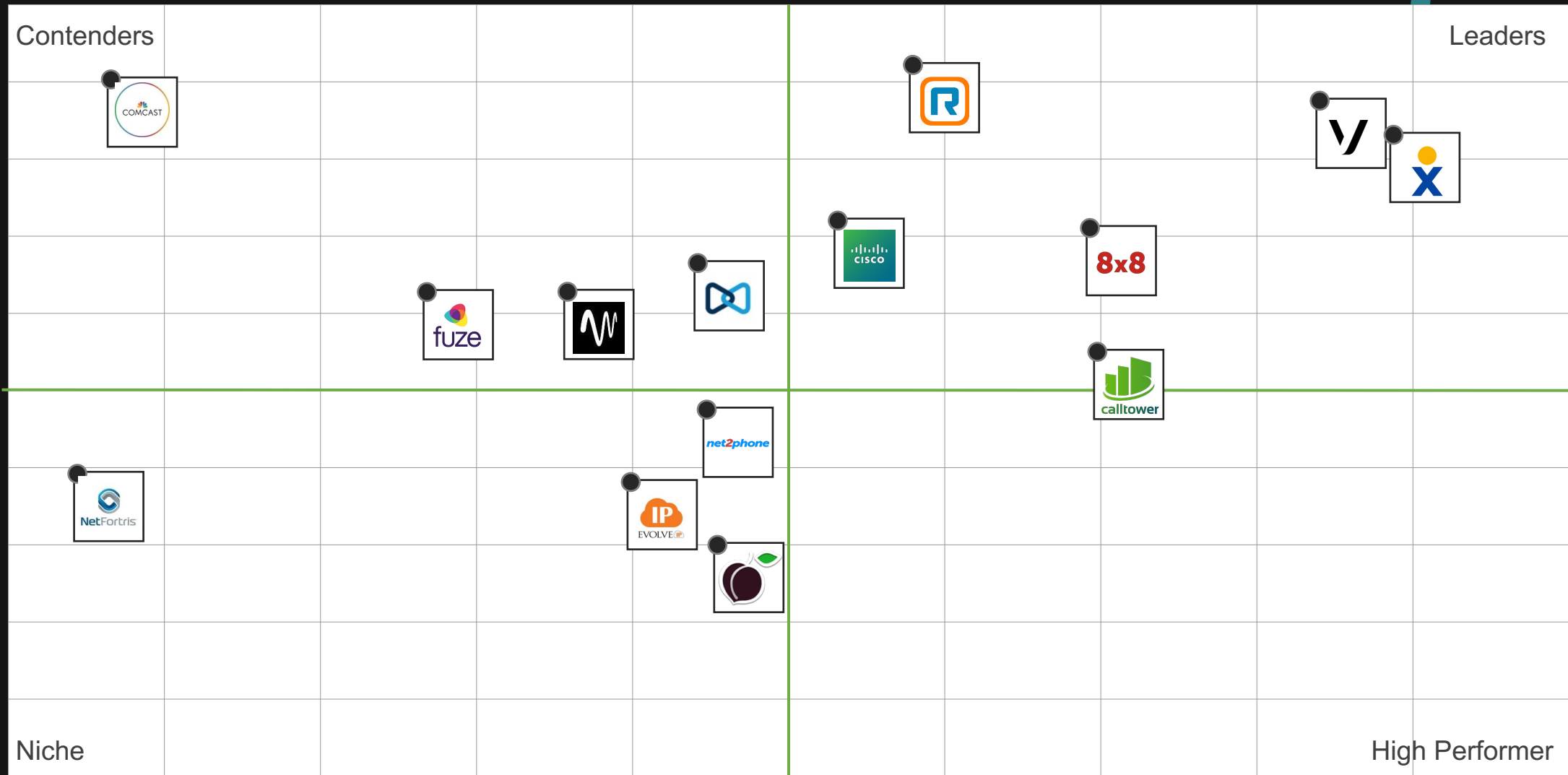


G2 Grid® Report for VoIP

Published Dec 2021



MARKET PRESENCE

SATISFACTION

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*As of Dec 2021, there is not enough data on CallTower features to provide an accurate percentage for the category “product going in the right direction”.

Company	Satisfaction		Satisfaction by Category						Net Promoter Score (NPS)
	Likelihood to Recommend	Product Going in the Right Direction	Meets Requirements	Ease of Admin	Ease of Doing Business With	Quality of Support	Ease of Setup	Ease of Use	
CallTower	92%	70%*	95%	88%	98%	97%	96%	91%	72
RingCentral MVP	77%	72%	87%	80%	78%	77%	76%	84%	24
8x8 X Series	81%	76%	87%	84%	83%	81%	82%	85%	37
Evolve IP Phone Systems	84%	100%	89%	94%	92%	93%	89%	90%	50
Nextiva	88%	84%	93%	89%	92%	93%	87%	90%	64
Vonage Bus. Communications	86%	84%	91%	89%	89%	89%	86%	89%	56
Fuze	67%	72%	78%	71%	71%	67%	75%	81%	-1
Net2Phone	83%	87%	87%	86%	85%	81%	85%	88%	56