

Voice Service Operational Guide

Onboarding

Registering on Infiny

To begin using Epsilon's Voice Services, customers must first create an account on [Infiny](#). Epsilon's team will handle the necessary onboarding steps, including a credit check. Once these steps are completed, the customer account will be ready for use on Infiny.

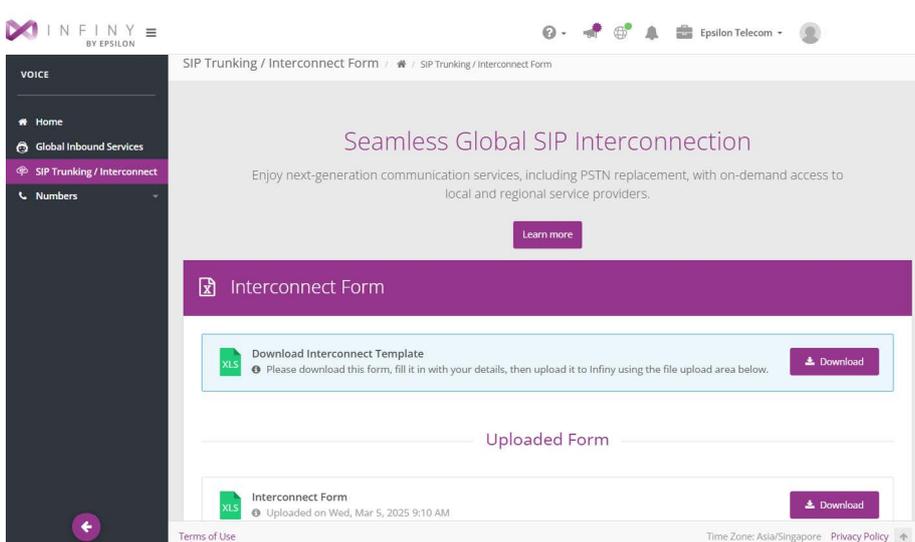
Following the setup, customers will also be required to complete a Due Diligence Questionnaire along with any supporting documentation.

Terms and Conditions & Non-Disclosure Agreement

- Customers must review and agree to Epsilon's Terms and Conditions, which are automatically accepted upon registration in Infiny.
- Before sharing any sensitive information, customers must complete the OneNDA agreement.

Setting up SIP Trunks

- Log into Infiny and navigate to the Voice section.
- Click on 'SIP Trunking/Interconnect'.
- Download the SIP Trunking form, fill in the required details, and upload the completed form.
- For any questions, contact voicesales@epsilontel.com.
- Once submitted, Epsilon will provide an order form via DocuSign for electronic signature.
- Pricing for the relevant services will be loaded into Infiny.
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Using Infiny

Customers can access video tutorials on using Infiny at: [YouTube Video Guide](#)

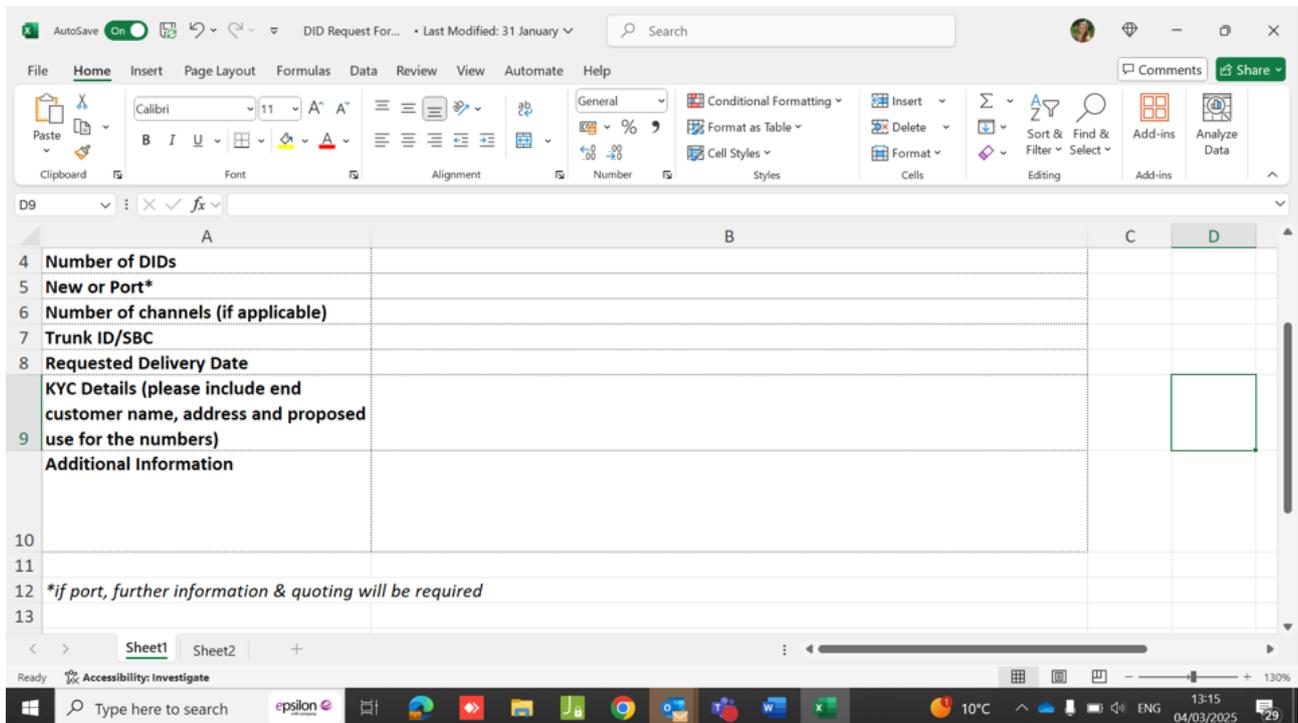
Key Actions in Infiny

- Adding users
- Adding customers (for resellers)
- Ordering numbers
- Requesting number porting

Alternative to Infiny

If customers prefer not to use Infiny, DID requests can also be submitted by completing the DID Request Form and sending it to voicesales@epsilontel.com

- Customers can submit multiple forms or multiple tabs within one spreadsheet if necessary.



Voice provisioning team business hours:

- UK: 08:00-18:00 GMT
- APAC: 15:00-18:00 SGT / 08:00-12:00 EST

In-service Support

For service-related issues or escalations, customers should refer to the **Customer Service Handbook**, which outlines the process for raising support tickets and escalation procedures.

Contact Us

General Enquiries

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Voice Enquiries

Porting : numbers.porting@epsilontel.com
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Customer Service Centre

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