasis

Founded in 1996, iBasis (NASDAQ: IBAS) is a leading wholesale carrier of international long distance telephone calls and a provider of retail prepaid calling services and enhanced services for mobile operators. In October 2007, iBasis acquired KPN Global Carrier Services to create one of the three largest carriers of international voice traffic in the world, and KPN became a majority stockholder of iBasis. On a pro forma basis, the combined company carried 24 billion minutes of international voice traffic in 2007.

“As one of the largest carriers of international voice traffic today, iBasis is one of very few companies capable of providing other carriers a comprehensive international voice outsource solution.”

—David James,  
Principal Analyst, Ovum

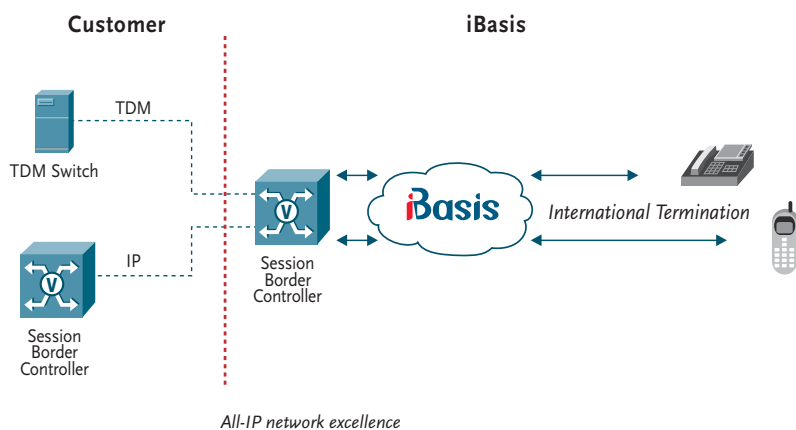
## International Voice Outsourcing

### Technical Components

- Secure, highly-available interconnections with premium global voice termination;
- H.323, SIP, SS7-C7 signaling support;
- Multi-codec support simplifies media interworking;
- Regionally-optimized media routing; and
- Technical expertise and interconnect support.

### Outsourcing Agreement Terms

Outsourcing contracts begin with a multi-year initial term for each of the relevant agreements, with automatic one-year extensions. The contract is aligned with a Service Level Agreement and a Migration Plan. Operational implications of the contract are subject to a quarterly review and optimization cycle that includes the dedicated account team.





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