

Sinch builds digital communications leadership with advanced voice capabilities

Inteliquent portfolio adds strength to U.S. voice and global CPaaS positions



Bringing together conversational messaging and voice services

Sinch is a communications-platform-as-a-service (CPaaS) leader. It's the world's second largest CPaaS provider, with the ability to help enterprises of any type and size engage every mobile subscriber on the planet. Courtney Munroe, IDC's research vice president of Worldwide Telecommunications Research said,



Global companies that require reliable, robust, programmable customer engagement messaging and voice APIs will find an able partner in Sinch.

Sinch's recent Inteliquent acquisition helps enhance our North American position with combined voice and messaging portfolios that cover all the major U.S. markets.

Inteliquent, a Sinch company, is the largest independent voice communications provider in the U.S. Its Super Network is directly connected to every major telecom carrier and reaches nearly 100% of the U.S. population – 95% of which is on-net.

Inteliquent's phone numbers, voice IP, toll-free and messaging services as well as proven technical expertise provide a foundation for seamless, multichannel customer engagement and successful conversational commerce. When blended with the existing Sinch platform, enterprises have access to a full-stack CPaaS suite that provides a comprehensive and high-quality digital communications infrastructure that's scalable, reliable, and secure.

2M+

toll-free numbers
under responsibility

115M+

numbers powered by
the network

37%

more local number coverage
than other providers

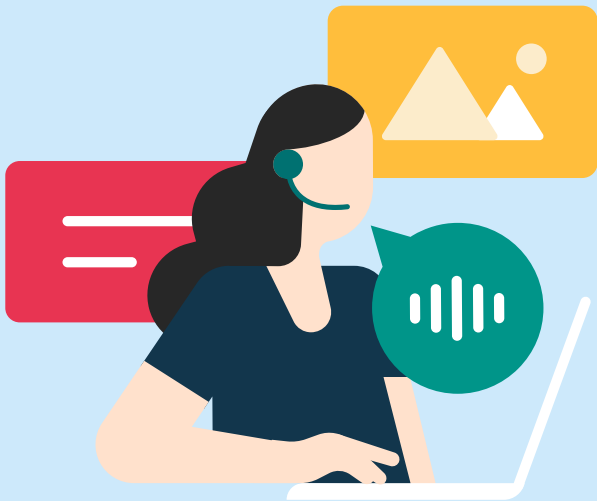
99.9999%

uptime and reliability

Do business with a CPaaS leader

CPaaS is more than a collection of APIs. Leadership in this rapidly growing segment requires direct carrier relationships, independent networks, and the right know-how, reliability, and support to deliver quality voice calls and messages. Bringing enterprises and customers together anytime, anywhere and on any channel.

As Inteliquent is now part of Sinch, we help organizations to:



Simplify communications

- ✓ Converge voice and messaging services and engagement solutions with a single provider, connection, and platform
- ✓ Acquire phone numbers and embed voice calling into enterprise applications or business processes using API-driven services

Enable exceptional voice and messaging solutions

- ✓ Improve go-to-market times using long-term telecom industry relationships and proven technical expertise
- ✓ Maintain high-quality communications and engagements with responsive 24x7 support

Access powerful digital communications networks

- ✓ Secure and diverse carrier-grade messaging and tier 1 voice networks enable meaningful, one-on-one conversations
- ✓ Realize reliable voice communications with 99.999% network uptimes, backed by 43 fully geo-redundant U.S. points of presence
- ✓ Achieve superior quality and reach across the U.S. through our IP-based 100 gig wave backbone

95%

on-net coverage of U.S. population

1B+

toll-free inbound minutes carried per month

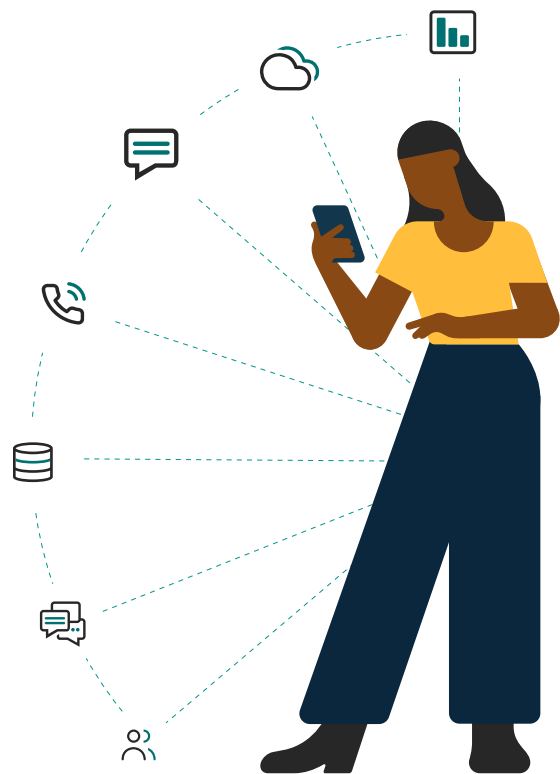
300B+

minutes of use on the network annually

More channels – more choices

Voice is alive and well in a time when organizations are looking for ways to optimize customer engagements. Voice remains a key element in engagement strategies which feature and depend on multichannel conversational communications to deliver omnichannel customer experiences.


With Inteliquent, Sinch expands its channel offerings with advanced voice capabilities, giving enterprises and their customers more choices and new levels of service.





Balanced portfolios enable success


Combined strengths in voice and messaging create a new and balanced portfolio that gives Sinch a unique position in cloud communications and customer engagement leadership.


Our diverse, multilayer platform includes programmable messaging and voice APIs, carrier-grade and scalable interconnectivity, and cloud-based engagement solutions.

 SMS and MMS APIs use our scalable, reliable messaging network to reach mobile customers anywhere in the world and add images, videos, audio, and more to create better experiences

 Sinch for Marketing lets you engage, convert, and retain customers at every step of their journey with personalized conversational marketing campaigns

 Conversation API uses one API to create multichannel engagements across SMS, social networks, RCS, Chatlayer, and more

 SIP trunking provides superior and scalable local, long distance, and toll-free calling services on our trusted voice infrastructure which is fully redundant across multiple regions

 Contact Pro offers agents a single, cloud-based solution, enabling first-contact resolution and friction-free omnichannel experiences no matter how customers connect

Want to deepen relationships
and generate revenue?

Then reach and engage
customers on their terms.



About Sinch

Sinch's leading cloud communications platform lets businesses reach everyone on the planet, in seconds or less, through mobile messaging, email, voice and video.

More than 150,000 businesses, including many of the world's largest companies and mobile operators, use Sinch's advanced technology platform to engage with their customers.

Sinch has been profitable and fast-growing since its foundation in 2008. It is headquartered in Stockholm, Sweden, and has local presence in more than 50 countries. Shares are traded at NASDAQ Stockholm: XSTO:SINCH.

Visit us at sinch.com

The Sinch advantage



ISO 27001 certified and GDPR compliant. We take security seriously and have put in place sophisticated measures to ensure end-to-end security, so data is always protected.



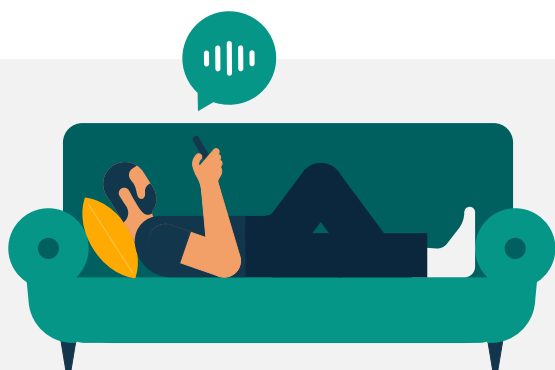
3,000+ enterprise customers globally, including 8 of 10 of the largest U.S. tech companies, trust Sinch with their customer communications.



600+ direct carrier connections on its extensive network along with deep carrier integrations and investments in number intelligence, ensuring superior coverage and high quality.



Top brands use Inteliquent services including the top 5 collaboration, top 5 communications platforms, and the top 10 VoIP companies.



Ready to take the next step?

To learn more about how our advanced voice services and CPaaS leadership can improve your customer engagement strategy, visit sinch.com/inteliquent