

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.

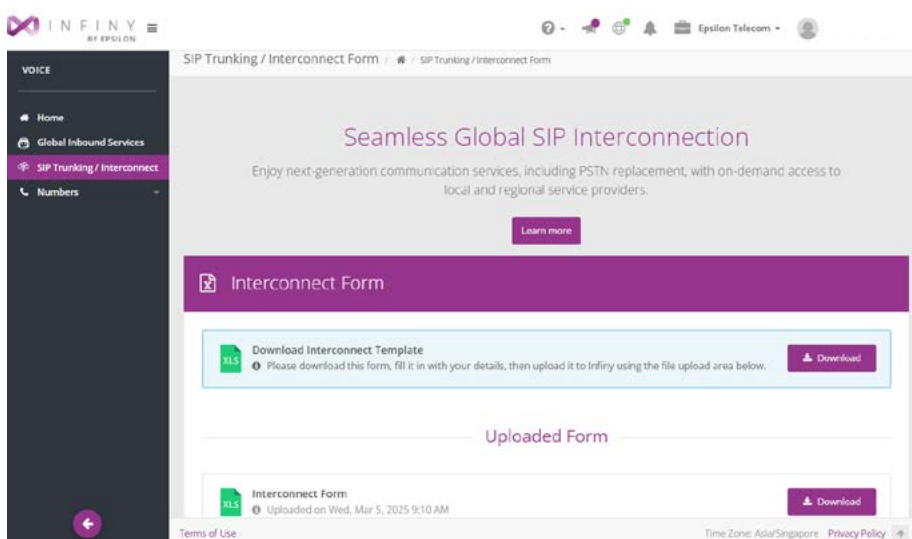
Following the setup, customers will also be required to complete a Due Diligence Questionnaire along with any supporting documentation.

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

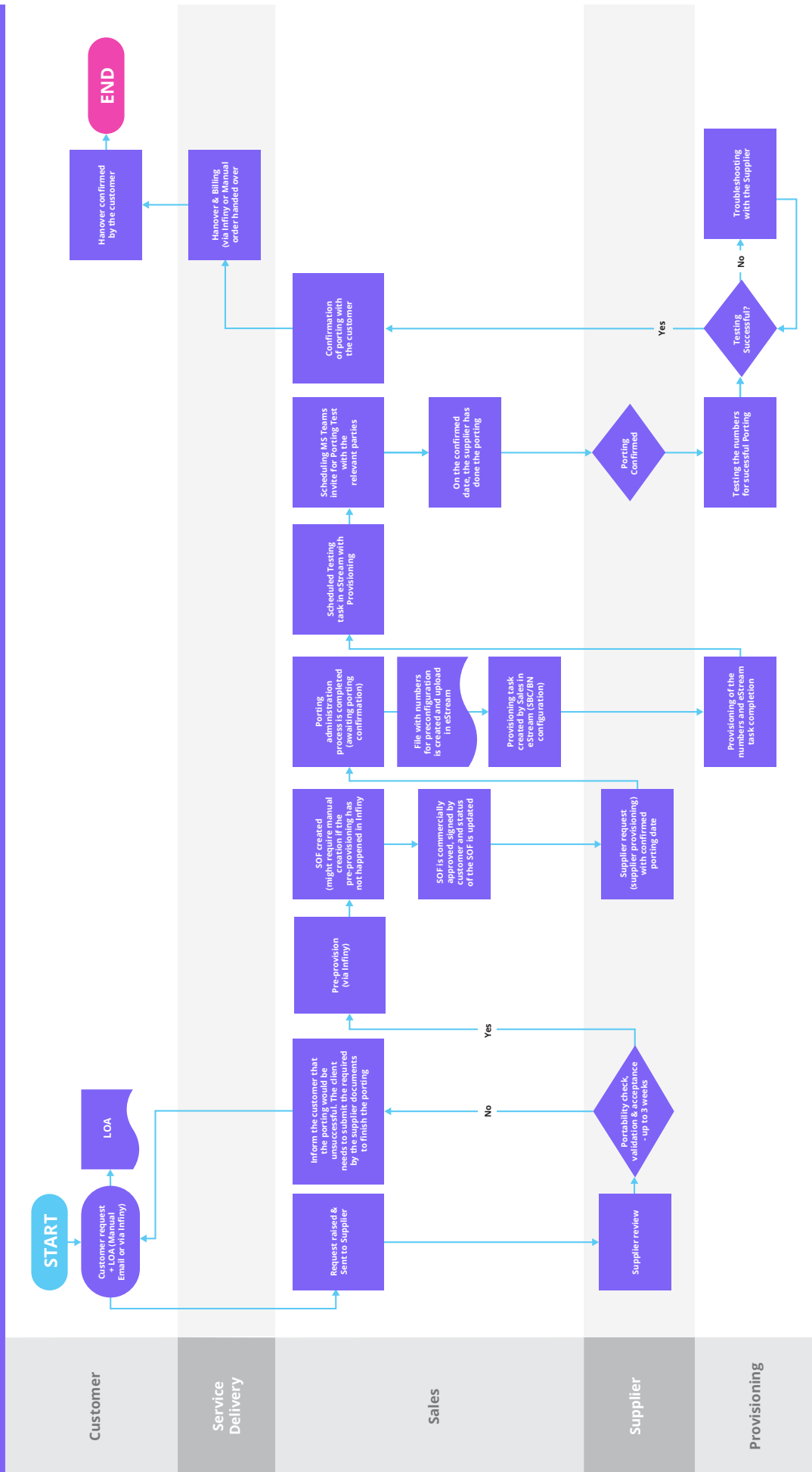
- Customers can submit multiple forms or multiple tabs within one spreadsheet if necessary.

The screenshot shows a Microsoft Excel spreadsheet titled "DID Request For..." with a search bar and a "Share" button. The ribbon includes tabs for File, Home, Insert, Page Layout, Formulas, Data, Review, View, Automate, and Help. The "Home" tab is active, showing options for Clipboard, Font, Alignment, Number, Styles, Cells, Editing, and Add-ins. The spreadsheet has columns A, B, C, and D, and rows 4 through 13. The data is as follows:

	A	B	C	D
4	Number of DIDs			
5	New or Port*			
6	Number of channels (if applicable)			
7	Trunk ID/SBC			
8	Requested Delivery Date			
9	KYC Details (please include end customer name, address and proposed use for the numbers)			
10	Additional Information			
11				
12				
13				

*if port, further information & quoting will be required

Number Porting Process



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

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