



2017 SIP Trunking Customer Satisfaction Report

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Introduction

The 2017 SIP Trunking Customer Satisfaction report was researched and developed by the Eastern Management Group, Inc.

The report has two important objectives:

- Give SIP trunking vendors substantial customer satisfaction information on themselves and dozens of peer companies to use for benchmarking purposes
- 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 next page). All SIP trunk providers were quantitatively rated on 10 Customer Satisfaction Measurements (see table next page).

Introduction Continued

SIP Trunk Providers Evaluated

8x8	Comcast	Fusion	Orange	TelePacific/TPx	Vodafone
AT&T	Digium	Inteliquent	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

Top 10 LeadersSM SIP Trunking Customer Satisfaction

Leaders in Customer Satisfaction	4 POINT SCALE
Twilio	3.641
Flowroute	3.616
Inteliquent	3.449
8x8	3.446
BroadSoft	3.442
XO	3.426
TPx Communications	3.387
EarthLink	3.312
Digium	3.297
Level 3	3.262

Source: The Eastern Management Group, Inc.

Flowroute

Flowroute Customer Satisfaction Measures

Customer Satisfaction Measurements	4 POINT SCALE
Technology and Product	3.68
Purchase Experience	3.66
Reliability	3.58
Installation	3.65
Support	3.57
Management Tools	3.50
Contact Center Experience	3.64
Value	3.60
Overall Satisfaction	3.66

Source: The Eastern Management Group, Inc.

Flowroute Customer Satisfaction Measures

Customer Satisfaction Measurements	4 STAR SCALE
Technology and Product	★★★★
Purchase Experience	★★★★
Reliability	★★★★
Installation	★★★★
Support	★★★★
Management Tools	★★★★
Contact Center Experience	★★★★
Value	★★★★
Overall Satisfaction	★★★★

Source: The Eastern Management Group, Inc.

Flowroute Customer Satisfaction Measures

Customer Satisfaction Measurements 4 Point Scale		
	Flowroute	Industry Average
Technology and Product	3.68	3.36
Purchase Experience	3.66	3.29
Reliability	3.58	3.33
Installation	3.65	3.33
Support	3.57	3.20
Management Tools	3.50	3.14
Contact Center Experience	3.64	3.17
Value	3.60	3.29
Overall Satisfaction	3.66	3.28

Source: The Eastern Management Group, Inc.

Flowroute Customer Satisfaction Measures

Would You Recommend Flowroute to a Friend		
	Flowroute	Industry Average
Very Likely	74.1%	56.6%
Somewhat Likely	25.9%	35.2%
Not Likely	0.00%	8.2%

Source: The Eastern Management Group, Inc.

Appendix A **Research Methodology**

In 2017 Eastern Management Group conducted a global survey of IT managers. Participants reported on their company's current and future technology usage. They also reported on their experience with individual vendors solutions.

This report contains findings only from our 2017 survey. Data on each vendor represents input from the surveys.

Data presented in Customer Satisfaction Reports may not be representative of all customers of any individual vendor.

Appendix B **About The Eastern Management Group**

The Eastern Management Group is an American technology company. We are one of the top communications research and consulting businesses in the world. Since our founding in 1979, we have maintained a concentration on global markets and vertical industries. And because we know products, services, applications, markets, suppliers and customers, we are able to conduct research and consulting assignments that meet our clients' needs.

The Eastern Management Group investigates and advises clients on market behavior, and best practices. Our expertise, contacts, database, and analytical skills help thousands of clients manage effectively in an ever changing technology world.

With a database of market information built and managed over decades, the information we collect, retain, and have available to our analysts and clients, is unparalleled.

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