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Introduction

The 2019 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

More than 3,000 IT managers provided the Eastern Management Group with completed surveys for the report. They reported on their experience as customers of 29 SIP trunking companies evaluated (see table next page). All SIP trunk providers were quantitatively rated on 6 Customer Satisfaction Measurements (see table next page).

Introduction Continued

SIP Trunk Providers Evaluated

8x8	CenturyLink	Flowroute	Orange	Telstra	Vodafone
AT&T	Cisco	Fusion	RingCentral	TPx	Vonage
Bandwidth	Comcast	Level 3	Sangoma	T-Systems	Voyant
BroadSoft	Digium	MegaPath	Tata	Twilio	Windstream
BT	Electric Lightwave	Nextiva	Telefonica	Verizon	

SIP Customer Satisfaction Measurements

Technology and Product

Purchase Experience

Support

Management Tools

Total Overall Satisfaction

Recommend to a Friend

Top 10 LeadersSM SIP Trunking Customer Satisfaction

Leaders in Customer Satisfaction	4 POINT SCALE
Sangoma	3.570
Twilio	3.570
Flowroute	3.553
MegaPath	3.458
Voyant	3.448
Fusion	3.393
Digium	3.303
Nextiva	3.200
Comcast	3.163
Cisco	3.158

Source: The Eastern Management Group, Inc.

Sangoma

Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements	4 POINT SCALE
Technology and Product	3.59
Purchase Experience	3.64
Support	3.55
Management Tools	3.50
Total Overall Satisfaction	3.57

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements	4 STAR SCALE
Technology and Product	★★★★
Purchase Experience	★★★★
Support	★★★★
Management Tools	★★★★
Total Overall Satisfaction	★★★★

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Customer Satisfaction Measurements 4 Point Scale		
	Sangoma	Industry Average
Technology and Product	3.59	3.25
Purchase Experience	3.64	3.16
Support	3.55	3.05
Management Tools	3.50	3.03
Total Overall Satisfaction	3.57	3.12

Source: The Eastern Management Group, Inc.

Sangoma Customer Satisfaction Measures

Would You Recommend Sangoma to a Friend		
	Sangoma	Industry Average
Very Likely	86%	44.3%
Somewhat Likely	14%	44.7%
Not Likely	0%	11.0%

Source: The Eastern Management Group, Inc.

Appendix A **Research Methodology**

In 2019 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.

Customer Satisfaction Measurements	
Product	Technology and Product
	Management Tools
Vendor Experience	Purchase Experience
	Support
Customer Delight	Total Overall Satisfaction
	Recommend to a Friend

This report contains findings from our 2019 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 can 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.

Appendix C **Contact**

We would like to hear from you.

You can learn more about The Eastern Management Group on our web site.

www.easternmanagement.com

You can also contact our CEO directly.

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