



# CALLTOWER'S PORTFOLIO



**STAY CONNECTED.**  
STAY AHEAD.

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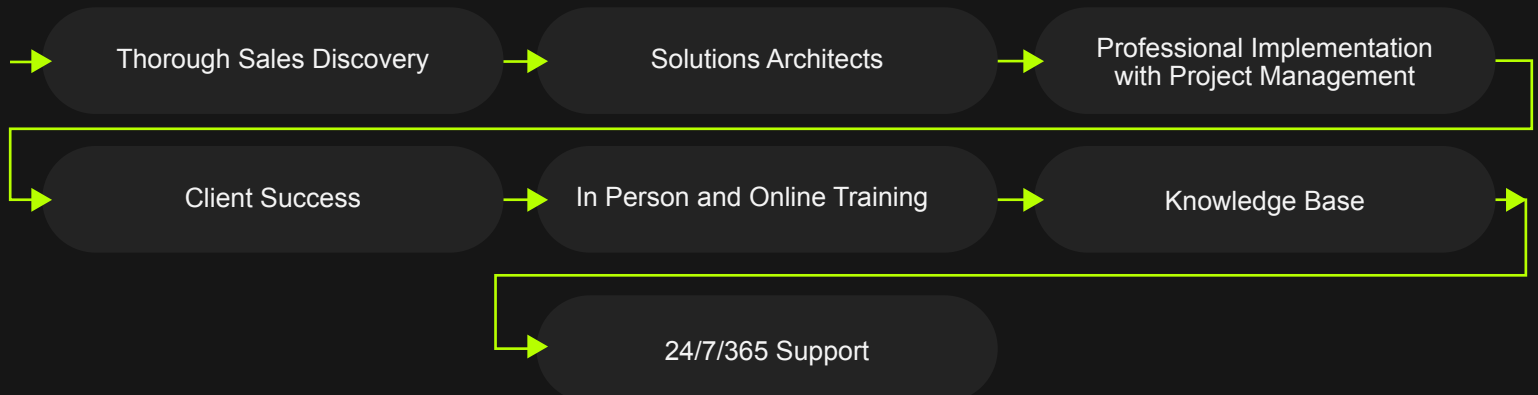
CallTower is in a **UNIQUE** position in the marketplace  
delivering industry-leading



Empowered by **25+** Key Business Integrations

Providing an environment where these solutions can work together – enabling customers with a choice (down to the user level) and keeping the internal calls between these platforms on-net enabling additional cost savings.

**These solutions are all provisioned through CallTower Connect, our proprietary provisioning portal.**



## ONLINE PROVISIONING IN

UCaaS Solutions

+

CCaaS Solutions

+

Collaboration

+

Integrations

 **webex**  
by CISCO

 Microsoft Teams

 **zoom**  **VOICE/SIP**

 **Five9**

 **Solgari**  
Contact Center

 **CONTACT  
CENTER**

 **Contact Center**

 **MEETING**  
POWERED BY ZOOM

 **webex**  
by CISCO



Microsoft 365

 **SD-WAN**

**PSTN Connectivity**

 **singlewire**  
software

 **GENESYS**

 **Atmos**  **NICE  
CXone**



**calltower**

The support and patronage of our customers inspires us to exceed expectations. CallTower exists to enable people to easily connect to transact business communications. Since its inception in 2002, CallTower has become a leading provider of cloud-based, enterprise-class Unified Communications and Contact Center solutions for growing organizations worldwide.

CallTower provides, integrates and supports industry-leading solutions, including Operator Connect Microsoft® Teams, Teams Direct Routing, GCC High Teams Direct Routing, Office 365, Cisco® Webex Calling, Cisco® CCPP, Zoom (BYOC), Zoom Phone, CT Cloud UCaaS and four contact center options, including Five9 for business customers.

Our unmatched implementation and support teams have deployed and supported thousands of users, enabling solutions around the corner and across the globe. All projects receive a designated product manager who secures a seamless implementation and training success plan.

CallTower has expanded its reach to over

**70+ Countries.**

A thick yellow line that starts as a vertical line on the left, curves smoothly into a quarter-circle arc at the top right, and then continues as a vertical line on the right, enclosing the text.

# GLOBAL VOICE



# Connecting the world

Stay **Connected.** Stay **Ahead.**

Combine the power of global voice with key business integrations and unleash a modern, enterprise-grade unified communications and collaboration solution that empowers companies to enable their people to stay connected, productive and happy.

**By keeping information flowing across teams, time zones and projects, and giving team members the flexibility to be connected from anywhere.**



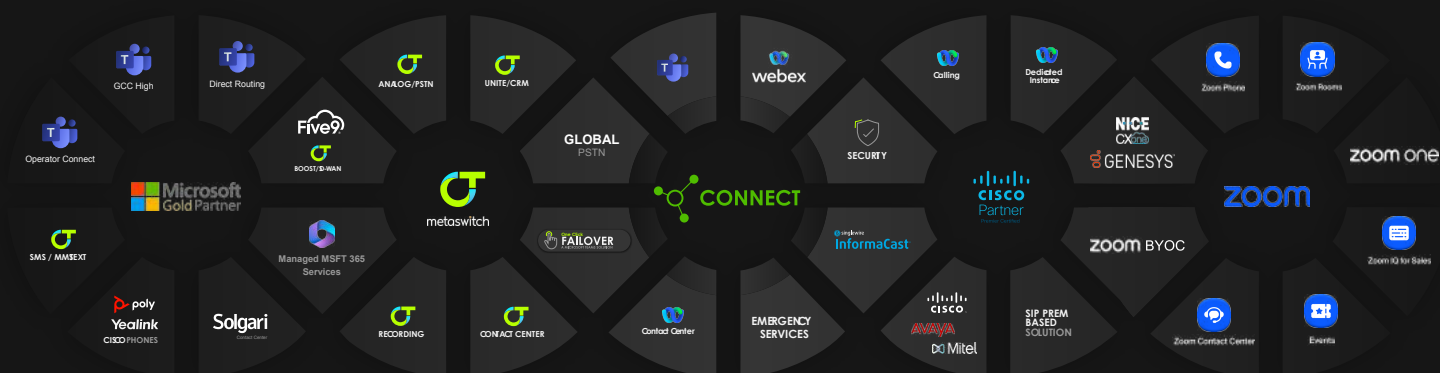
# Delivering Global Enterprise Collaboration, UCaaS and CCaaS Solutions

Combine the power of global voice enablement with key business integrations and unleash the full power of a modern, enterprise-grade unified communications and collaboration solution

Call, chat, or video with anyone, anywhere, inside or outside your organization, from a single, dedicated geographic number, empowered by 11 geo-redundant data centers



**70+ Countries**  
**6000 Cities**



Globally collaborate to anyone inside or outside your organization from a single, dedicated geographic number.

Collaborate with ease, managing your business communications from a single, integrated platform regardless of your disparate locations.

# Why CallTower? | Stay Connected. Stay Ahead.



CallTower ensures that businesses reach their full communication potential and stay competitive, with the most advanced capabilities in today's changing market climate. With easy-to-use business communication technology tools that support mobility, messaging, conferencing and presence management. We enhance strategic and business operational capabilities by integrating only the best unified communications suite of products. All CallTower solutions are easily provisioned in the online portal, Connect.

## Top 4 Reasons Businesses Choose CallTower

1

International Hybrid MSFT Teams, Webex and Zoom environments with key integrations, including contact center

2

White-glove implementation ensuring a gradual shift in solutions enabling adoption

3

Scalable / Flexible / Customizable

4

CallTower Connect - provisioning portal with 25+ APIs



When reviewing a vendor to support your on premise PBX client, there is no better choice than CallTower. It is not simply the ease of installation and the Five9 reliability, it is all about the ongoing support. Recently had an issue with a customer's on Premise PBX.

CallTower was able to help diagnose the problem. It was not an issue with CallTower. They were able to provide insight about an on premise device that was handing out IP addresses. Their support separates them from the rest.

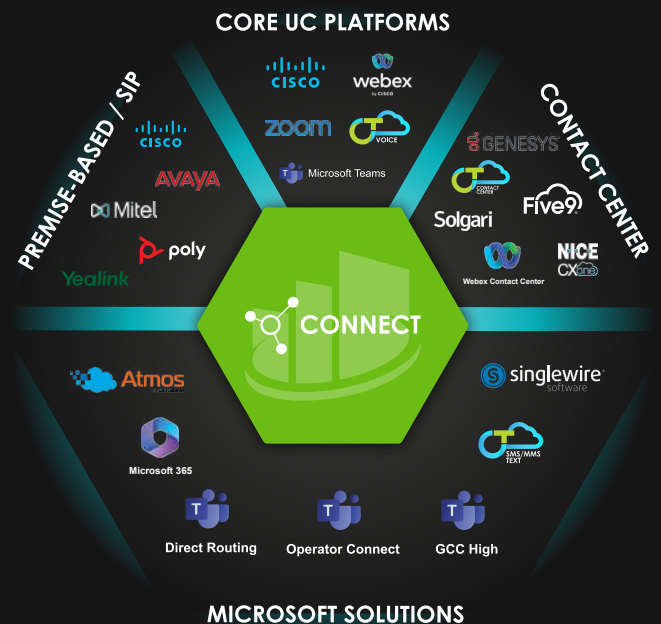
*Dennis S. - Trusted Advisor*



# Global PSTN

## 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.



Cloud Voice Hub, the evolution of CallTower’s award-winning global SIP trunking service, is purpose-built to solve these challenges. Available in over 70+ 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.

## Enterprise Benefits:

Consolidate local PSTN in the Americas, EMEA and APAC

Single source, certified provider and PSTN management

Multi-platform on-net coordinated calling

CallTower Cloud SBCs eliminate need for customer SBCs

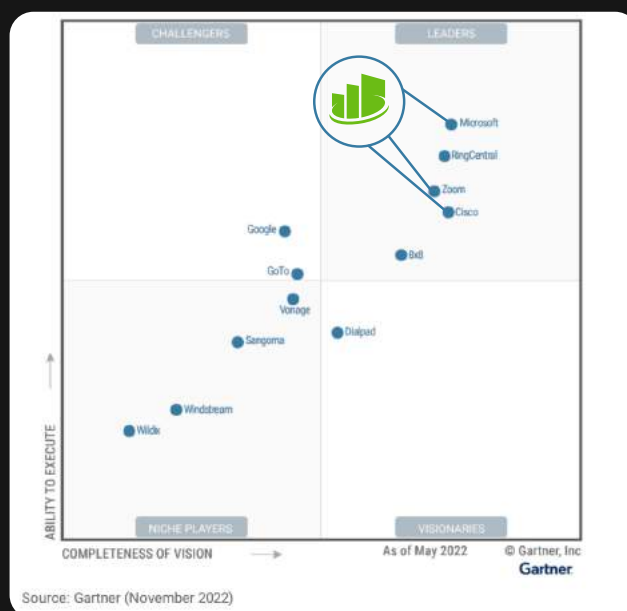
Zero-Outage, Globally Redundant Enterprise Service

# Gartner Magic Quadrant

Released November 2022

CallTower is a **One-Stop-Shop** for Industry-Leading Global Enterprise Voice, UCaaS and Collaboration Solutions enabling the Digital Workplace. End-to-end native Microsoft, Cisco, Zoom, and CT Cloud with KEY business integrations like Cloud Contact Center → easily provisioned in a single pane of glass proprietary admin portal.

## UCaaS Quadrant



## THE FROST RADAR™: North American UCaaS Market

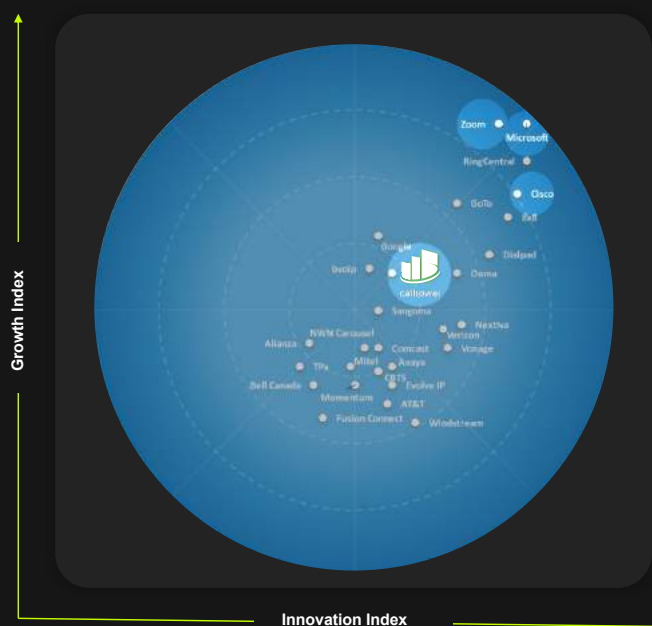
**Growth Potential** CallTower has significant future growth potential, which makes it a Company to Action.

**Best Practices** - CallTower organization is well positioned to shape Growth Pipeline™ best practices in your industry.

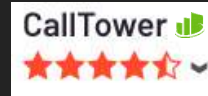
**Competitive Intensity** - CallTower is one of the key drivers of competitive intensity in the growth environment.

**Customer Value** - CallTower has demonstrated the ability to significantly enhance its customer value proposition.

**Partner Potential** - CallTower is top of mind for customers, investors, value chain partners, and future talent as a significant value provider.



## What Our Customers Say



[Reviews](#)

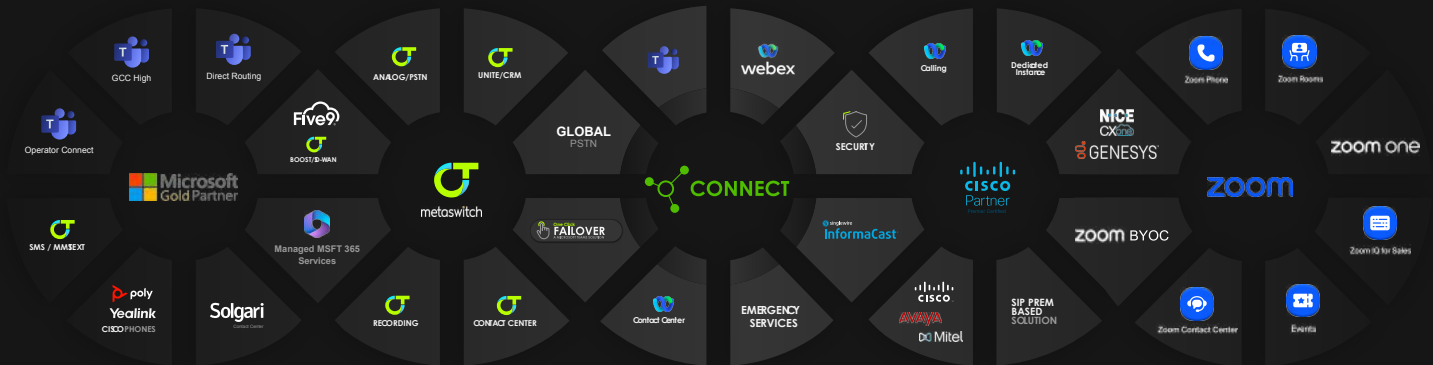
## Recent awards:



[Press Releases](#)

# CallTower Solutions

Organization Control: Admin/User/Mobile App | CallTower Tools: Catalog/Quote



## ALL-IN-ONE PORTAL & SINGLE BILL

Proprietary technology to quote, deploy and manage integrated best of breed solutions



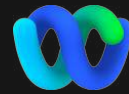
- Partners since 2008
- Microsoft Gold Partner
- Certified SPLA Partner
- Cloud Service Provider since 2014
- Running Skype for Business server 2019
- Native Teams Direct Routing
- Top 100 CSP Growth partner for five - years running.

- Meta switch
- Hosted PBX UC
- SIP-Trunking
- Class5 Telco Switching
- Geo Redundant & Carrier Grade
- Key integrations
- CT Cloud Meeting powered by Zoom

- Partners since 2002
- Cisco Premier Partner
- Certified Cisco Webex Calling for VARs – Cloud Connected PSTN (CCPP) | Americas, EMEA & APAC
- Certified Advance Collaboration
- Architecture Specialized Partner
- Webex Calling / UCM
- Webex Contact Center, CCPP
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP, CCPP, SP

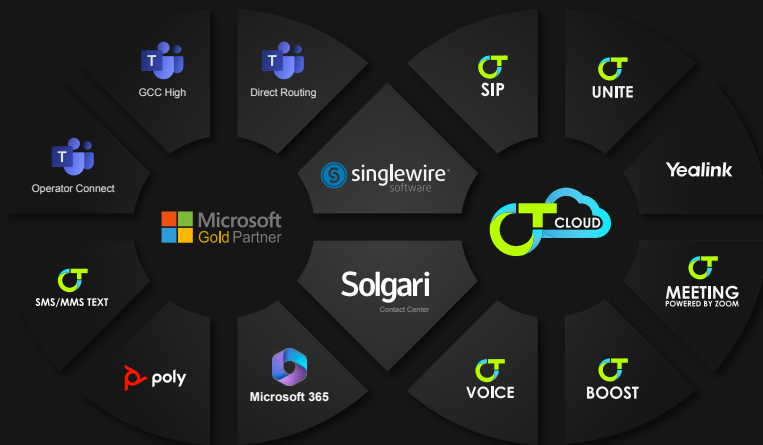


zoom



# UCaaS & Collaboration

# MICROSOFT TEAMS



## Microsoft Gold Partner

Since 2008



## Microsoft Solutions Partner

Since 2002

## Cloud PBX Solutions



- Certified SPLA Partner Since 2008
- Cloud Service Provider Since 2014
- Teams Direct Routing Since 2018
- GCCH Teams Direct Routing Since 2109
- Operator Connect Launch September 2021
- Top 100 CSP Growth Partners 5-Years Running
- Solutions Partner for Modern Work 2022

metaswitch

Acquired by Microsoft



- Hosted PBX UC and SIP-Trunking
- Class5 Telco Switching, Geo Redundant & Carrier Grade
- Video Conferencing, Powered by Zoom
- Key integrations of CRM integration, CCaaS, Voice Compliance Recording, CT Communicator branded softphone for desktop, tablet, and mobile

# Why CallTower for Microsoft Teams



Operator Connect

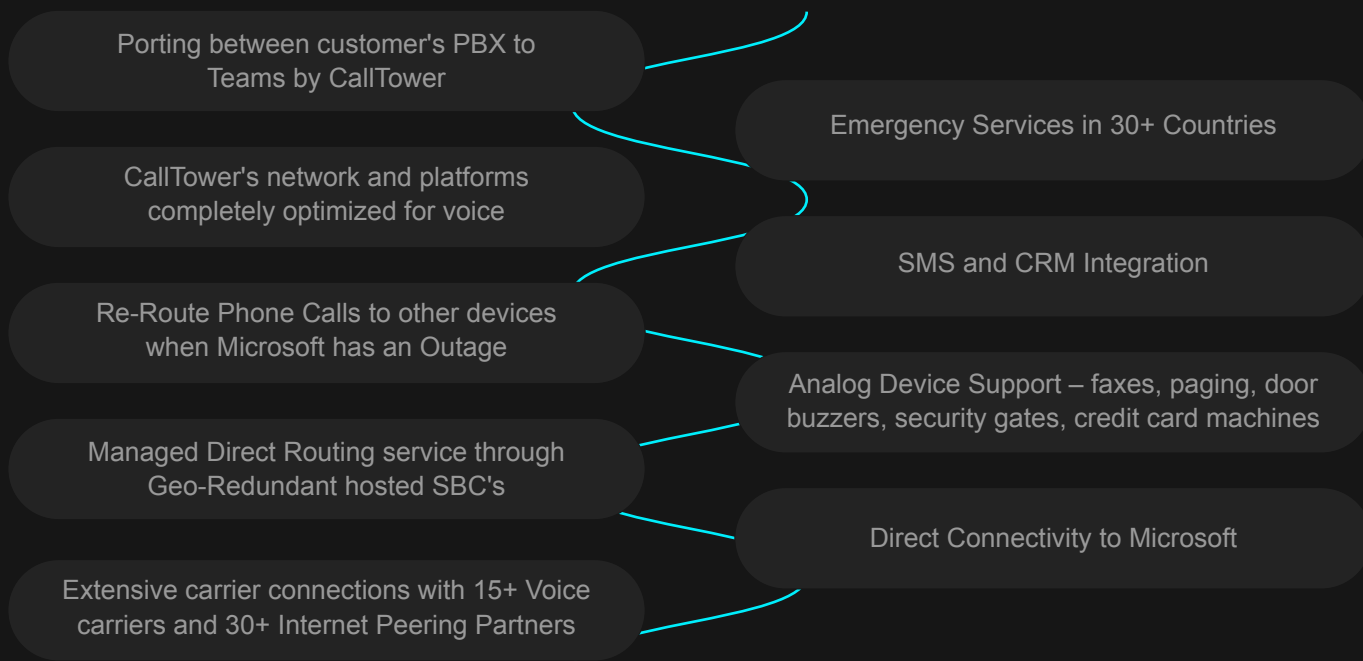


GCC High



Direct Routing

CallTower delivers missing key Microsoft Teams UCaaS feature gaps and functionality that is not available through other providers. CallTower's Microsoft Teams Solutions ensure the ability to leverage preferred rates and unlocks the full potential of a Microsoft Teams Phone System.



CallTower made the transition to Teams Phone System seamless for our users. By performing all the necessary setup in Office 365 prior to, and at the time of, the migration, and conducting training sessions for our users, they provided a real turnkey solution for our new phone system.”

- Allen Press, System Administrator  
Supervisor, Richard Wilhite

## Microsoft Teams Direct Routing for GCC High

### CallTower delivers Teams Audio on GCC High

GCC High is the dedicated Office 365 cloud configured to meet the unique and evolving requirements of contractors holding or processing DoD controlled unclassified information (CUI) or subject to International Traffic in Arms Regulations (ITAR). CallTower is currently the only provider that enables voice in GCC High.



# CISCO



**Cisco Premier Partner**

Since 2019

**Cloud Connected  
Calling Partner**

Since 2021

Partners since 2002

Cloud Connected Calling Partner

Cisco Premier Partner

Certified Advance Collaboration  
Architecture Specialized Partner

First to deploy UCM in a  
private cloud

Contact center integrations  
since 2010

Cisco certifications held: CCENT,  
CCNA/CCDA, CCDP/CCNP



Cisco Webex Calling (SP)

Cisco Webex Contact Center (SP)

Cisco Webex Calling for VARs –  
Cloud Connected PSTN (CCPP)

Americas, EMEA and APAC

Cisco UCM Cloud – Cloud  
Connected PSTN

Cisco SIP Trunking for  
legacy systems

## Cisco Certified

### Webex Calling

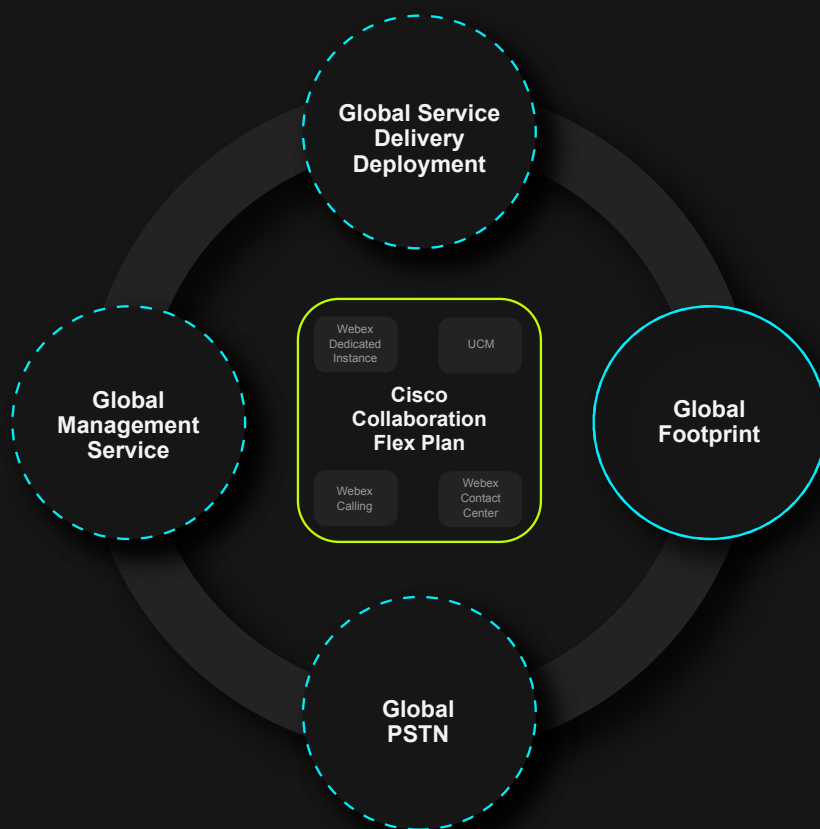
- SP version - Integrated with CallTower Global PSTN
- Global PSTN and Support

### Webex Contact Center

- Integrated with Global PSTN
- Integrated with Speech IVR
- Integrated with Webex Calling

### Webex Meetings and Teams

- Bundling and EA



**Seamless collaboration**  
with anyone, from  
anywhere, working in sync  
with the apps you love



**Smart hybrid work  
experiences**  
with integrated  
collaboration devices



**Intelligent customer  
experiences**  
with digital-first  
engagement

**Security, privacy, management, and insights**  
**Built-in, not bolted-on**

## Single Offer for All Interactive and Engaging Collaboration



**Calling**



**Messaging**



**Meetings**




**Polling**



**Events**

Enterprise-wide solution competitively priced at **40%** lower than a-la-carte or competitive offers up to a



**50%**

savings on many Webex devices when you are a Webex Suite customer

### Breakout Session

With the changes to Cisco Webex, users will be able to create breakout sessions that can make it easier for groups to communicate, collaborate, and brainstorm. Breakout sessions will consist of smaller groups that will be separated from each other in the same Webex meeting.

### Co-Host

A co-host will be able to provide additional assistance when it comes to the management of the meeting. Those who are given the Co-hosts role will be able to do the same things as the hosts of the meetings, such as the following: Allowing users to participate in the meeting. Muting (and unmuting) meeting participants.

### Webex Lobby

The host of a Webex meeting will be able to move participants into the lobby and out of the lobby. When there needs to be a private conversation with another participant in the meeting, the host can excuse the other participants from the current meeting.

# Cisco Cloud Partner

## Certified Service Provider (SP) Enabling Cisco's Global Cloud Calling Initiative

CallTower's global SBCs peer with every Cisco SBC, globally to provide PSTN connectivity to every open market

This strategy has positioned CallTower as a Cisco-promoted global PSTN provider to every Cisco VAR, globally offering its version of Webex Calling/Contact Center

CallTower enables Cisco's success with global enterprise deployments as a sole-source provider

CallTower is a Certified Cisco SP for:

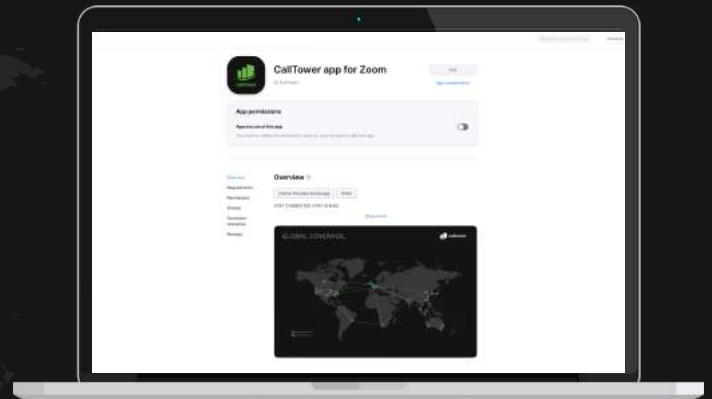
- Full Cloud Webex Calling, globally
- Full Cloud Webex Contact Center, globally

CallTower is structured to support:

- Global PSTN to Cisco's Webex products, including all forms of Calling, Contact Center and Cisco's emerging HCS-based UCM offering.

This positions CallTower as a go-to partner for Cisco-direct to pursue global cloud opportunities to compete with a pure cloud solution against RingCentral, 8X8, etc.

# ZOOM CALLING



**STAY CONNECTED. STAY AHEAD.** CallTower's Zoom Calling delivers voice connectivity through a geo-redundant voice network, enabling Zoom as a corporate telephone system.

With a direct connection between Zoom and CallTower's cloud-based global voice network, CallTower offers seamless integration enabling a secure, resilient and cost-effective managed voice service that is customer focused.

CallTower empowers customer experience with unified, simplified, high-quality Zoom Calling and 24/7/365 support.

CallTower's Zoom Calling app provides instant access to CallTower Connect (a self-provision portal), for placing new orders and checking on placed orders.

## Empowering Business with 25+ Integrations

- Dedicated Telecom Team with more than 20+ years of porting experience
- Global Calling
- Network and platforms are completely optimized for voice
- DID Routing
- Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner
- E911 Provisioning
- SIP Trunk Management
- Currently Managing 500,000+ DIDs
- Providing Phone Services in 70+ countries
- Partnered with 21 carriers globally
- DID Reporting tools
- Daily CDRs
- Call Analytics
- Contact Center and CRM Integration
- Direct Connectivity to Zoom

## Zoom Events



### Trusted Video Platform

Zoom Events was built on the Zoom platform



### Simplified Experience

Event hosts need a simple and easy to use tool to host events



### Engaging Solution

Interactive features to keep attendees engaged during an event

# CT CLOUD VOICE



## Great Features and Rock-Solid Stability

For business customers, managing communications and increasing productivity in today's dynamic, distributed, mobile economy is extremely challenging. With CT Cloud Voice, network operators can support customers of any size to meet these challenges by quickly and reliably delivering feature-rich, high-quality, and secure business communications solutions.

### Features



HD Voice and Video Calling



Identical calling features and caller ID on all devices



SMS texting with file sharing and presence



Applications for Windows, MacOS, iOS and Android



Powerful pre-call and in-call control features



Unique network management tools and analytics

View missed calls

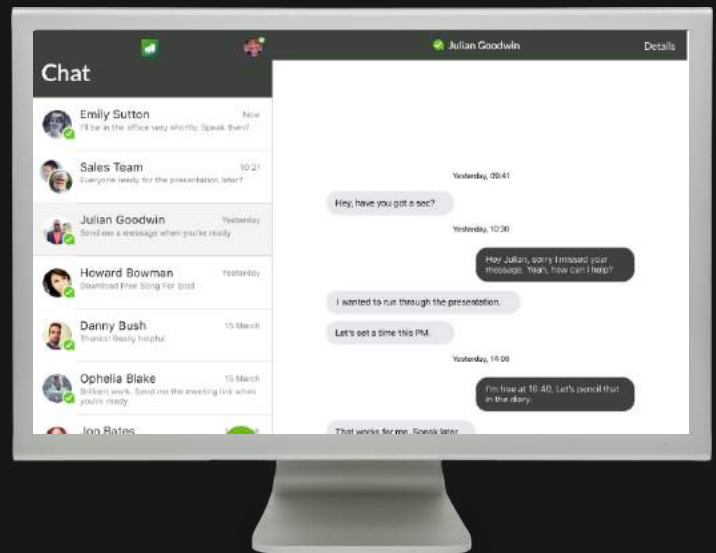
Listen to voicemail messages

Manage your contacts

Set up rules to route your call

Configure Voicemail to Email and Voicemail notification

Perform many other functions



## CT Cloud Communicator



CT Cloud Communicator is a powerful UC application that enables carriers to extend their business telephony services directly to an end user's laptop, desktop or portable device or handset. These endpoints present the actual calling features, dial plans and outgoing caller ID of the twinned office phone. CT Cloud Communicator is ideal for remote workers and mobile workers who are increasingly bringing their own devices (BYOD).







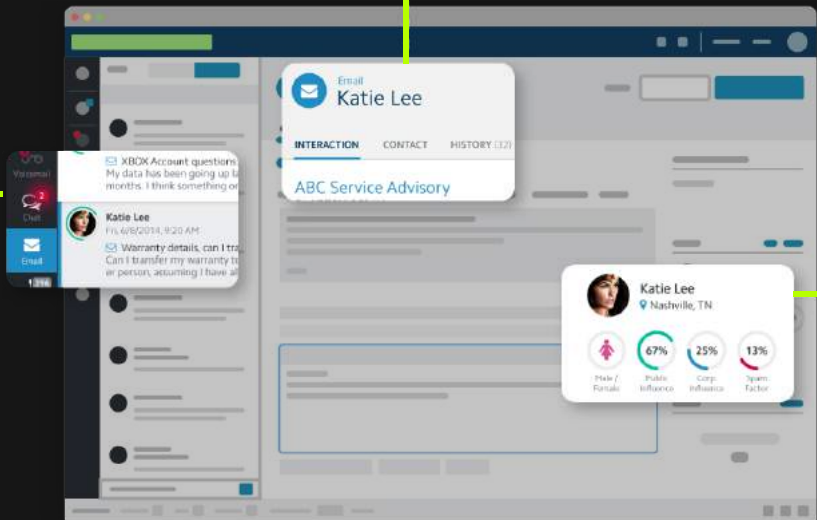
Solgari



# CONTACT CENTER

## Five9 | All the Features, None of the Hassle

Get all the benefits of feature-rich, on-premise systems with none of the hassle. The Five9 Virtual Contact Center (VCC) suite gives your people the tools they need to make powerful customer connections while delivering the results your business requires.



**EASY ACCESS**  
Everything the agent needs is accessible from one screen

**IMPROVED RESPONSE RATES**  
Alerts notify agent when interaction requires immediate attention

**CUSTOMER INSIGHTS**  
Everything the agent needs is accessible from one screen

The screenshot shows a central workspace with a customer profile for Katie Lee. To the left, a sidebar displays a list of interactions, including an Xbox account question and a warranty inquiry. A callout box highlights an alert for the warranty inquiry. To the right, a 'Customer Insights' panel shows metrics for Katie Lee: Male/Female (67%), Public Influence (25%), and Corp. Influence (13%). The main workspace displays the 'ABC Service Advisory' for the selected interaction.

With the Five9 Blended VCC suite, you receive all the features and benefits you've come to expect from on-premise contact center infrastructure systems, with none of the complexity and long deployment times. And unlike many other cloud contact center infrastructure vendors, the Five9 VCC suite is built entirely from the ground up for the cloud. They have been enhancing the platform for over 12 years, so you can take advantage of a mature product with a rich feature set.

# Solgari Contact Center for MS Teams

Delivering exceptional customer experience

# Solgari

Microsoft Teams has emerged as one of the most innovative communication and collaboration platforms available, providing users with a seamless experience across all devices.

With CallTower's integration with Solgari, we can deliver Microsoft Teams in-application contact center and communication capabilities.

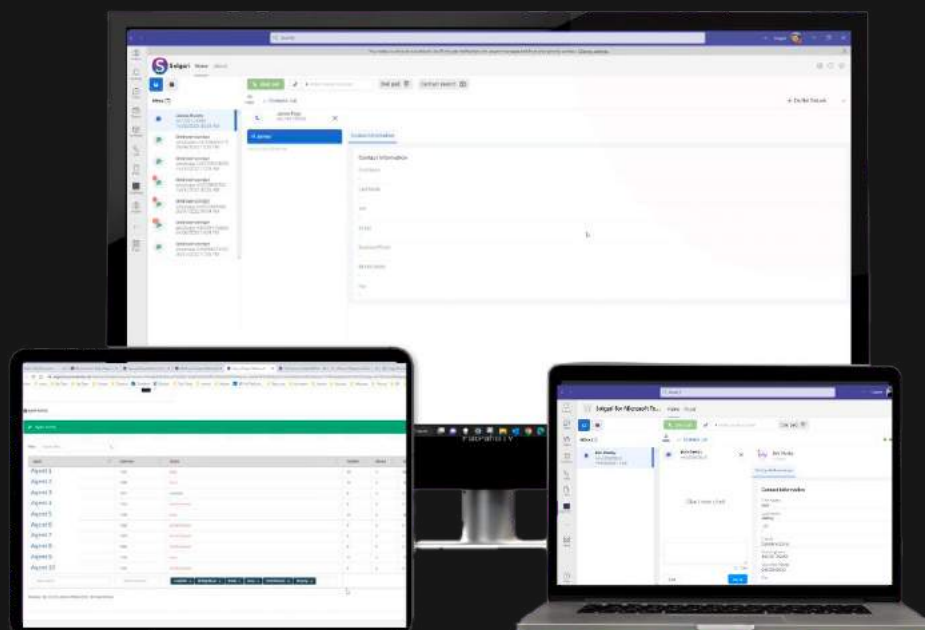
Offer customers all MS Teams channels

Single data view (within MS Teams app) of all conversations

Transform first-contact resolution

Frictionless buying experience

Connect & Go



The all-new Webex Contact Center gives customers the answers they need in the channel they prefer, all with exceptional speed and accuracy. So they can reduce the stress in their day.

### Core Values



#### Delightful Customer Experiences

Digital-first engagements informed by customer experience management. Let customers connect when and how they want – via chat, text, social, email, or call.



#### Intelligent Super Agents

Super agent intelligence for an intuitive agent experience. AI-powered assistance and a new, modular agent desktop makes agents' days a breeze.



#### Flexible Customizable Platform

Next-generation, fully customizable platform. Enterprise-grade, out-the-box ready, flexible cloud contact center, from the market leader.



#### Collaborative Contact Center

Complete collaboration suite to engage your entire team. All-in-one messaging, meetings, calling, devices, and more from a security-focused leader.

## Full-Featured, Powerful and Complete

The CT Cloud Contact Center solution is designed to improve contact center operations by reducing IT reliance, streamlining workflow processes, simplifying training, and affecting better decisions through robust analytics.

### Data Center

- 24/7 network monitoring
- Geographical survivability
- Automatic software updates
- On-demand Scalability
- Certified PCI DSS 3.0 SSAE 16

### Call Center Queues

- Call center queue management & virtual queuing
- Inbound voice queues
- Outbound & blended voice queues
- Automated call-back & click-to-call
- Email, chat, SMS, social media queues
- Automated threshold SMS/email alerts

### Call Center Group

- Multi-skill routing
- CRM Integration (CTI)
- Agent call-flow scripting
- IVR integration for self service

### Quality Management

- Call recording (with agent notes)
- Screen recording with playback
- Live monitor, whisper, barge-in
- Agent & web chat logs
- Agent coaching & evaluation

### Workforce Management

- Real-time stat display & bulletin board
- Real-time graphical dashboard Custom agent activities
- Custom multi-level dispositions
- Detailed call & agent statistics
- Scheduled reports
- Customized contact center reports



# CALLTOWER CONNECT

# The CallTower Advantage

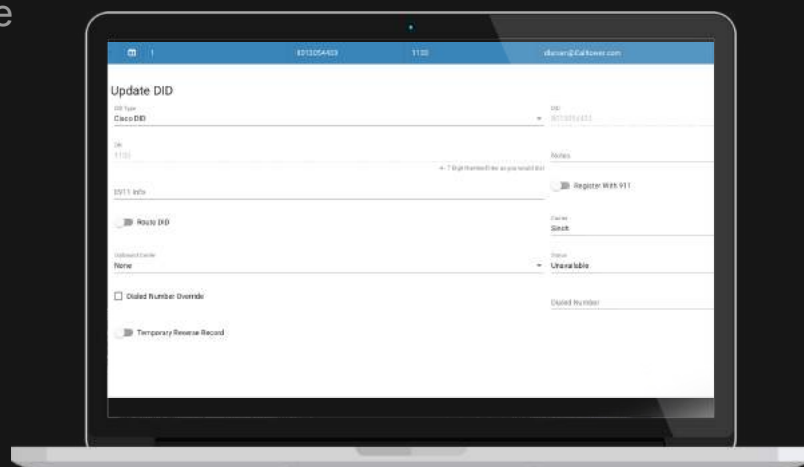


**CallTower has a dedicated Telecom Team with more than 20+ years of porting experience + more than 25-key integrations through CallTower Connect**

A revolutionary tool enabling users to easily personalize and control their CallTower services

## Manage Rapidly Changing Technologies with Ease

CallTower enables customers to manage rapidly changing technologies through CallTower Connect – a user-friendly portal, created and developed in-house. This proprietary system ensures our customers can administer services without expertise in any one technology or hiring outside consultants to manage their CallTower Solution.





# **KEY INTEGRATIONS**



[Global Calling](#) - PSTN coverage in over 70 + countries covering Americas, EMEA and APAC

Direct Connectivity to Zoom, Microsoft and Cisco

Network & platforms are completely optimized for voice - dedicated, redundant global infrastructure for secure, QoS-based calling.

Global DID/DDI phone number availability and routing with DID reporting tools

Extensive carrier connections with 15+ Voice carriers and 30+ Internet peering partner

One-Click Failover and Failover Solutions

CRM Integration

[SMS/MMS Text Available](#)

E911 Provisioning

[Emergency Notifications](#)

Microsoft 365 CSP (In Person Tier 1 Support)

Compliance Recording

SIP Trunk Management

[Attendant Console](#)

Device Management | [Check Out Devices](#)

[Cloud FAX](#)

Daily CDRs

Consolidation of multiple country/market PSTN into centralized billing and management.

Call Analytics

Analog Device Support - faxes, paging, door buzzers, security gates, credit card machines

*and more...*



# NETWORK SOLUTIONS

## Lower Cost, More Flexibility

CT Cloud SIP Trunks provide one concurrent call and includes inbound usage. With features such as E911, directory listing and caller name. Our SIP DID Packages combine the most popular SIP features and provide concurrent calls equal to twice the number of DIDs.

### E911 Notifications

Provides an extra level of safety and protection by notifying people in your organization via phone and email when someone makes a 911 call

### Phone System Co-Location

Co-locate your phone system in our data center for security and business continuity. Co-location also puts your phone system right where your SIP services are, so there's less latency and better voice quality.

### Auto-Attendant for Fail-over

Should your phone system fail, you can fail over to our auto-attendant in the Cloud to provide uninterrupted service to your callers.

### SIP Edge Router

Our SIP edge routers reserve bandwidth for voice so call quality is maintained even when bandwidth utilization exceeds available capacity

### Advanced Call Forwarding

### Call Screening Capability

## Fully Redundant Architecture

CT Cloud Boost brings results by connecting data centers directly to the domestic network backbone and POPs of carriers. Customer traffic hops on this advanced network at the closest POP, delivering a fully redundant architecture. This connection makes the CT Cloud Boost solution among the most easily implemented and provides top-tier Internet performance and uptime.

### CT Cloud Boost is Better Than Other Options for:



Internet Failover  
and Optimization



Thousands of cloud-based  
apps including Office 365 and CRMs



Load Balancing and  
Quality of Service (QoS)



Site-to-Site VPN  
Foundation

## CT Cloud Boost vs MPLS & Public Internet

### CT Cloud Boost

Improved Internet  
redundancy and reliability

Deployed within days

Strengthened connectivity to your  
critical cloud applications

More reliable network stability  
= Happy Users

### MPLS & Public Internet

Public Internet has lower  
bandwidth options

MPLS can range anywhere  
from 60 to 120+ days to deploy

Public Internet delivers a sub-par  
collaborative experience

CT Cloud Analyze empowers customers to maximize the potential of any unified communications solution. CallTower's CT Cloud Analyze hardware enables a full UC monitoring system to ensure your solutions are running smoothly.

CT Cloud Analyze is a remote sensor, and it's placed in the customer's network where a phone or Softphone enabled computer would sit – this differentiates it from other monitoring devices which only test the router or internet connection. The sensor connects to the network over Wifi or can be plugged directly into a switch port. Simulated voice traffic is sent to the sensor every 30 seconds and mirrored back to the monitoring server in CallTower's data center. This gives CT Cloud Analyze real-time and historical QOS data, available for the user in the dashboard. Alerts can be configured for any detected problems.

## CT Cloud Analytics Comes in Three District Flavors:

### Bronze

- Tests the quality of user connection back to CallTower
- Uses simulated voice traffic to report on meaningful statistics for voice and video: packet loss, latency, jitter, and MOS score
- Sets up easily - in most networks, it's plug-in-and-play
- Creates Dashboard with real time and historical data
- Enables email alerting systems
- Oversees multiple sensors and sites from a single LogOn

### Silver

- Adds additional interface for network troubleshooting (requires mirror or SPAN port on network switch)
- Allows CT Support to gather troubleshooting data directly from user network, which helps minimize support time for local network or device issues
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours

### Gold

- Adds network tap to connect between a problematic device and the network
- Allows gathering of troubleshooting data without mirror or SPAN capable switch, without network reconfiguration
- Can collect real time information for troubleshooting specific calls or devices, rather than monitoring the quality of connection between the user and CallTower
- NOTE: CallTower recommends connecting this device and reconfiguring any customer network equipment in a maintenance window outside of normal business hours

**Let's Connect**