



Traditional Connection

Primary Rate Interface (PRI) has been widely used for the past 40 years to support the voice communications. PRI technology is now considered to be old school as the service has been widely used since the 1980s. If your office is still using a PRI, this is the high time to change to MLS. TM has started to phase out its copper-based services to a modern fibre connectivity to carry voice over digital network. The benefits of migrating from PRI technology to MLS are many fold; not only will you future proof your business communications but you will also see cost savings and efficiency gains.

Challenges of Using a PRI

- PRI is a single physical connection
- PRI is unable to support redundancy and has to incur additional costs to support these features
- Obsolete Integrated Services Digital Network (ISDN) PRI technology and high customer maintenance cost

Relevant Industries for MLS

- Government
- Banking, Finance Service and Insurance
- Manufacturing
- Education
- Healthcare
- Logistic
- Enterprise

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SOLUTION BRIEF

TM One Multi-Line SIP

Harness the desired number of dedicated voice calls

The **TM One Multi-Line SIP (MLS)** is a complete voice service solution that empowers business continuity by using the Session Initiation Protocol (SIP). It offers an impressive suits business criticality Service Level Guarantee (SLG) of 99.9% and backup SLG of 99.5%. The channels are capable of delivering up to 128kbps as compared with just 64kbps per channel on the PRI system which makes it much more efficient for high traffic situations where availability matters most.

TM One MLS is a revolutionary new way for businesses to stay connected with customers. TM One MLS uses a single trunk and works by receiving and delivering multiple phone calls over the digital network using fibre connectivity, which is connected through the Internet Protocol Private Branch Exchange (IP PBX) device that you already have in place.

Furthermore, TM One MLS can be located anywhere depending on the location of your IP PBX whether on-premise (your office) or on the cloud (TM One Data Centre) that resides in Malaysia. You can also migrate your PRI to TM One MLS and connect to your IP PBX system that is located in the TM Data Centres.

Why Should You Migrate Your ISDN PRI to TM One MLS

| MLS | VS | ISDN PRI |
|--|-----------------------|--|
| Flexible cost to scale the system and add features | Cost | Expensive to implement and upgrade and requires costly monthly phone service |
| Less hardware maintenance cost. * Require certified IPPBX system | Setup | High maintenance cost and expensive when adding additional PRI line gateway hardware |
| Next generation fibre connectivity | Infrastructure | Traditional copper |
| Various packages : 4 channels - 512 channels (1 channel = 128kbps) | Upscaling | 1 package : 30 channels (1 channel = 64kbps) |
| Uses latest SIP protocol | Technology | Uses old time-division multiplexing (TDM) protocol |
| Nationwide redundancy network backup | Features | On-premise network backup |

TM One MLS Benefits



Guaranteed Voice Quality

Better call quality because each MLS is delivered by a dedicated SIP of 128kbps/channel



No Hidden Charges

Free accessibility depending on the infra readiness



Flexibility and Scalability

Add as many phones as your business grow



Technology Update

Support all existing PRI features

TM One MLS Features



- Powerful voice services capable to handle multiple voice calls



- Dedicated voice only service



- Practical SLG with or without backup to suit business criticality and each channel equals 128kbps



- Accessibility via a single SIP



- Serves via private dynamic IP or fixed/static IP



- Leverage the fibre infrastructure that is connected to the customer's IP PBX

If your business experiences high call volumes, especially during peak hours, you will want to take advantage of the TM One MLS technology. This enhancement to PRI service ensures that you can handle multiple voice calls effectively and efficiently, without breaking the bank. Sign up now and enjoy all the benefits that come with having a dependable and scalable voice solution.

To learn more about TM One MLS, please contact your TM One representative or TM One business partner, or visit our website: <https://www.tmone.com.my/solutions/connectivity-services/>

About TM One

TM One, the business-to-business arm of Telekom Malaysia Berhad (TM), empowers enterprises and the public sector to challenge the status quo and creatively disrupt various industries with the latest digital technologies and solutions across cloud, connectivity, cybersecurity, and smart services.

For further information on TM One, visit www.tmone.com.my

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Criteria When Upgrading to TM One MLS

- **Telephone Server or PBX**
TM One MLS works on a secured private IP network SIP. Thus, customer has to ensure that their IP PBX device must be able to support SIP terminations and is certified by TM One.
- **Office Telephone Number**
Customer can maintain their PRI number. Pilot and Direct Inward Dialling (DID) numbers are also intact.
- **Call Volume or Channels**
Flexible voice channel as low as 4 channels and up to 512 channels.
- **Value-added Features**
TM One MLS provides most of the features in the existing PRI such as Calling Line Identification Presentation (CLIP), Calling Line Identification Restriction (CLIR), Call Forwarding, Call Waiting, Call Transfer and many more.

Case Study - Largest Enterprise Business

A large enterprise customer is looking for a new way to improve communication among their staff and headquarters. They have multiple ISDN PRI lines, but they only allow 30 channels for incoming and outgoing calls at the same time. This is causing problems because they need more channels for all the people trying to call in or out. They also want to get rid of their multiple PABX systems, but they don't want to lose their current PRI numbers.

TM One MLS helps the company to move from their old ISDN PRI lines to fibre connectivity, with little downtime. This allows the company to keep their PRI number and only have to pay for a single billing account. They can now handle large call volumes cost-effectively on a secure private IP network. Workers in the office can also make calls using enriched features of IP PBX such as softphones and client desktops. TM One MLS can also be integrated with the company's Microsoft Teams/ Zoom/ Webex.

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