

CallTower BYOC

Elevate your communication strategy by combining **the power of global voice** with essential business integrations, now enhanced with **BYOC** (Bring Your Own Carrier) capabilities.

Unleash a cutting-edge, enterprise-grade unified communications and collaboration solution that empowers companies to keep their teams connected, productive, and satisfied.

With seamless information flow across teams, time zones, and projects, this solution offers team members the ultimate flexibility to stay connected from anywhere. Experience a transformative approach to communication that ensures your workforce remains efficient and engaged, no matter where they are. Embrace the future of connectivity and watch your business thrive with unparalleled integration and carrier flexibility.

Established

Providing communication solutions since 2002 and significantly expanded capability in 2014 to deliver multiple best-of-breed solutions.

Proven

75+ Countries, 15 Data Centers, managing over 1M+ users globally.

Proprietary Delivery Platform

Internally developed, fully proprietary technology to quote, deploy, integrate, and manage over 25 best-of-breed solutions and features.

Coverage, Implementation Support

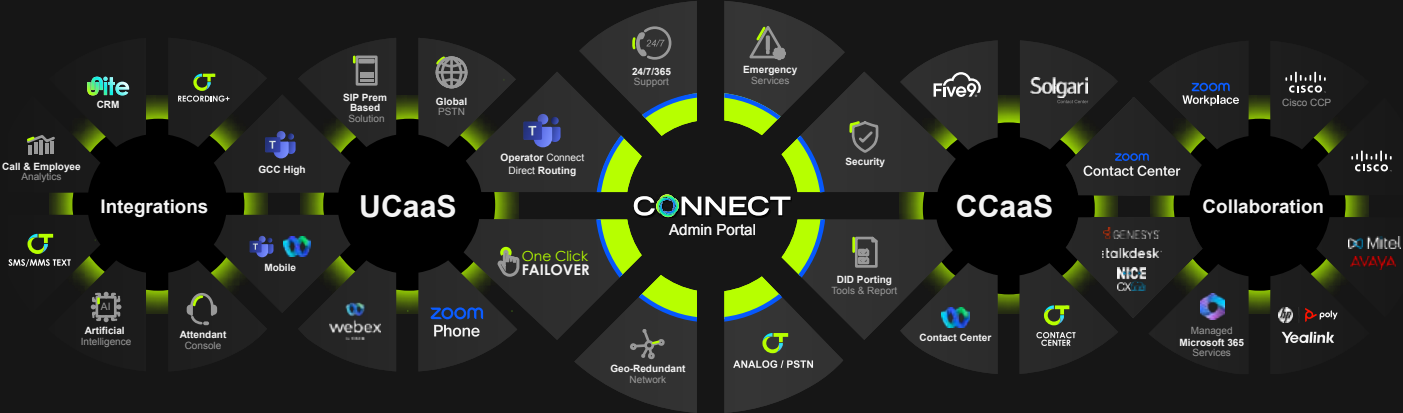
Coverage in over 75+ countries, multiple data centers in North America, Asia and Europe. Premiere implementation with dedicated Project Manager and 24/7/365 support.

Best-of-Breed

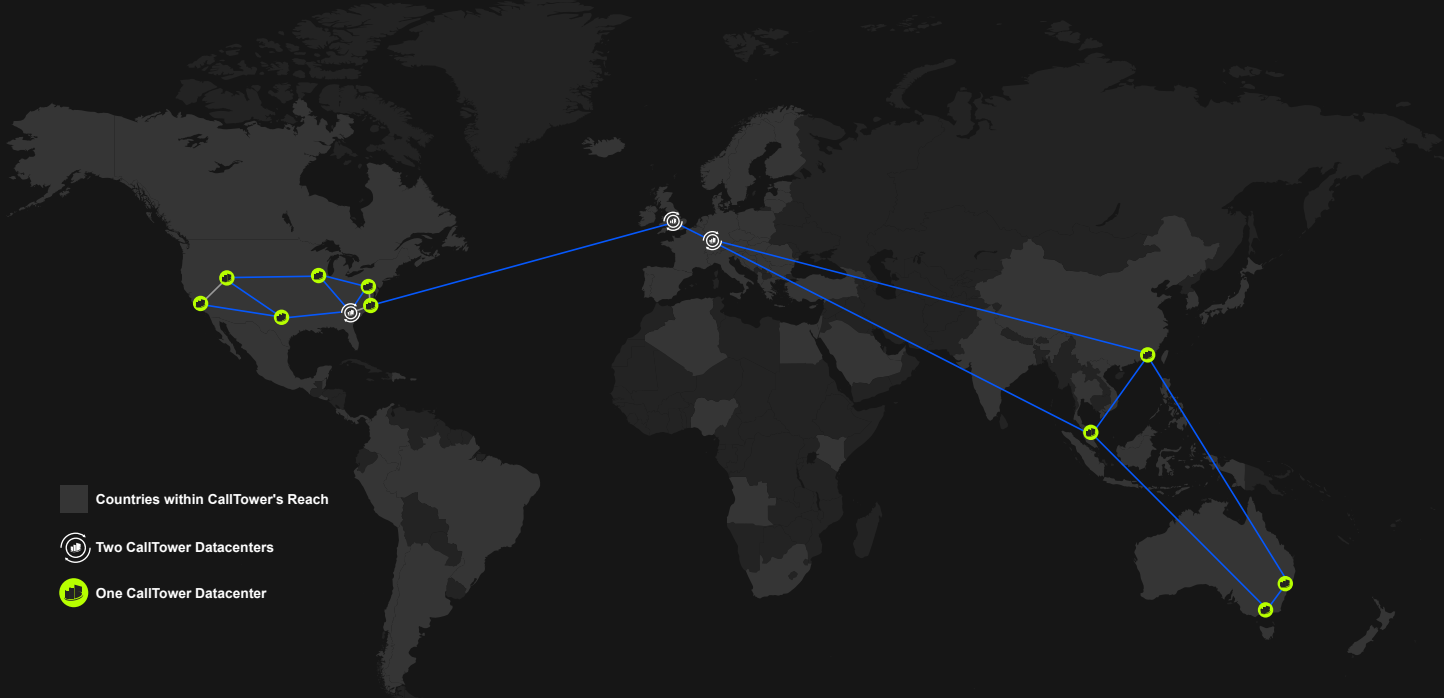
End-to-end Cisco and Webex by Cisco, Microsoft Operator Connect, Zoom, and Cloud Contact Center platforms with a proprietary single pane of glass admin portal.

Purpose-Built Cloud Collaboration

Cloud collaboration, UC and Contact Center tools have quickly enabled the new remote and distributed worker environment. However, these powerful “internal” communications tools often have limited access to the “outside” PSTN and call routing integration that enable a complete, cost effective enterprise telephony solution.



Global Enterprise Voice



What's in it for you?

The "Last Port"
Customer need to
undertake

A simpler method of
deploying voice services



24/7/365 support for
your Partners &
Customers

Account & Service
Review's Deal Breaker
Pricing (DBP) Disruptive
Campaigns

**Increase your wallet
share MRR, ARR,
TCV & Margin**

Sales
Enablement &
Pre Sale-Support
(sales)

Multi-Currency Price
Book (wholesale)
Call Path / Call Plan

Partner SPIFFS
POC's Accelerators
for Sales

Reduce Complexity
(voice infrastructure)

Cloud Voice Hub, the evolution of CallTower's award-winning global SIP trunking service, is purpose-built to solve these challenges. Available in over 75 countries, Cloud Voice Hub provides certified, secure cloud SIP PSTN connectivity to all major cloud collaboration, unified communications and contact center services including Cisco (Webex Calling and UCM Cloud), Microsoft Teams (Direct Routing), Genesys, Avaya, Zoom and NICE InContact.

Why customers choose CallTower

Failover

Re-route phone number when goes down.

Reports and Analytics

CallTower can drill down into analytics to troubleshoot, how users connecting, use a WIFI signal, check latency packet loss and jitter

Porting

- Porting of numbers / Configuration of call flow / Equipment Installation
- Training up to Customer
- CallTower assigns Onboarding Specialist to assist with these items

Additional Features

- Call recording, paging, SMS, eFax, Call Monitoring, etc.
- Call Center options

Call Plans

CallTower offers competitive call plans for individual users or call paths for larger organizations. And Call Center Calling Plans.

Reliability

99.999% with CallTower

Lower Costs

- CallTower offers better rates with
- Unlimited / Metered / Call path Model options + Int'l Calling

Support

- Delivering 15 min response time
- 24/7/365 Live Customer Care via 800#, Chat, Email
- Dedicated Account Manager with Carrier

DID Inventory and Management

Customer Onboarding Journey

Initiation and Planning

Agreement signed
by client

Assigned Dedicated
Project Manager

Intro letter from dedicated
Project Manager to client
and VAR Team

Initiation and Planning

Detailed project plan
outlining key
dependencies and
status of all orders.

Customer status calls to
review account set-up,
authorization documents,
emergency service
options, and timelines.

Seamless porting
transitions including
scheduled cut-over dates

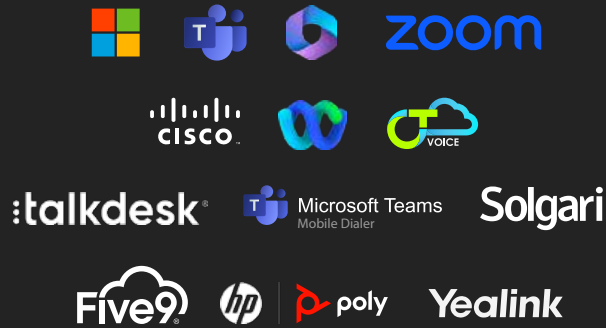
Activation and Project Close

Testing of all services
with NOC. Training
where applicable.

Customer Live,
Welcome Letter

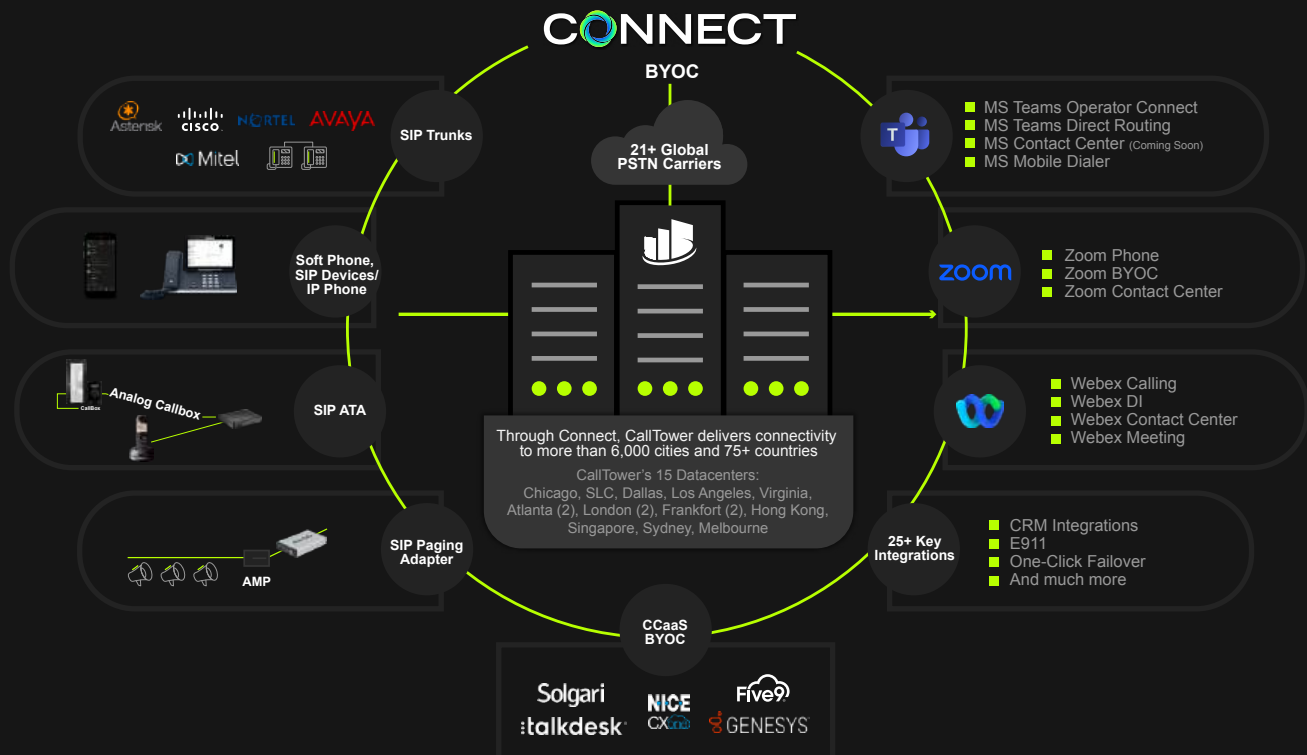
Billing initiated,
Invoice review

Customer Onboarding Journey



- Add PSTN to any license sale for increased ARPU.
- Helping CCaaS vendors have a UCaaS offer to market
 - Global coverage, European Bundles, Simple pricing.
- “White Glove Service” Dedicated Implementation Project Manager.
 - The Single pain of glass **CONNECT** Platform.

CallTower Services | High Level With CallTower

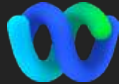




Platinum Partner 2024
Zoom Contact Center Certified 2024
Zoom Phone Certified since 2023
Zoom Peering Certified since 2022



Certified SPLA Partner since 2008
Cloud Service Provider since 2014
Teams Direct Routing since 2018
GCCH Teams Direct Routing since 2019
Operator Connect Launch since 2021
Solutions Partner for Modern Work 2022
ECIF since 2023
Solgari Contact Center for MS Teams since 2023
Fasttrack 2024
Top 100 CSP Growth Partners 5-Years Running
Scale-Managed Partner



Partners since 2002
Cisco Premier Partner since 2008
Collab specialization for HCS since 2019
Cloud Connected Calling Partner since 2021
Cisco UCM Cloud – Cloud Connected PSTN 2021
Certified Advance Collaboration Architecture Specialized Partner
First to deploy UCM in a private cloud
Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP
Cisco Webex Calling (SP)
Cisco Webex Contact Center (SP)
Americas, EMEA and APAC
Cisco UCM Cloud – Cloud Connected PSTN 2021
Cisco SIP Trunking for legacy systems



Acquired by Microsoft



Metaswitch
Hosted PBX UC
SIP-Trunking
Class5 Telco Switching
Geo Redundant & Carrier Grade
Key integrations

Let's Connect