



8x8 SIP Trunking

Unified Voice Infrastructure for Southeast Asia and Beyond

Enterprises expanding across markets face a voice fragmentation problem that compounds with scale. Managing multiple SIP carriers means separate contracts, disconnected reporting, and market entry timelines measured in weeks rather than days.

8x8 SIP Trunking replaces fragmented carrier infrastructure with a single voice layer. Local DIDs, per-market caller ID, and centralised CDR reporting give enterprises the reach and visibility to scale voice without adding vendor complexity.

From Multi-Carrier Complexity to Centralised Voice Control

Customers who see a local number answer the call. Enterprises that consolidate voice on one platform eliminate the reconciliation overhead of managing multiple carrier invoices. DIDs are provisioned within days of KYC approval, not weeks of carrier negotiation.

8x8 SIP Trunking connects existing PBX, CCaaS, CRM, and IVR systems to a single global voice layer with local DIDs across SEA and Ireland. One connection delivers inbound and outbound voice, per-market caller ID, number masking, and centralised reporting.

Currently available in Indonesia, Ireland, Malaysia, the Philippines, Singapore, and Thailand.

Key benefits

- **Faster Market Entry:** Launch voice in new markets without carrier negotiations or contract delays.
- **Higher Pickup Rates:** Local caller ID means customers recognize the number and pick up.
- **Unified Billing Visibility:** Centralised CDRs eliminate reconciliation across multiple carrier invoices.
- **Lower Total Cost:** One vendor and one contract replace multiple carrier relationships.
- **Privacy by Design:** Number masking ensures neither party exposes a real phone number.
- **Certified Compliance:** SOC 2, ISO 27001, HIPAA, and PCI/DSS certified at the platform level.
- **Encrypted by Default:** TLS/SRTP encryption is available across all trunks for voice traffic in transit.

Built for the Way Enterprises Actually Operate

Local DIDs – Inbound and outbound numbers across SEA markets and Ireland.

Per-Market Caller ID – Configurable outbound CLI so customers always see a local number.

Number Masking – Virtual numbers protect privacy without exposing real phone numbers.

Single SIP Connection – One trunk connects PBX, CCaaS, CRM, and IVR globally.

Centralised CDR Reporting – Unified call data, usage, and billing in one reporting view.

Flexible Inbound Routing – Configurable call flows with time-based routing, geographic routing, DTMF support, and automatic failover logic.

API-First Architecture – Programmable voice via REST APIs. CDR webhooks and Voice Reporting API for real-time and historical analytics.

Where SIP Trunking Delivers Immediate Impact

Financial Services

High-volume contact centres with local DIDs, TLS/SRTP encryption, and full CDR audit trails for regulatory compliance.

Ecommerce and Logistics

Outbound delivery calls and COD confirmation IVR with local CLI and scalable per-minute routing.

Healthcare and Teleconsult

Patient callbacks and inbound routing with local presence, number masking for privacy, and encrypted voice transport.

Travel and Online Booking

Voice connectivity for outbound IVR systems with per-market caller ID and configurable call routing.