EasternManagementGroup

SIP Trunking Customer Satisfaction Report

31 SIP Trunking Companies Assessed by IT Manager Customers

Brochure

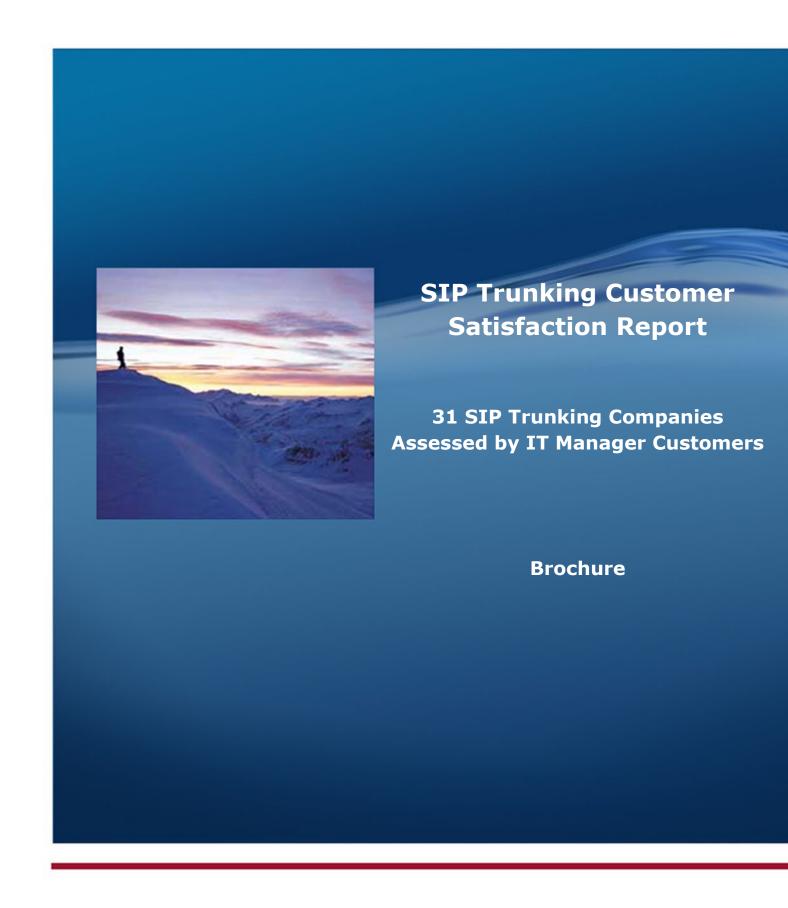**The SIP Trunking Customer Satisfaction** report was researched and developed by the Eastern Management Group, Inc.

The report has two important objectives:

1.) Give SIP trunking vendors substantial customer satisfaction information on themselves and dozens of peer companies to use for benchmarking purposes

2.) Give IT Managers customer evaluations of dozens of leading SIP trunking companies, to use in the vendor selection process

Customer Satisfaction Research

Two thousand SIP trunking customers were surveyed by the Eastern Management Group for the report. IT managers reported on their experience as a customer of one of 31 SIP trunking companies evaluated (see table below). All SIP trunk providers were quantitatively rated on 10 Customer Satisfaction Measurements (see table next page).

SIP Trunk Providers Evaluated					
8x8	Comcast	Fusion	Orange	TelePacific/TPx	Vodafone
AT&T	Digium/ Sangoma	Inteliquent/ Voyant	RingCentral	Telstra	Vonage
Bandwidth	EarthLink	Level 3	Sprint	T-Systems	Voxbone
BroadSoft	Electric Lightwave	MegaPath	Tata	Twilio	Windstream
BT	Flowroute	Nextiva	Telefonica	Verizon	XO
CenturyLink					

10 SIP Customer Satisfaction Measurements
Technology and Product
Purchase Experience
Reliability
Installation
Support
Management Tools
Contact Center Experience
Value
Overall Satisfaction
Recommend to a Friend

The Report

This Eastern Management Group report was developed by using the 2,000 customer surveys with IT Managers, a proprietary customer satisfaction data model, data tabulation, and analysis for all 31 SIP trunk providers.

The 166-page <u>SIP Trunking Customer Satisfaction</u> report has detailed information on each of the 31 SIP trunking vendors.

- There are four pages of information on every vendor, with data on each of the 10 SIP Customer Satisfaction Measurements (see table previous page).
- A list of the Top 10 Leaders[SM] and their Customer Satisfaction Measurement scores for convenient reference.
- Numeric and 4 Star Ratings for each SIP vendor for all Customer Satisfaction Measurements.
- A user-friendly excel data spreadsheet with all vendor data is included with the report.

With the Report and Data Model You Will Be Able To

- Rank order all 31 SIP trunking providers for every Customer Satisfaction Measurement
- Determine where your company excels and areas to improve
- Compare different types of vendors (e.g., telcos with others)
- See who's best in often challenging Customer Satisfaction Measurements such as Management Tools and Contact Center Experience
- Compare your business to competitors for benchmarking
- Understand which Customer Satisfaction Measurements may be causing customers not to recommend your company or any vendor to a friend
- Evaluate potential vendors

Report Contents

Description of the Customer Satisfaction Research Process

Customer satisfaction with the each SIP trunking provider for 10 Customer Satisfaction Measurements

Individual vendor results and the industry average for 10 Customer Satisfaction Measurements

Individual vendor Customer Satisfaction Measurements on a Four Star Scale

Vendor "Recommend to a Friend" scores for each SIP trunk provider

Top 10 Leaders℠ in SIP Trunking

Excel Spreadsheet Vendor Data Model

Appendix A   Research Methodology

Appendix B   About the Eastern Management Group

Appendix C   Contact

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