



**SIP Trunking Customer  
Satisfaction Report  
2019**

**29 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 essential 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

More than 3,000 IT managers provided the Eastern Management Group with completed survey data for the report. They reported on their experience as customers of 29 SIP trunking companies evaluated (see the table). All SIP trunk providers were quantitatively rated on 6 Customer Satisfaction Measurements (see the table).

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

Customer Satisfaction Measurements
Technology and Product
Purchase Experience
Support
Management Tools
Total Overall Satisfaction
Recommend to a Friend

## The Report

This Eastern Management Group report was developed using more than 3,000 customer surveys with IT Managers, our own proprietary customer satisfaction data model, data tabulation, and reporting on all 29 SIP trunk providers.

The 155-page SIP Trunking Customer Satisfaction report has detailed information on each of the 29 SIP trunking vendors.

The Report Includes:

- A description of the customer satisfaction research process
- Five pages of information on every vendor, presenting data on the vendor's performance in 6 Customer Satisfaction Measurements
- Vendor comparison to each of the other vendors and an "industry average."
- Numeric and 4 Star Ratings for each vendor for all Customer Satisfaction Measurements
- A user-friendly excel data spreadsheet model with all vendor data
- A list of the Top 10 Leaders<sup>SM</sup> and their Customer Satisfaction Measurement scores

## With the Report and Data Model, You Will Be Able To

- Rank order all 29 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, cloud - including UCaaS, PBX providers)
- See who's best in often challenging Customer Satisfaction Measurements such as Management Tools and Support
- 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

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**EasternManagementGroup**