



tnzi retail_connect 6/2008

▶ Retail Connect

When you need international voice services assuring the very best quality for every call, choose Retail Connect.

*
The best no matter where.
Experience the New Zealand attitude.

- ▶ Calls are always sent by the most direct route possible, ensuring consistently superior call quality. Call routing is actively managed to pre-defined quality benchmarks.
- ▶ Termination to roaming codes and Caller Line Identification (CLI) is guaranteed to all Mobile networks.
- ▶ Access to online reporting with latest pricing, billing and traffic information. You're fully informed of your account activities at the click of a mouse.
- ▶ Industry recognised service agreement so you can have complete confidence in working with us.

International voice services that assure you of quality, value and reliable termination of calls to mobile and fixed destinations worldwide.

TNZI voice services connect to over 550 destinations. We have direct interconnects with over 200 telecommunications operators, through our Points of Presence in Los Angeles, New York, Miami, Tokyo, Singapore, London, Frankfurt, Sydney, Melbourne and Auckland.

For all voice calls, we collect real-time call data records on traffic that passes through our switches worldwide. This information is used to manage, and help you manage, your traffic in innovative and powerful ways.

Real-time reporting allows instant decisions to support network continuity and quality. In the event of a network overload, traffic can be re-routed within minutes to ensure your calls are delivered. Such proactive routing management often averts challenges before they occur.

If service issues do arise, our Business Management Centre is on hand 24 x 7, every day of the year, with both first and second-level support staff. There is no waiting, whatever your time zone.



More Retail Connect info...

To discuss details and pricing information, talk to your TNZI Account Manager or email us at info@tnzi.com