

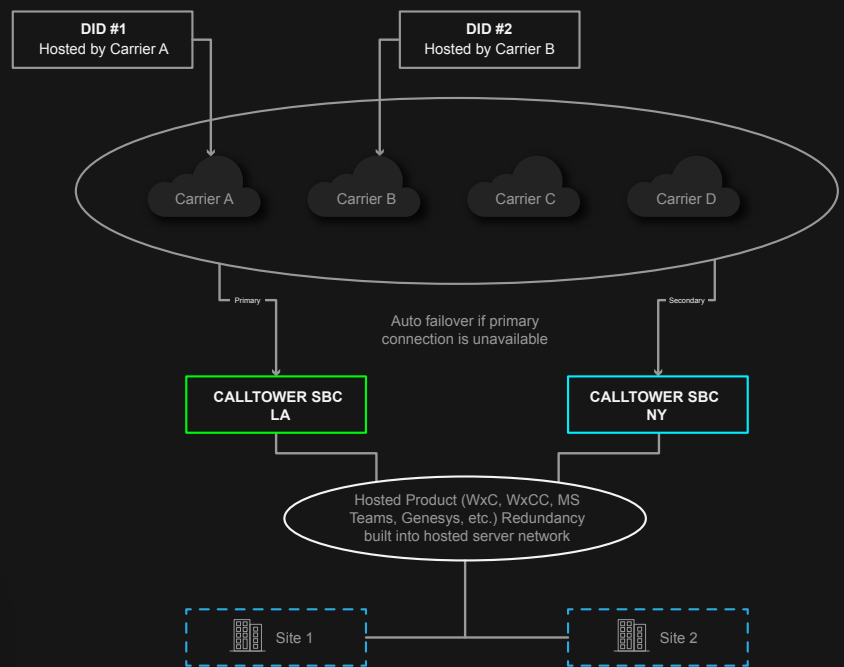
# CALLTOWER REDUNDANT VOICE SERVICES

## WHY CALLTOWER FOR VOICE RESILIENCY?

CallTower built our reputation on purpose-built voice solutions and extensive experience in enterprise implementations with clients across the globe. With these reliable services, CallTower’s reputation now dominates the industry for enterprise grade voice. Proven qualification standards and certifications across platforms including Microsoft, Cisco Webex, Genesys, and Zoom, exemplify how CallTower can enable any enterprise calling platform, globally.

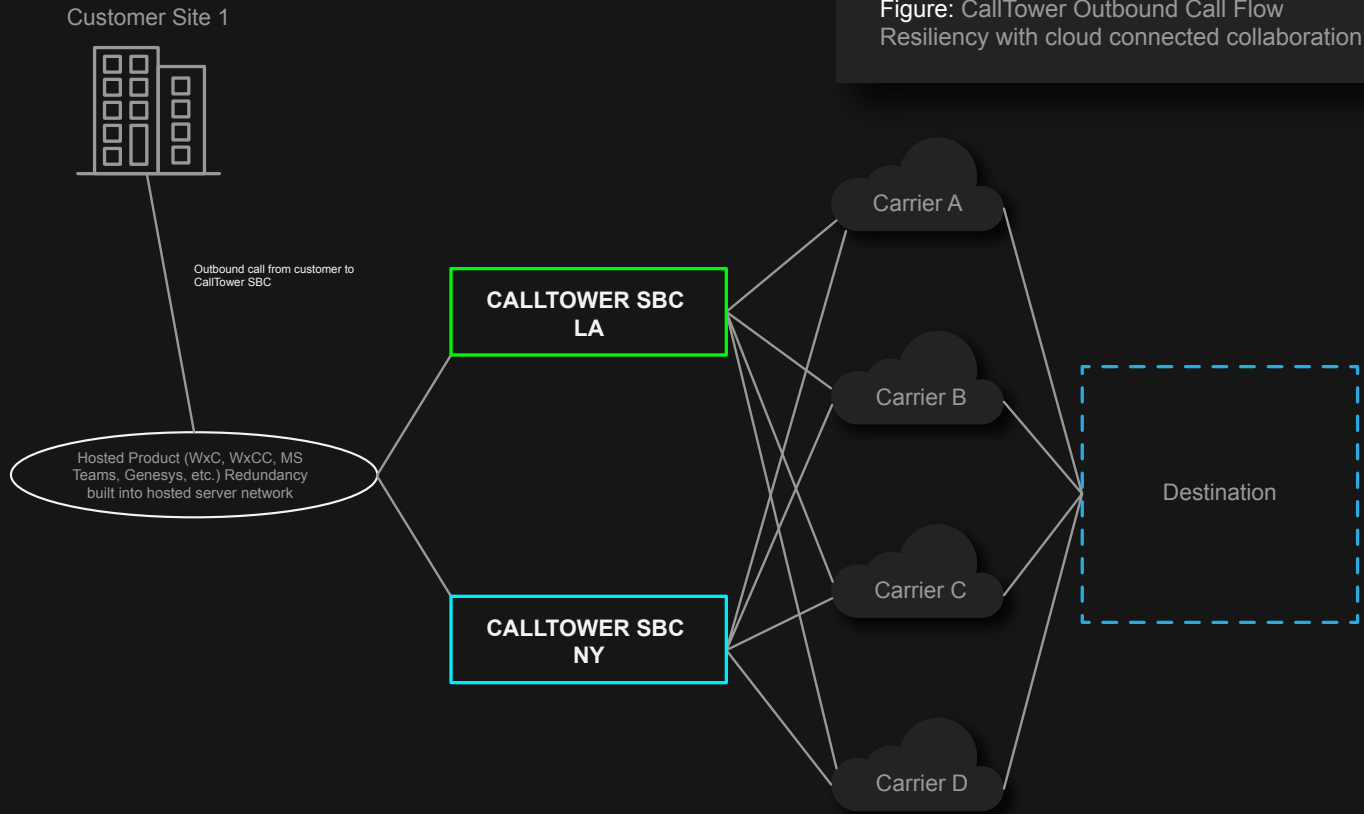
Additionally, CallTower’s bi-directional resiliency and disaster recovery options are more important than ever. In today’s world of security breaches and DDoS attacks, fancy logos are not enough. As a voice aggregator, CallTower brings flexibility and options for business continuity not found with independent large carriers. Our 3-tier, fully meshed, global architecture adds peace of mind that your business can continue functioning if disaster strikes.

CallTower leverages a multitude of carriers across the globe to route traffic based on quality of service. This flexibility allows companies to allocate numbers to multiple carriers via one solution. If one carrier fails, your business remains functional as DIDs are pre-allocated across diverse services.



**Figure:** Inbound Call Flow Resiliency with cloud connected collaboration

**Figure:** CallTower Outbound Call Flow Resiliency with cloud connected collaboration



At the next tier, CallTower requires each carrier partner to connect to multiple CallTower regional data centers. Carriers auto-fail over to the next session border controller if a connection is unavailable. If a carrier is functioning, calls will find a CallTower data center to receive the traffic. Additionally, some clients set-up a fail-over number with a mobile carrier for an extra layer of redundancy on critical business lines.

If your collaboration platform allows for cloud connected voice, CallTower peers and fails over with each vendor's data centers, globally. For example, if CallTower's direct connection to MS Teams is unavailable in London, calls are automatically directed to the next global connection point in Frankfurt. This vendor meshed architecture across 3 global regions allows for low latency calling with multiple paths of redundancy. With network attacks on the rise, it takes more than an integrated licensing plan or fancy logo to deliver the voice resiliency enterprises require.

Join us and allow CallTower to deliver the redundant architecture and flexibility your business teams demand.

**LET'S CONNECT**