

Voiso Receives IMDA License to Deliver Licensed IP Telephony Services in Singapore

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Voiso, a global provider of AI-powered contact center solutions, has been officially granted a Services-Based Operations (Individual) Licence by Singapore?s Info-communications Media Development Authority (IMDA). This regulatory milestone enables Voiso to offer licensed postpaid and prepaid IP telephony services in Singapore using Series ?3? numbers, enhancing its ability to serve enterprise clients with compliant, high-quality communications infrastructure across the Asia-Pacific region.

The license was issued under Section 5 of the Telecommunications Act and is valid for five years, renewable in subsequent five-year terms. It authorizes Voiso Pte. Ltd. to establish, maintain, and operate telecommunications systems for the provision of IP-based voice services, as well as issue prepaid cards and collect deposits for services rendered within Singapore.

The Infocomm Media Development Authority (IMDA) serves as Singapore's national regulatory body for the information, communications, and media sectors. Its robust licensing framework is meticulously designed to

guarantee that telecommunications operators adhere to rigorous standards concerning compliance, security, and operational reliability. By successfully securing this license, Voiso unequivocally demonstrates its comprehensive preparedness and capability to provide steadfast support to businesses that operate within highly regulated and demanding, high-performance environments. This licensing underscores Voiso's commitment to delivering secure, reliable, and compliant IP telephony services in Singapore, meeting the stringent requirements set by the IMDA.

?This license represents more than regulatory approval. It is a signal of trust and readiness,? said Gregor Poto?ar, Chief Revenue Officer at Voiso. ?With licensed status in Singapore, we are reinforcing our commitment to local credibility, service reliability, and long-term investment in the Asia-Pacific region.?

IP telephony has become critical for enterprises seeking to modernize communication infrastructure, reduce costs, and maintain flexibility across global operations. Voiso?s license enables Singapore-based businesses to deploy Series ?3? numbers for voice calling, allowing them to establish a local market presence while managing communications globally.

This capability is especially relevant to financial services, e-commerce, customer support, and technology firms that must balance speed, compliance, and customer trust. Licensed IP telephony gives these organizations a foundation to scale communication securely and transparently in one of Asia?s most tightly regulated markets.

For customers, the IMDA licensing framework brings several benefits. These include guaranteed service quality, clearly published charges and terms, robust cybersecurity obligations, and legal safeguards that ensure data protection and competitive fairness. Enterprises working with Voiso in Singapore can rely on these protections as part of a secure and compliant telecommunications solution.

Singapore continues to serve as a strategic gateway for businesses expanding across Asia-Pacific. As one of the region?s leading financial and technology centers, it offers infrastructure, stability, and regulatory clarity. With the new license in place, Voiso strengthens its position as a communications partner for enterprises seeking to grow across APAC.

The company's strategic vision extends beyond its current achievements, focusing on robust future growth within the Singaporean market. This involves a multi-pronged approach: significantly expanding localized support to ensure prompt and culturally resonant service delivery, deepening regional integrations to foster seamless operational capabilities across Southeast Asia, and offering highly tailored solutions. These tailored solutions will be meticulously developed to meet the evolving and increasingly complex needs of enterprise clients, encompassing various industries and business sizes. The ultimate goal is to solidify Voiso's position as a leading provider of IP telephony services, recognized for its exceptional client focus and adaptable

technological offerings.

About Voiso

Voiso is an AI-powered contact center platform that helps global businesses deliver seamless, human-first customer experiences at scale. With tools including predictive dialing, AI speech analytics, omnichannel engagement, and real-time dashboards, Voiso enables sales and support teams to simplify operations and build stronger customer relationships. The platform is trusted by companies across fintech, e-commerce, travel, BPO, and technology to bring operational clarity and global reach to every interaction.

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Voiso Inc

We started small by building a simple, reliable calling tool. Over time Voiso has become a modern end-to-end cloud contact center software.

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