![calltower]

NATIVE TEAMS DIRECT ROUTING

WHITE PAPER

calltower

MARKET TRENDS.

MICROSOFT TEAMS IS HUGE

calltower

300M +
Office 365 users
Microsoft | April 2021

270M
Monthly Active Teams Users!
Microsoft | Jan 2022

Microsoft continues to grow – **20M** reported Teams users in Nov 2019; **75M** reported in April 2020; **115M** from Oct 2020; and **145M** reported in April 2021

80M
Teams Phone Users
Microsoft | July 2021

Only 13.5% of License Base on O365

300M+ MS O365 Users.
1.2B+ MS Office Users

Microsoft, April 2021

Fastest growing eco-system of integration applications
(873 in Feb 2021)

Microsoft, February 2021

NA Companies using
Teams – 707,582
EUR Companies using
Teams – 339,049

Statistica, February 2021

Teams Stats: 2,700 business over 10K employees,
2M+ Android in Nov '20,
60M Mobile DAUs.

Microsoft, February 2021

400% spike in monthly Teams usage since March 2020

Microsoft, March 2022

More than 60% of Fortune 500 companies are using Teams Rooms to meet their hybrid working needs

Microsoft, July 2022

Microsoft Teams PSTN users
have nearly doubled to **12M** users

Microsoft, July 2022

2021 TECH ARC FOR DIGITAL WORK - DRAFT.
KEY TECHNOLOGIES

- Rise of knowledge graphs
- Employee engagement
- Digital work hubs
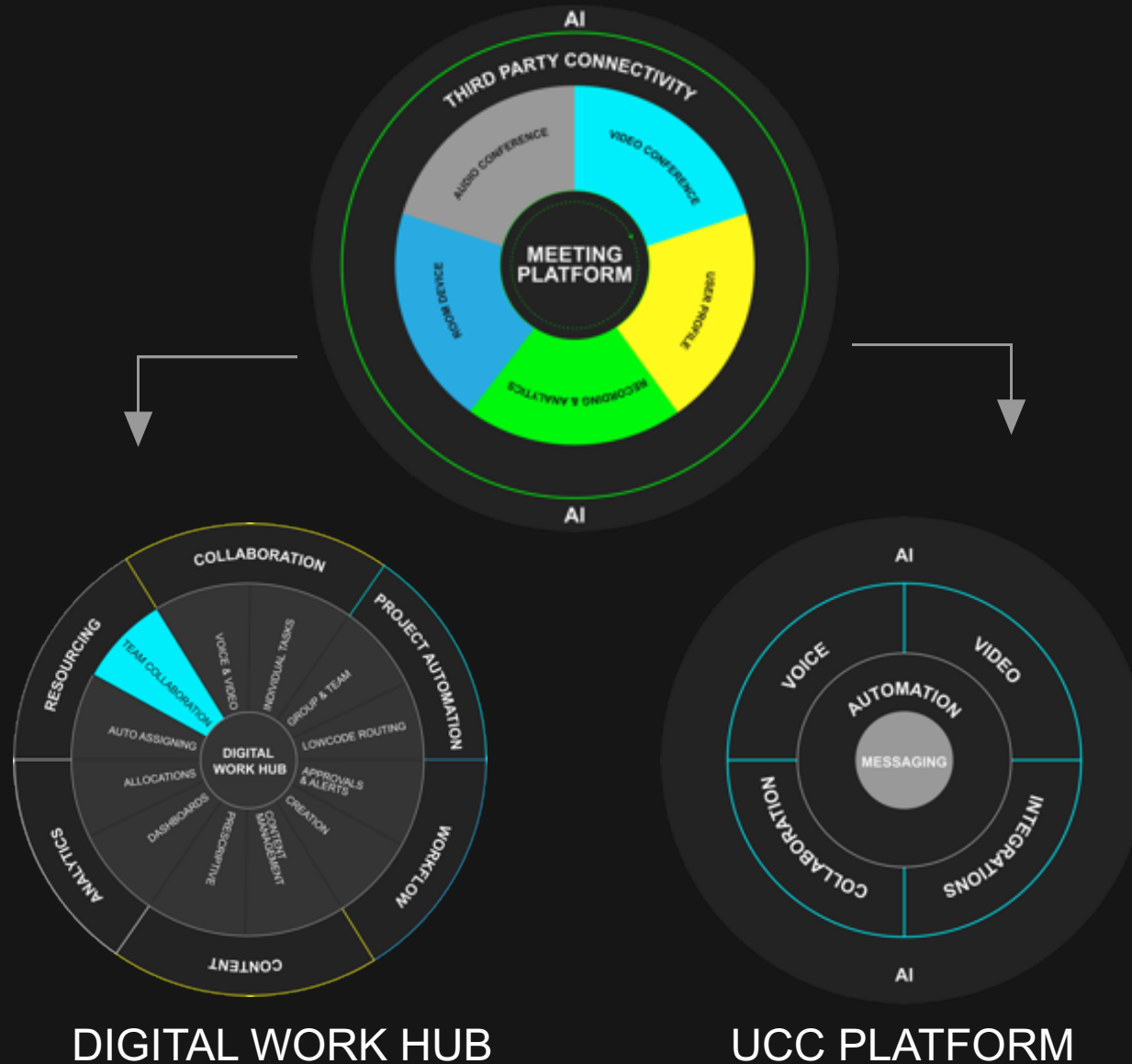- Teams collaboration
- Conversational AI
- Video Conferencing
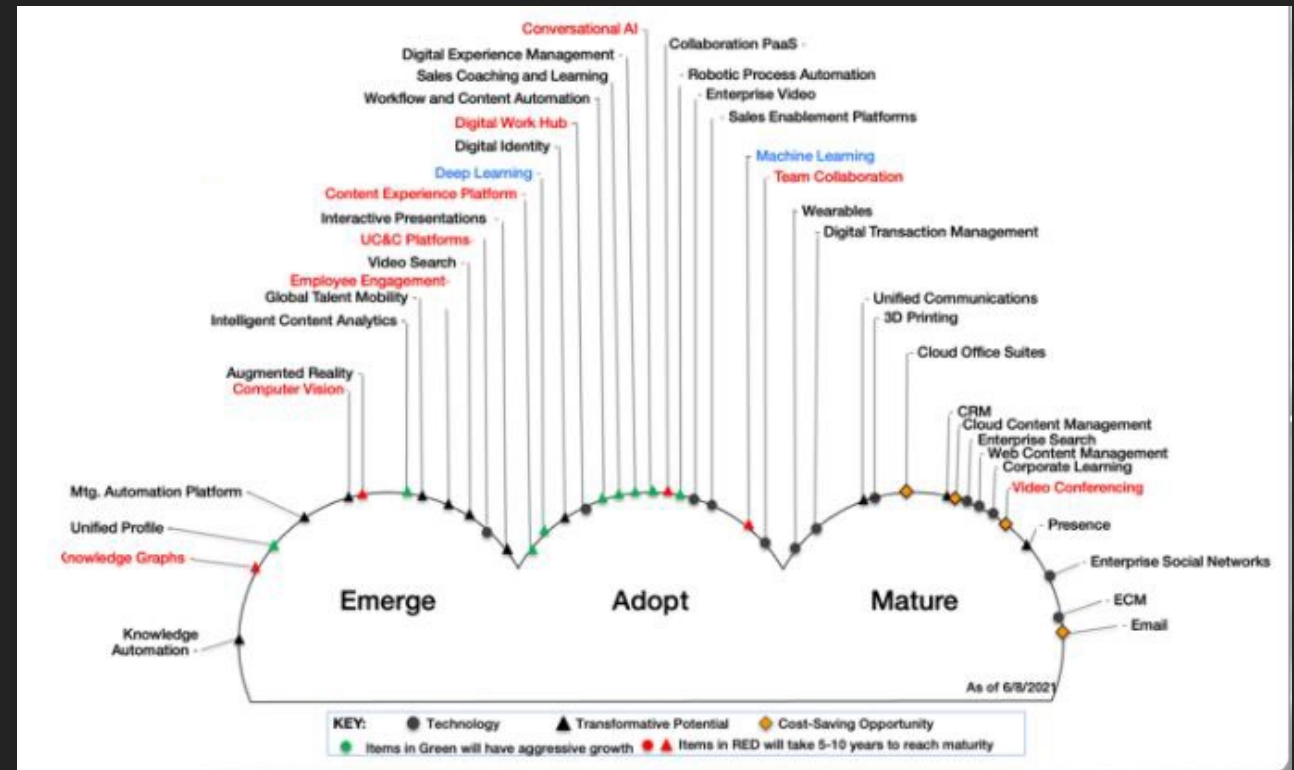
CALLTOWER

THE COMPANY.

calltower

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

PROVEN /
Currently managing over 750,000 users globally.

PROPRIETARY DELIVERY PLATFORM /
Internally developed, fully proprietary technology to quote, deploy, integrate, and manage over 20 best-of-breed solutions and features.

COVERAGE, IMPLEMENTATION AND SUPPORT /
Coverage in over 100 countries, multiple data centers in North America, Asia and Europe. White glove implementations and live 24/7/365 support.

BEST-OF-BREED /
End-to-end NATIVE Microsoft, Cisco, CT Cloud (Metaswitch) and Cloud Contact Center platforms with a proprietary single pane of glass admin portal.

CALLTOWER SUPERPOWERS.

calltower

NOT one size fits all…

1 International Hybrid MSFT Teams, and Webex Environments with key integrations, including Contact Center
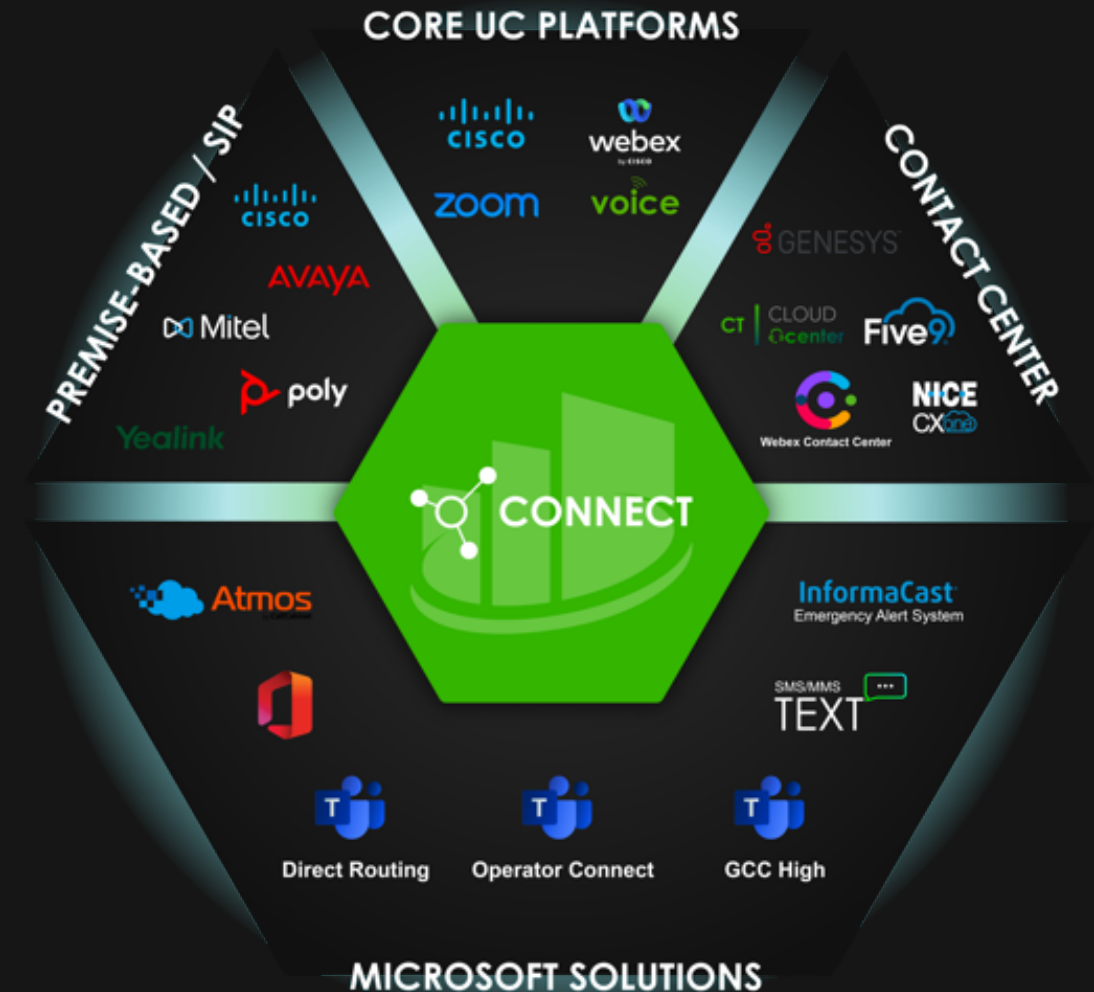
2 White globe implementation ensuring a gradual shift in solutions enabling adoption

3 Scalable/Flexible/Customizable

4 CallTower Connect - Provisioning portal with 25+ APIs

CLOUD PBX SOLUTIONS.

calltower

Microsoft Gold Partner

CT | CLOUD

CISCO Premier Partner

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

- Metaswitch
- 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 Advance Collaboration Architecture Specialized Partner
  - Operating HCS version 12.5
  - Webex Calling / UCM
  - Webex Suite
  - CCPP
- First to deploy CUCM in a private cloud
- Contact center integrations since 2010
- Cisco certifications held: CCENT, CCNA/CCDA, CCDP/CCNP

THE CALLTOWER ADVANTAGE.

calltower

ONLINE PROVISIONING IN CONNECT

| UCaaS Solutions | + | CCaaS Solutions | + | Collaboration | + | Integrations |

UCaaS Solutions
- webex by CISCO
- Microsoft Teams
- VOICE/SIP

CCaaS Solutions
- Five9
- CONTACT CENTER
- Contact Center

Collaboration
- MEETING POWERED BY ZOOM
- webex by CISCO
- Office 365
- zoom
- SD-WAN

Integrations
- PSTN Connectivity
- singlewire InformaCast
- GENESYS
- Atmos
- NICE CXone

calltower

POWER OF CONNECT (EXTENDING WITH CLOUD HUB).

calltower

CONNECT

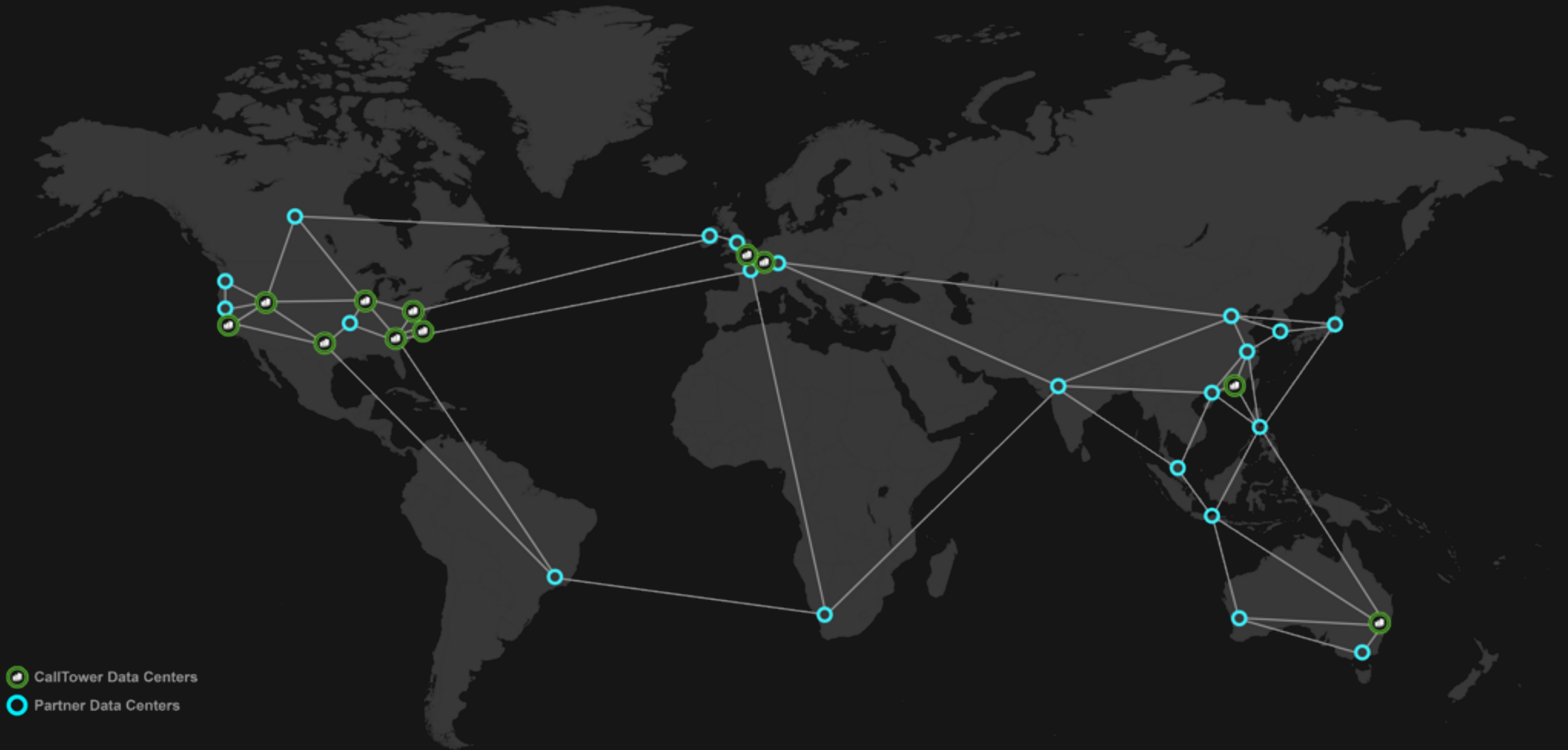| Organization Control:	CallTower Tools:
Admin/User/Mobile App	Catalog/Quote

ALL-IN-ONE PORTAL & SINGLE BILL
Proprietary technology to quote, deploy and manage
integrated best of breed solutions

INTERNATIONAL REACH.

calltower

CallTower Data Centers
Partner Data Centers

CALLTOWER'S GLOBAL DIRECT IN DIAL AVAILABILITY.

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Albania	Finland	Netherlands	Spain
Argentina	France	New Zealand	Sweden
Australia	Germany	Norway	Switzerland
Austria	Greece	Panama	Taiwan
Belgium	Hong Kong	Peru	Thailand
Bosnia & Herzegovina	Hungary	Philippines	United Kingdom
Brazil	Indonesia	Poland	United States
Bulgaria	Ireland	Portugal	Vietnam
Cambodia	Israel	Puerto Rico	
Canada	Italy	Romania	
Chile	Japan	Russian Federation	
China	Kazakhstan	Serbia	
Colombia	Latvia	Singapore	
Croatia	Lithuania	Slovakia	
Cyprus	Malaysia	Slovenia	
Czech Republic	Mexico	South Africa	
Denmark	Myanmar	South Korea	

More countries added regularly

CALLTOWER PORTING AVAILABILITY.

calltower

Australia	Finland	Mexico	Slovakia
Austria	France	Netherlands	Slovenia
Belgium	Germany	New Zealand	South Africa
Brazil	Greece	Norway	South Korea
Bulgaria	Hong Kong	Panama	Spain
Canada	Hungary	Peru	Sweden
Chile	Ireland	Poland	Switzerland
Croatia	Israel	Portugal	United Kingdom
Cyprus	Italy	Puerto Rico	United States
Czech Republic	Latvia	Romania	
Denmark	Lithuania	Singapore	

More countries added regularly
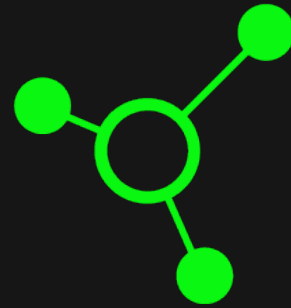
Admin and user portal

CALLTOWER
CONNECT.

CALLTOWER SUPERPOWERS.

calltower

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1 International Hybrid MSFT Teams, and Webex Environments with key integrations, including Contact Center
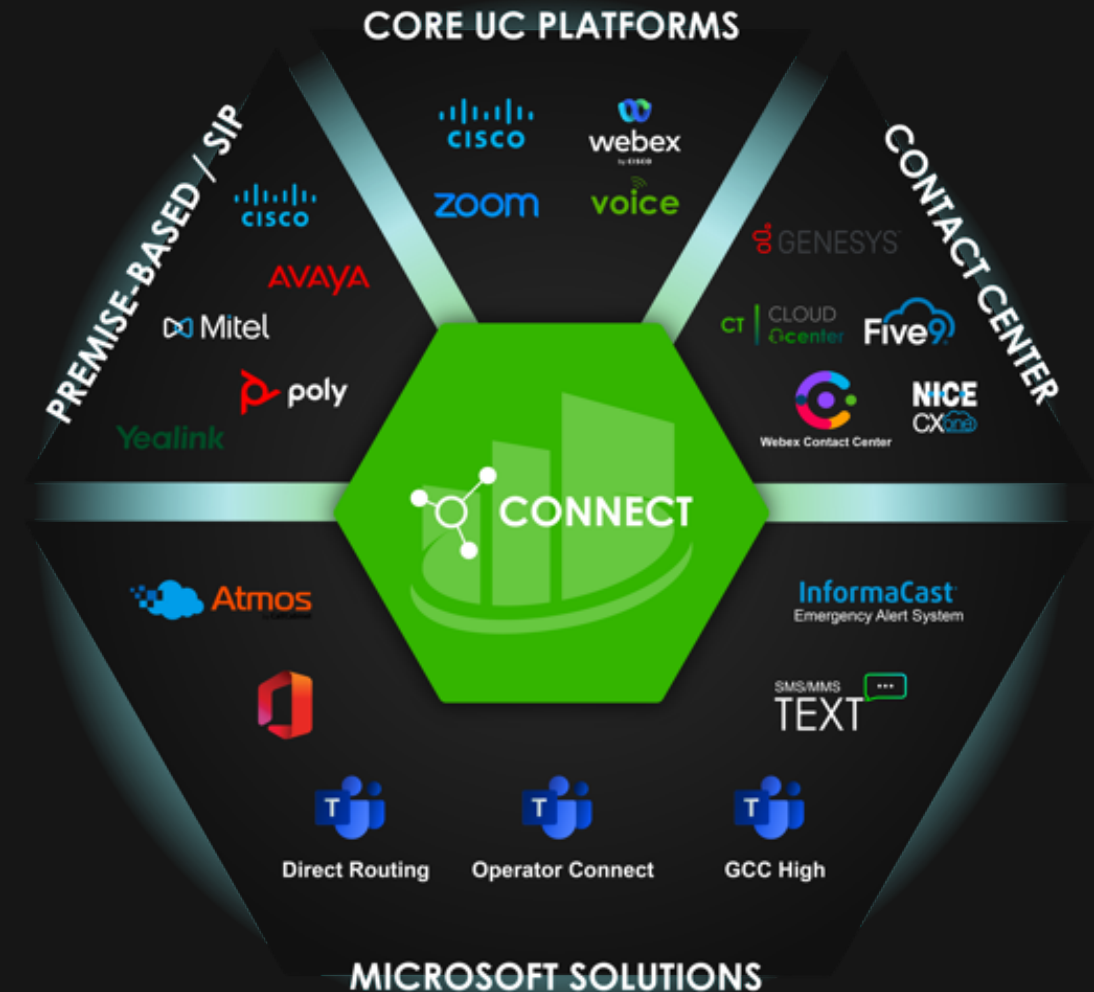
2 White globe implementation ensuring a gradual shift in solutions enabling adoption

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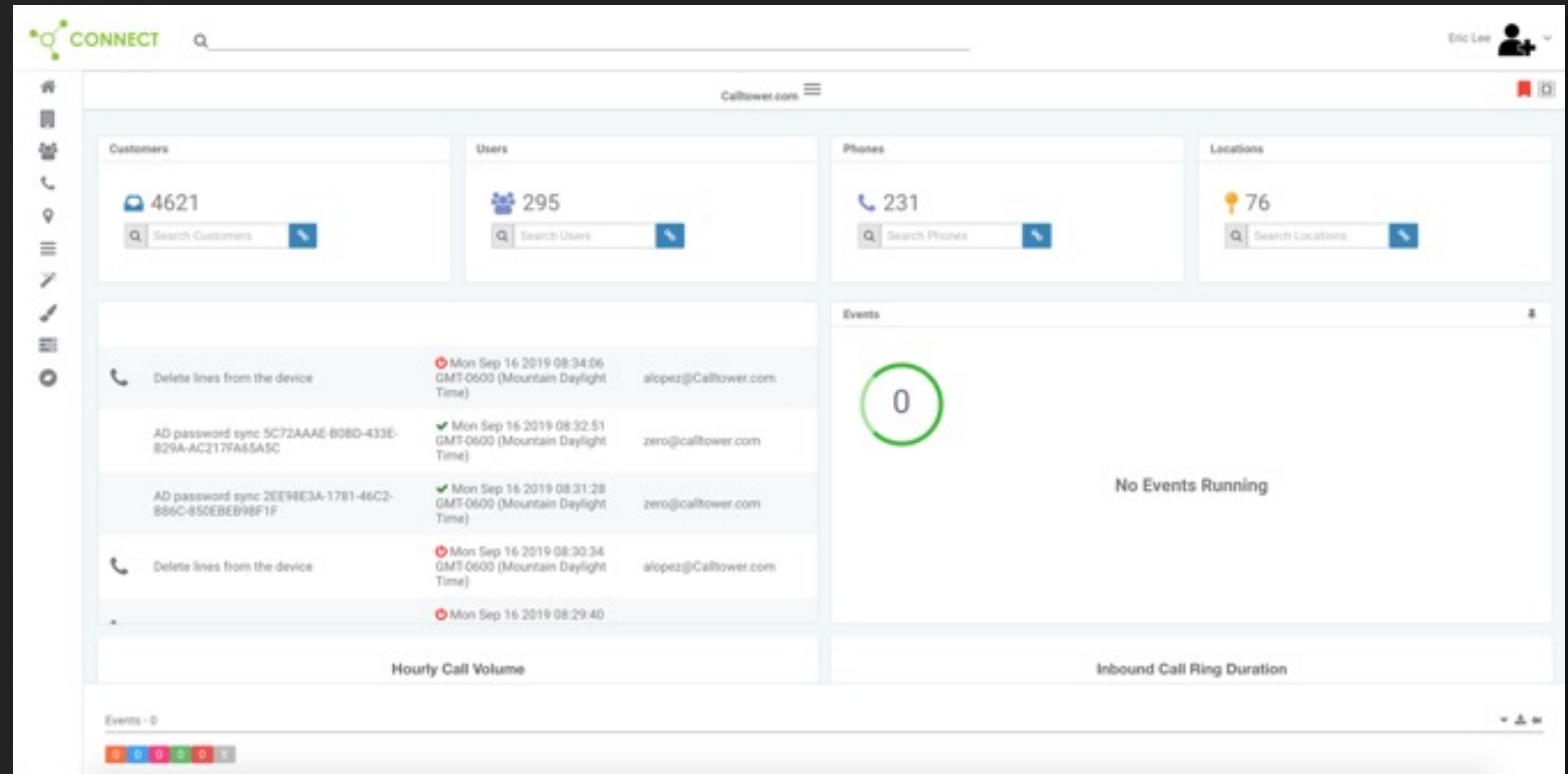**4** CallTower Connect - Provisioning portal with 25+ APIs

CALLTOWER CONNECT.

calltower

UC SOLUTIONS

CONTACT CENTER

NETWORK SOLUTIONS

COLLABORATION

Built from the ground up // powerful // simple

CALLTOWER CONNECT.
FEATURES

calltower

UC ANALYTICS

UC Analytics seamlessly provides you with granular details through CallTower Connect. You can dive into IM/Presence reporting, activity by medium and meeting type, as well as build and schedule your own reports based on your business requirements.

MACD *move, add, change, delete*

Administrators have the power to move, add, change or delete CallTower hosted services such as Cisco, Microsoft, CT Cloud and Contact Center solutions.
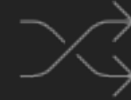
AD SYNC

Active Directory (AD) Sync allows you to synchronize multiple AD servers at different locations and even across multiple server forests. AD sync is on a per-company basis, but a company with many locations can have a "one-to-many" relationship with AD servers.
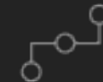
PASSWORD SYNC

Synchronize your local Active Directory passwords to CallTower's products and applications, such as CallTower Connect, Jabber, Skype for Business, Office 365, etc.

HUNT GROUPS

Easily distribute phone calls from a single telephone number to a group of several phone lines.
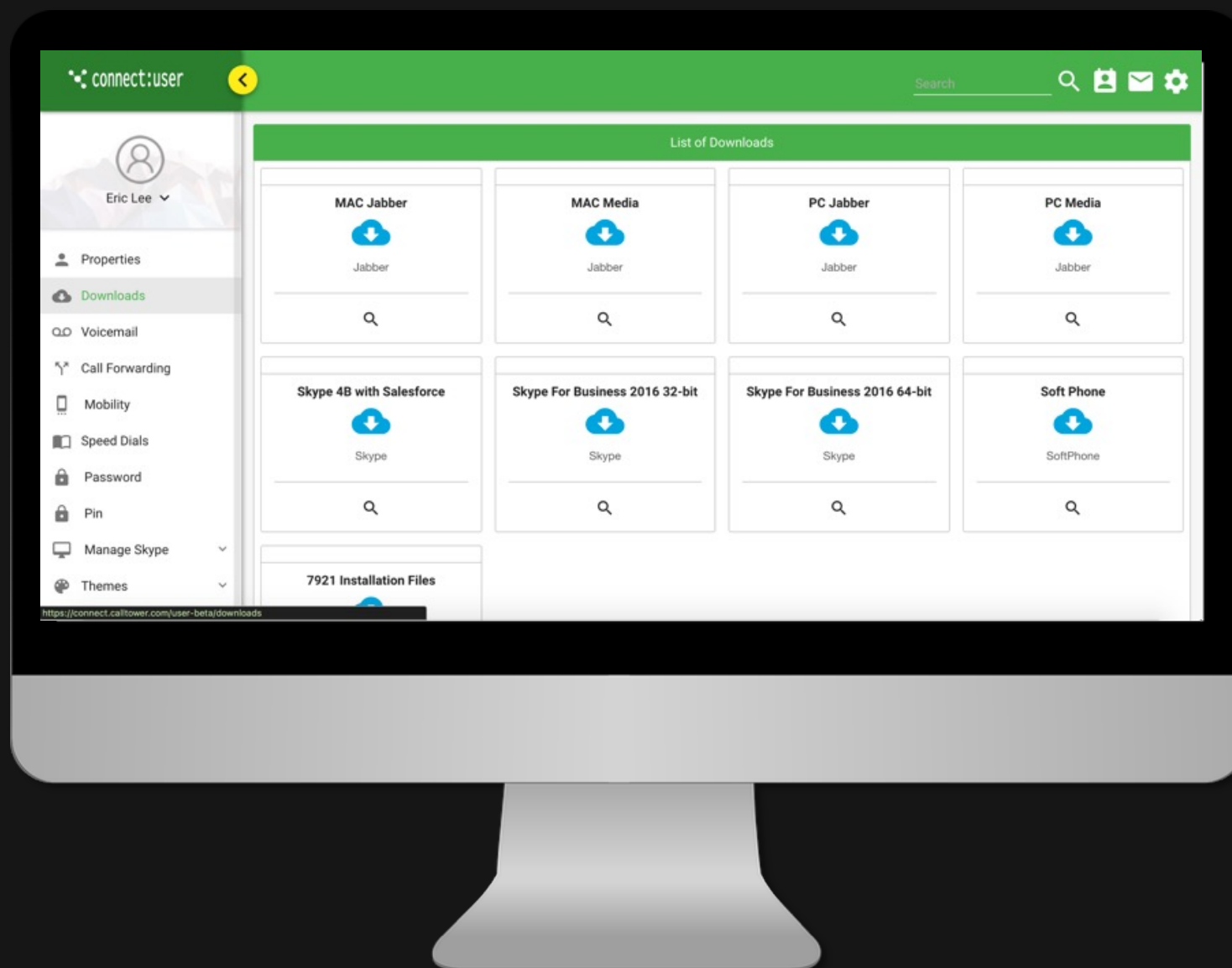
AUTO ATTENDANTS

Transfer incoming calls to various extensions as specified by callers, without the intervention of a human operator. Route calls to landline phones, mobile phones, VoIP devices, extensions and recordings, as well as another auto attendant.
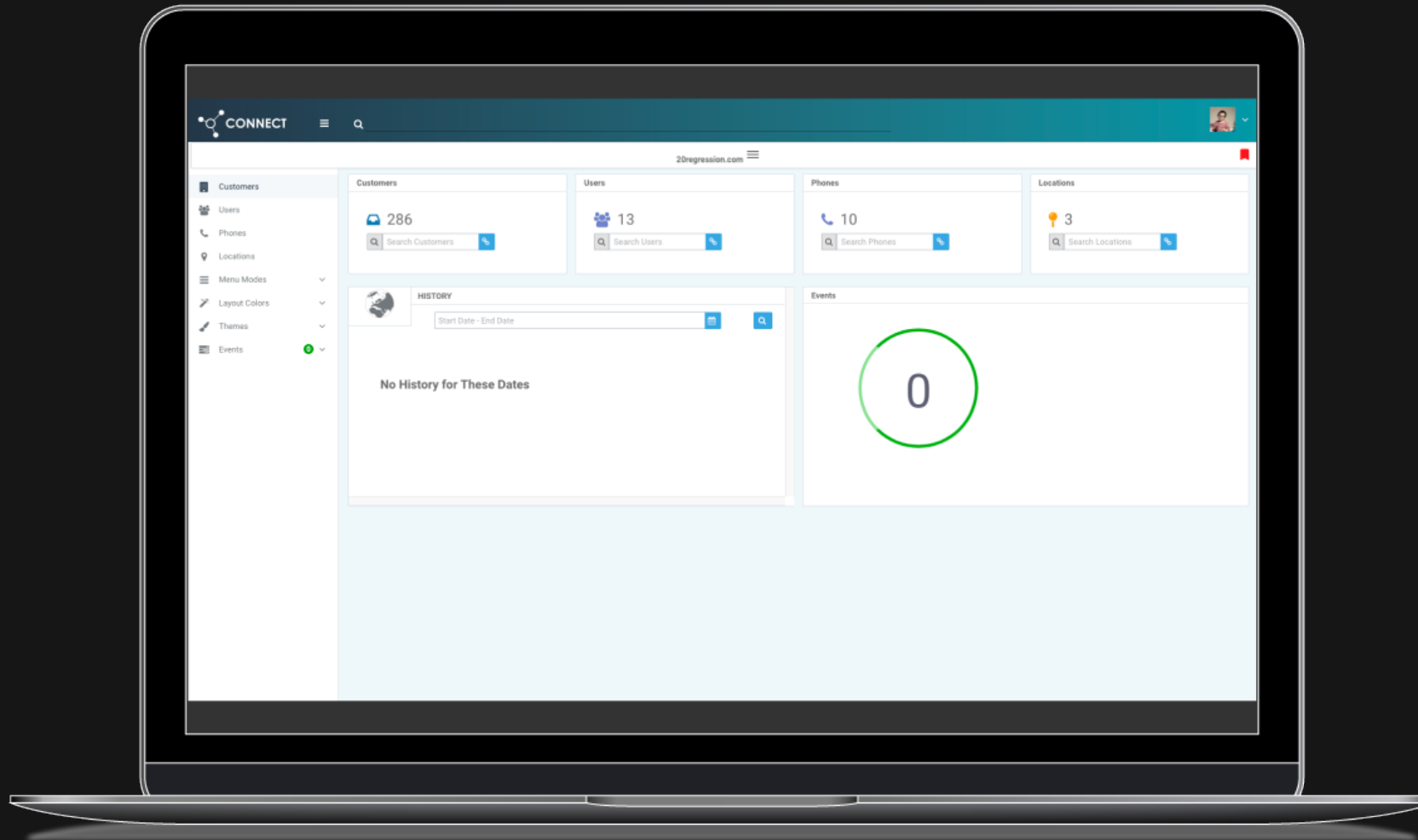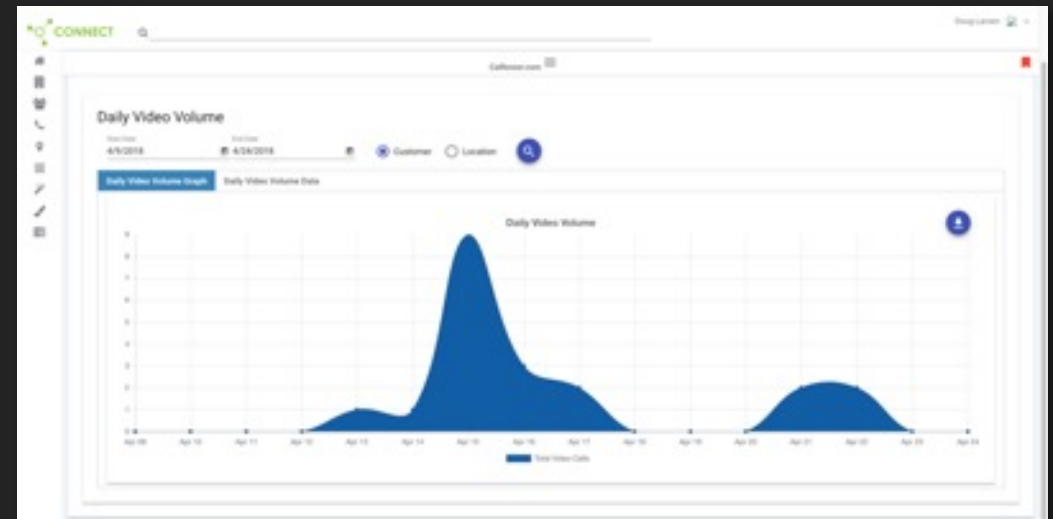
UC ANALYTICS.

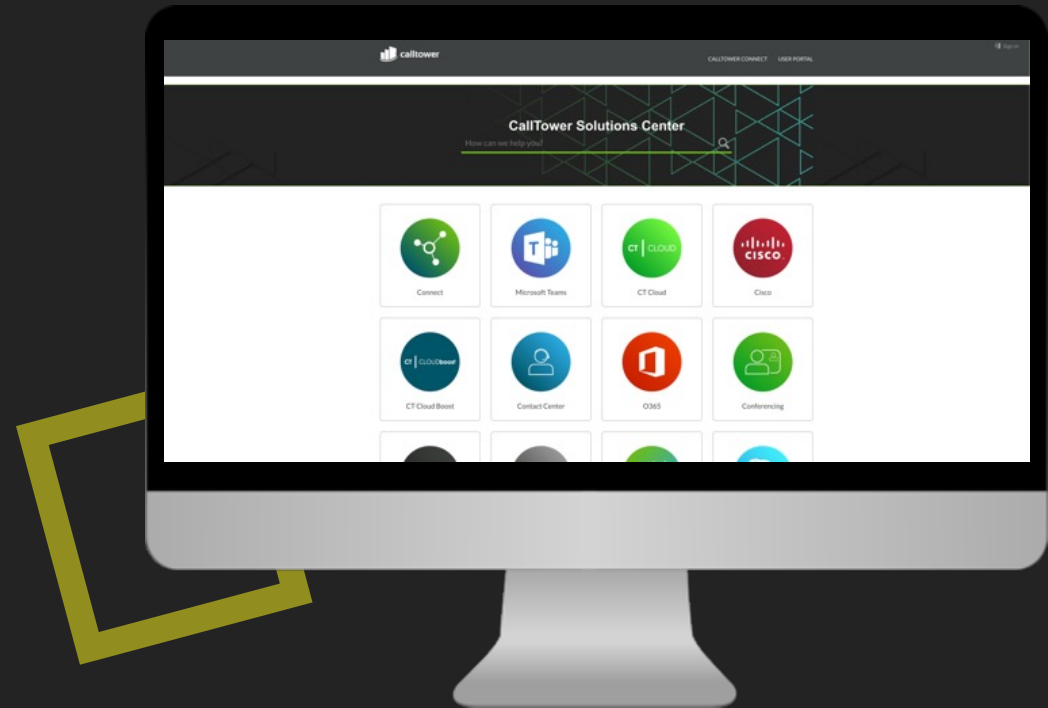## DELIVERING REAL-TIME OPERATIONAL INTELLIGENCE TO HELP YOU MAKE DECISIONS FASTER

calltower

Connect Analytics provides you with granular details, through CallTower Connect, that enable you to more productively achieve company goals.

UC ANALYTICS.
DIVE INTO A VARIETY OF REPORTING TOOLS

calltower

IM/presence, activity by medium and meeting type, video volume, surveys, data on response groups and custom reports

UC SOLUTIONS CENTER.
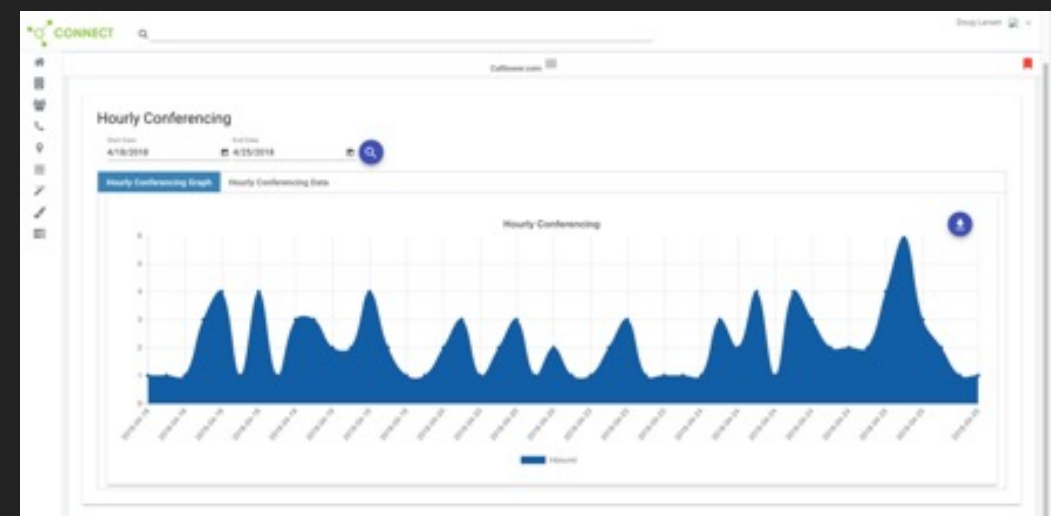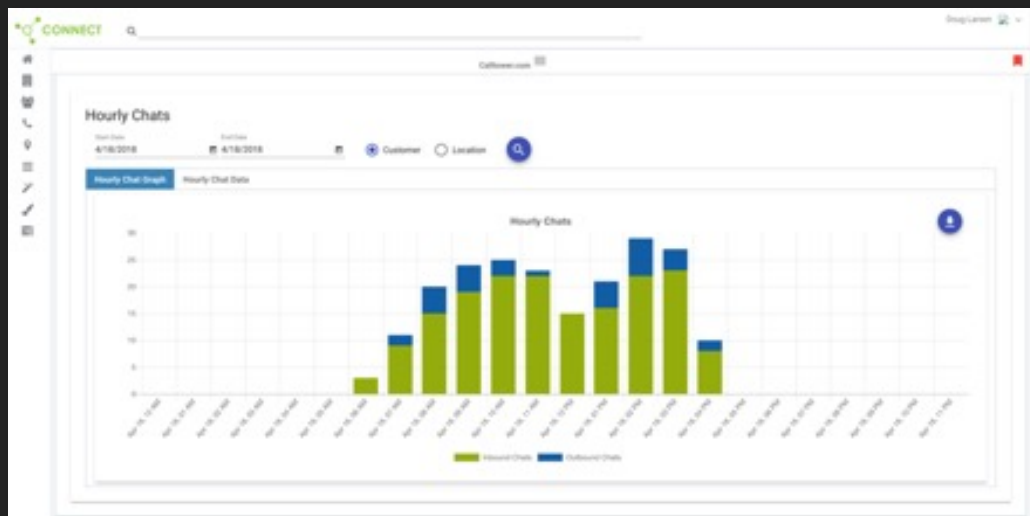
calltower

Visit our Solutions Center to receive an array of helpful tips giving a **better understanding of how to get the most out of your CallTower services and features.**

MICROSOFT TEAMS.

calltower

MICROSOFT GOLD PARTNER.

calltower

GCC High

Direct Routing

poly
Yealink

Operator Connect

Microsoft
Gold Partner

SMS
TEXT

boost

Contact
Center

MICROSOFT TEAMS IS HUGE!

calltower

300M +
Office 365 users
Microsoft | April 2021

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Monthly Active Teams Users!
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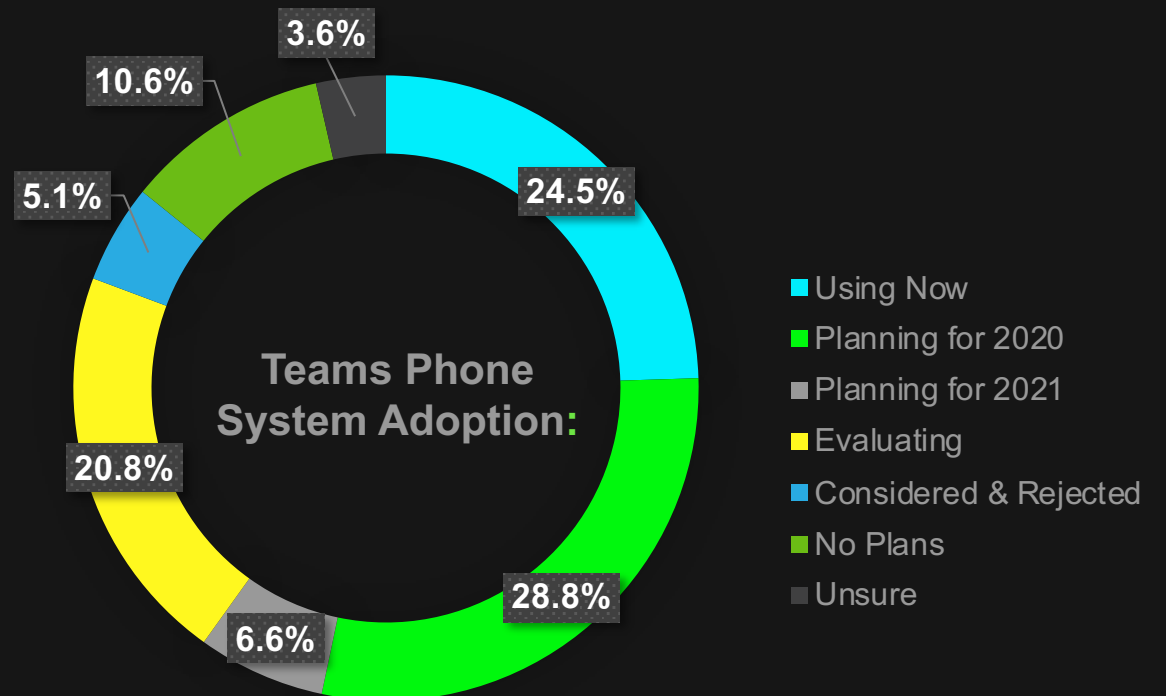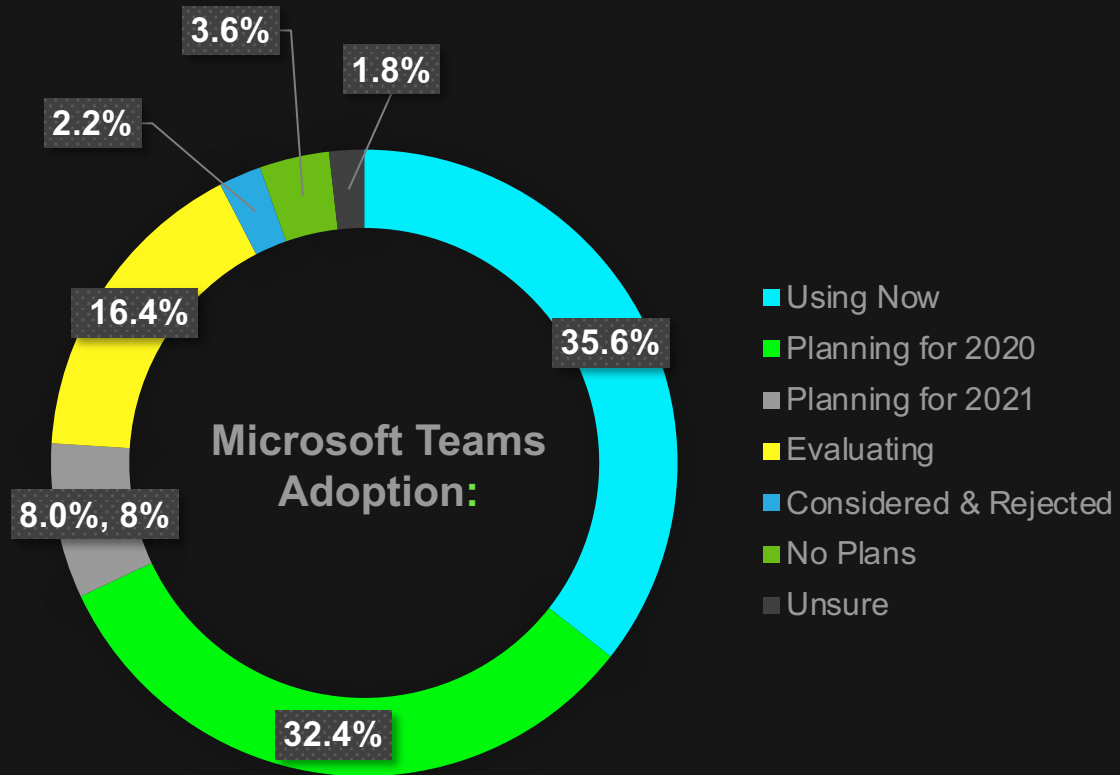2M+ Android in Nov '20,
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Microsoft, February 2021

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Microsoft, March 2022

TEAMS COLLABORATIONS BENEFITS!

30%
Reduction in meetings

21%
Reduction in Email

24%
Productivity Improvement

Lower Cost // Annual Revenue Increase

2020 Nemertes Research DN8637

THE HUB FOR TEAMWORK IN OFFICE 365.

calltower

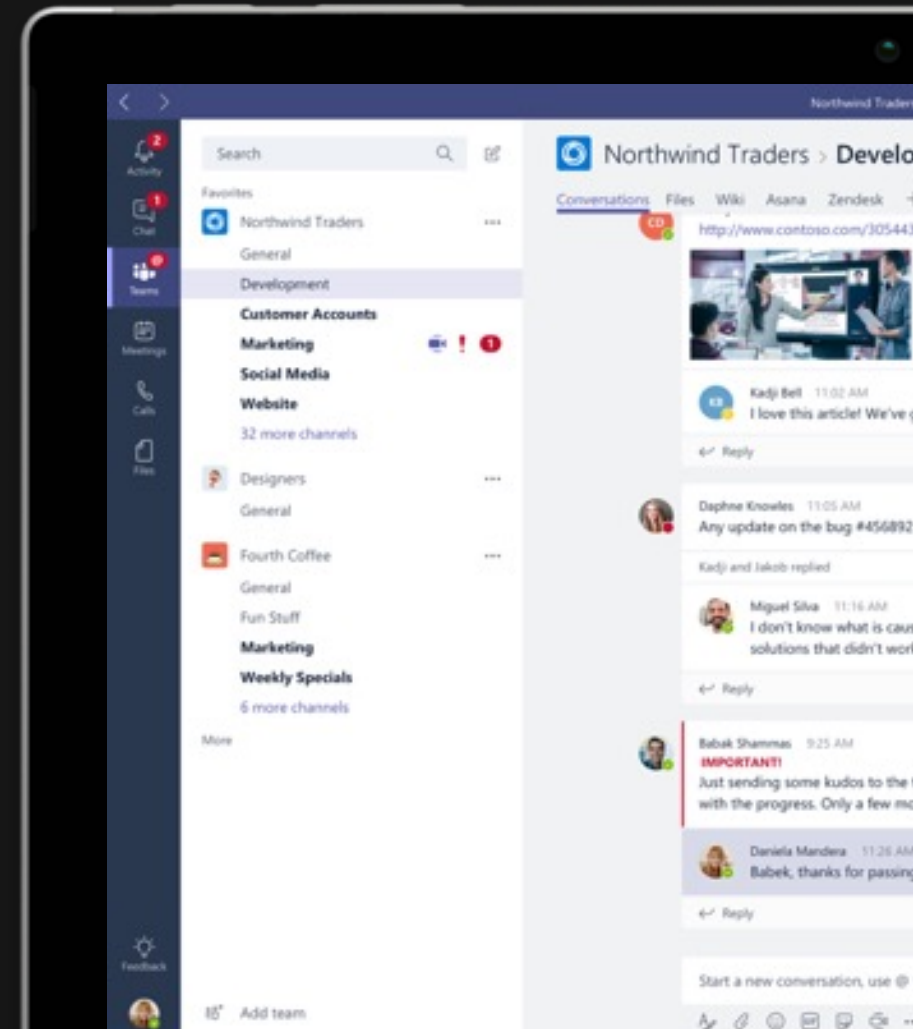Chat, group chat, calls & meetings for today's teams

Integrated Office 365 apps

Customizable and Collaborative

Enterprise security, compliance & manageability

INTERFACE UPDATE.

Leveraging the full width of the screen, the audio and video experience make remote team members feel like they're really part of the conversation.

Communicate in the moment and keep everyone in the know

- Schedule and join online Skype meetings with HD video, VoIP, and dial-in audio conferencing options

- Have a dedicated phone number with advanced features

- Available across mobile, desktop and browser; integrated with meeting room devices
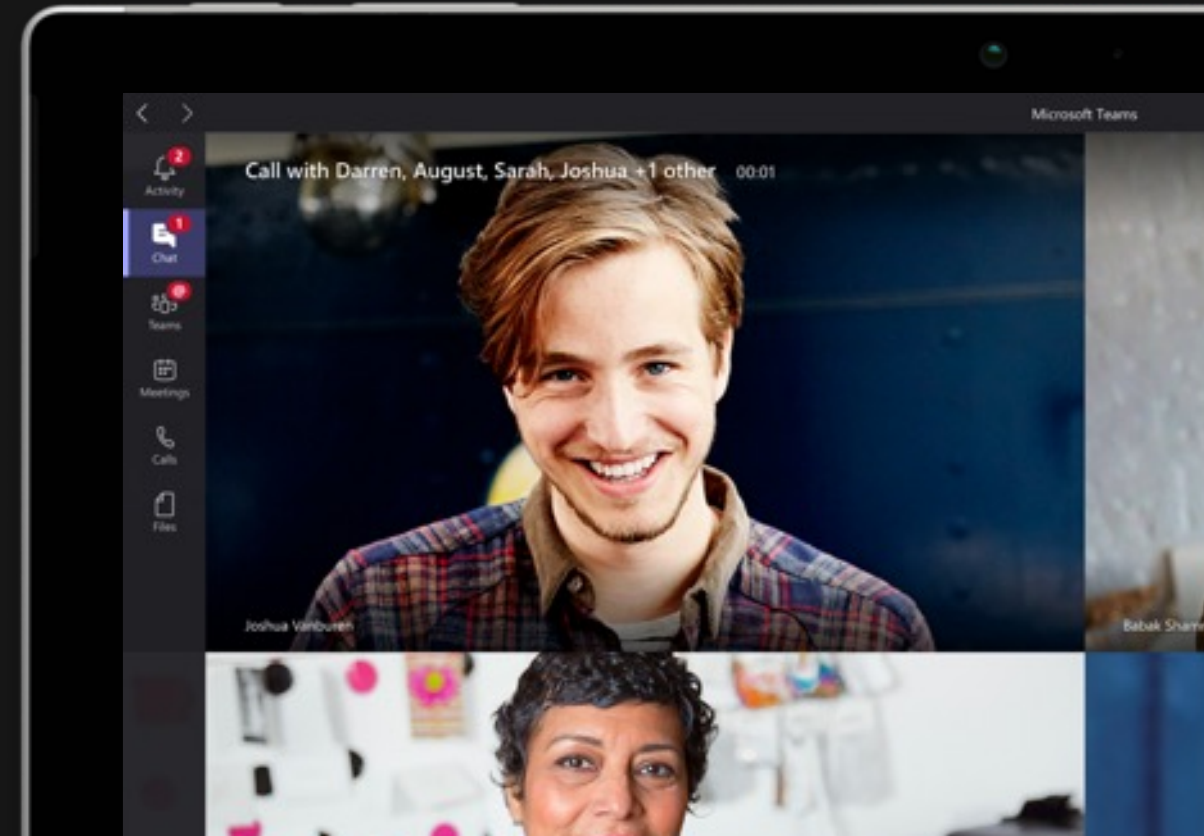
INTERFACE UPDATE.

TEAMS SUPPORTED DEVICES.

calltower

Poly CCX 400/500

Poly CCX 600

Poly Elara 60

Poly Trio C60

Poly Calisto 3200

Poly Calisto 7200

Yealink MP54

Yealink MP56

Yealink VP59

Yealink CP960

Blackwire

Voyager Focus

Voyager 4200

Voyager 5200

Voyager 6200

For Full Device List and Data Sheets – [Click Here](#)

VIDEO CONFERENCING.
REAL PRESENCE TRIO

Delivers the best audio experience from the huddle room to the boardroom - **making every conversation, every spoken word just that much clearer.**

WHY CALLTOWER FOR MICROSOFT TEAMS?
DIRECT ROUTING

calltower

DID'S MANAGEMENT

- Porting between any PBX to Teams, including Hybrid

EXCLUSIVE WITH CALLTOWER

- Local calling // 70+ Countries
- Receptionist Console
- GCC High
- Emergency Notifications
- CT Cloud Voice // CT Cloud Meeting
- CT Cloud Boost
- CT Cloud Contact Center

EXPERIENCED MICROSOFT PARTNER

- Microsoft Gold Partner Since 2008 // CSP
- Seamless Migration Path to Microsoft Teams
- Centralized Call Recording for Compliance
- Expertise in Managed DIDs in 6,000 Cities
- Live Training
- 24/7/365 Support

CERTIFIED DIRECT ROUTING PARTNER

- No SBC's Needed
  - Geo-Redundant
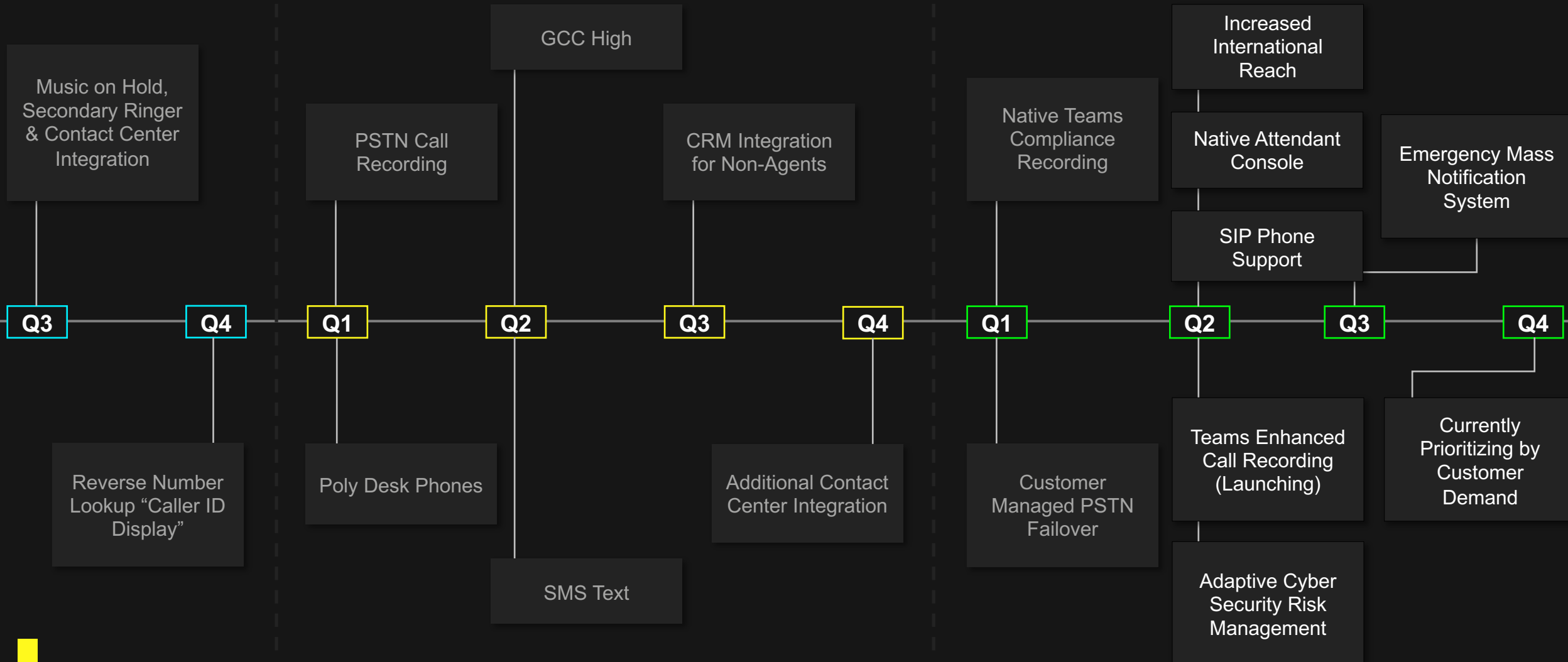- Managed Teams Certified Devices
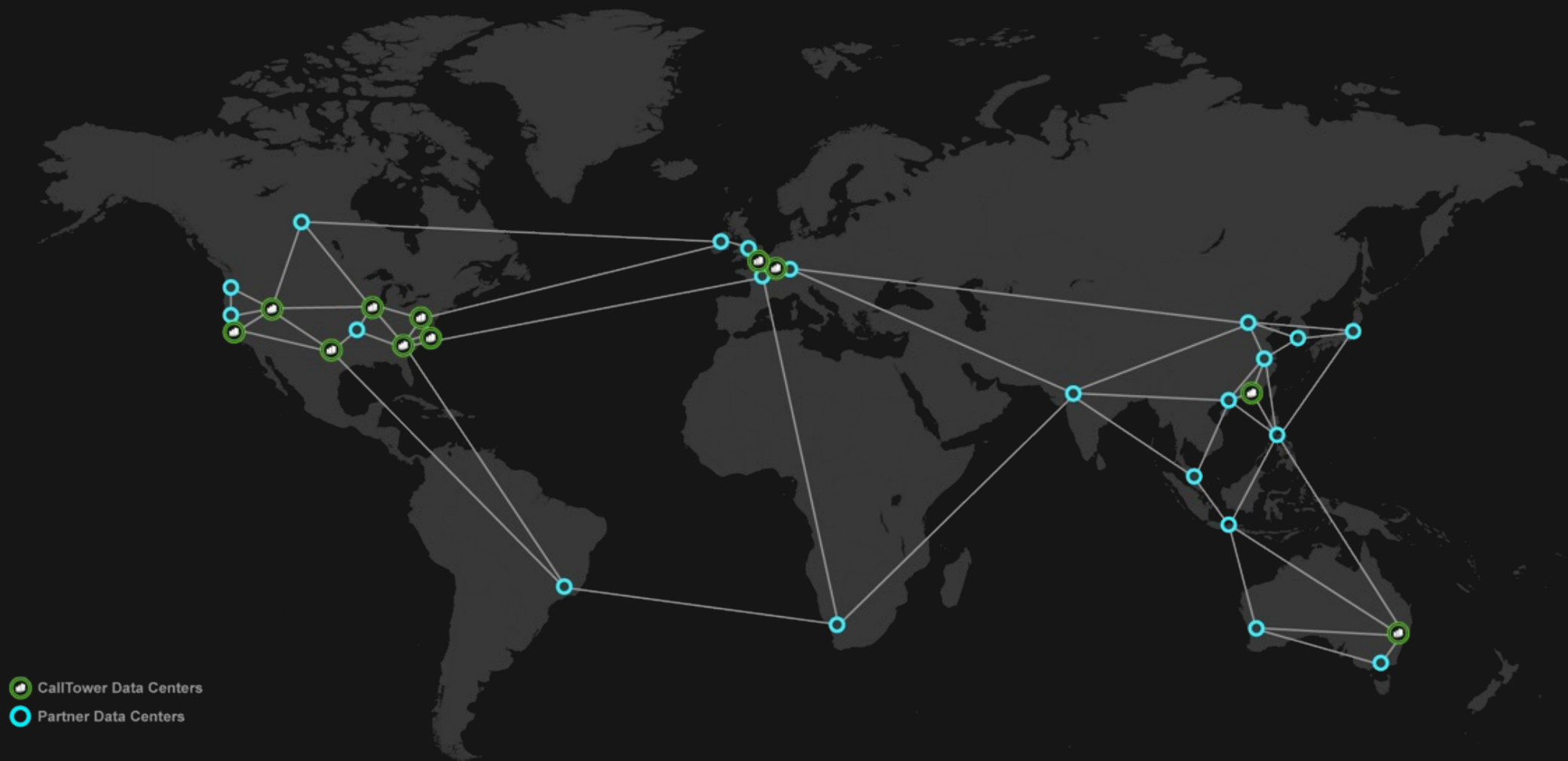
CALLTOWER'S INTEGRATION WITH TEAMS.

2019

2020

2021

Q3 — Music on Hold, Secondary Ringer & Contact Center Integration

Q4 — Reverse Number Lookup "Caller ID Display"

Q1 — PSTN Call Recording / Poly Desk Phones

Q2 — GCC High / SMS Text

Q3 — CRM Integration for Non-Agents

Q4 — Additional Contact Center Integration

Q1 — Native Teams Compliance Recording / Customer Managed PSTN Failover

Q2 — Native Attendant Console / SIP Phone Support / Increased International Reach / Teams Enhanced Call Recording (Launching) / Adaptive Cyber Security Risk Management

Q3 — Emergency Mass Notification System

Q4 — Currently Prioritizing by Customer Demand

ENHANCED INTERNATIONAL COVERAGE.

calltower

CallTower Data Centers
Partner Data Centers

# ENHANCED INTERNATIONAL COVERAGE.

calltower

Microsoft Teams

CallTower's multinational Microsoft Direct Routing solution now delivers services to

70+ countries   6,000 cities

using high quality Calling Line ID (CLI) routes - providing simple, global landline and mobile calling for Microsoft Office 365 Teams.

CallTower Data Centers
Partner Data Centers

MICROSOFT TEAMS ADVANCED SERVICES.
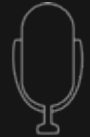
Call Recording

Analytics & Sentiment
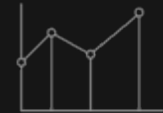
Contact Center

Artificial Intel

Quality Assurance

Wallboards

Metrics & Reporting

SMS

ALLEN PRESS CASE STUDY.

WHY DID ALLEN PRESS CHOOSE CALLTOWER'S MICROSOFT TEAMS DIRECT ROUTING SOLUTION?

ALLEN PRESS   calltower

MANUFACTURING VERTICAL

CHALLENGE

- Allen Press had several hundred users utilizing a legacy communication solution that needed upgrading

- When the time for a telephony upgrade became apparent, they set to work looking for the answer that would achieve all their communication goals

SOLUTION

- A majority users had low call volume-so plan flexibility was critical to keeping their telephony system economically viable.

- CallTower was able to provide flexible licensing for users with varying call volumes without issue and managed to consolidate everything into one dialing plan.

- Allen Press appreciated CallTower's in-depth sales discovery process

- CallTower Solution Architects designed a plan that worked specifically for their organization

RESULTS

- Due to the efforts and expertise of CallTower Team, Allen Press went from a legacy communications solution to cloud enabled Enterprise grade Microsoft Teams Direct Routing solution in less than 60 days.

FRANKLIN SPORTS CASE STUDY.

CALLTOWER'S NATIVE MICROSOFT TEAMS DIRECT ROUTING DELIVERED A MAJOR LEAGUE UPGRADE FOR FRANKLIN SPORTS

RETAIL VERTICAL

CHALLENGE

- Their phone system, a legacy PBX model was outdated, clunky and offered no "on-the-go" options which are critical to today's business model.

SOLUTION

- Within a few short weeks, Franklin Sports was up and running with a CallTower's Native Microsoft Teams Direct Routing voice solution and their legacy PBX system was being phased out.

- Massive hurdles like licensing and porting were handled by the proficiency of CallTower's implementation team – taking the weight off the backs of the Franklin Sports IT administration.

RESULTS

- The peace of mind of a reliable Microsoft Teams Phone Standard Licensing began to spread through the IT administrative team of Franklin Sports as well. Combined with the workload reduction from a powerful admin system like CallTower Connect and the support team from CallTower, they are able to focus on other projects and enhancements.

PING GOLF CASE STUDY.

CALLTOWER'S NATIVE MICROSOFT TEAMS DIRECT ROUTING DELIVERED A HOLE IN ONE UPGRADE FOR PING GOLF

CHALLENGE

- They needed to upgrade their communication systems in order to keep the business both thriving and safe for their employees

SOLUTION

- The first thing CallTower delivered was a suitable price point for the solutions PING needed – saving them a considerable amount compared to the rates of competitive solutions available elsewhere.
- Then, CallTower began to manage the transition of the licenses from Maverick Networks into CallTower's Microsoft Teams direct routing solution

RESULTS

- PING Golf now has a complete turnkey Native Microsoft Teams solution with a comprehensive admin portal, a robust US-based customer service apparatus and a single monthly bill for their accounting department to track.

MICROSOFT TEAMS VOICE DESIGN.

calltower

Design 1

Teams from Microsoft Direct

- Do it yourself
- No training
- Little support
- DIY network
- Self-porting
- No device support

Design 2

Native Direct Routing Partners

- Porting Included
- Implementation
- Training
- Uses the Full Microsoft PBX
- 24/7 support
- Multiple automated failover telephony options
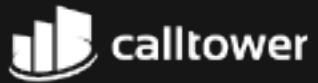
Design 3

Direct Routing Partners w/ 3rd Party PBX

- Not supported by Microsoft
- Uses 3-party core platforms (Cisco, Broadsoft, etc.)
- Compliance required by all platforms
- Additional layer of risk
- Added license cost required
- Auto Attendant/Call Queue/VM not on Teams

Design 4

3rd Party Integrations w/ Teams

- All risk and cost in Design 3 plus
- Requires 3rd party application with more complex end-user functionality
- Greater risk of failure and need for support
- Lack of Office 365 expertise-Not a CSP
- Limited native Teams features and functionality
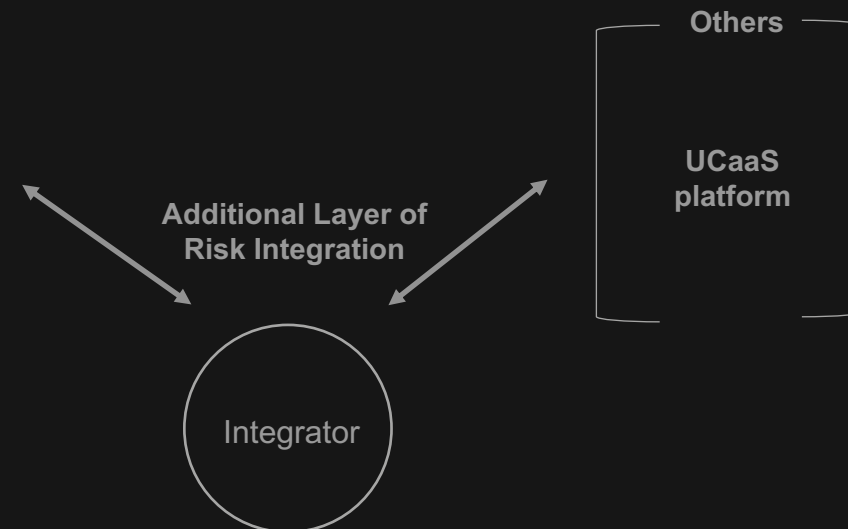- No dialing from Outlook

CALLTOWER VS 3RD PARTY PBX INTEGRATIONS.

calltower

calltower

NATIVE CALLTOWER TEAMS DIRECT ROUTING

Dedicated Connections
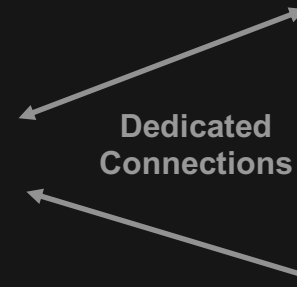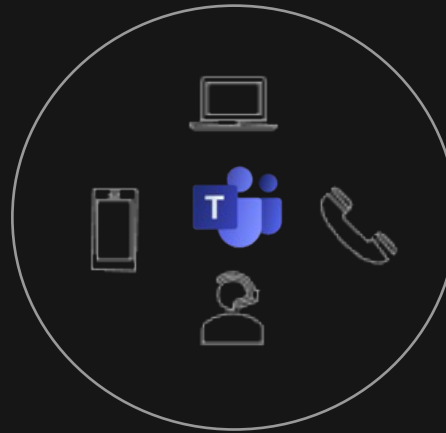
NON-NATIVE, INTEGRATORS, 3rd PARTY, TEAMS DIRECT ROUTING

Additional Layer of Risk Integration

Others

UCaaS platform

Integrator

KEY TEAMS
INTEGRATIONS.

calltower

CT TEXT FOR MICROSOFT TEAMS.

CT | TEXT   **calltower**

SEND AND RECEIVE SMS AND MMS FROM MICROSOFT TEAMS WITH CT TEXT.

Connect instantly with your contacts in Outlook, Active Directory, SharePoint, and with your MS Teams channel members.
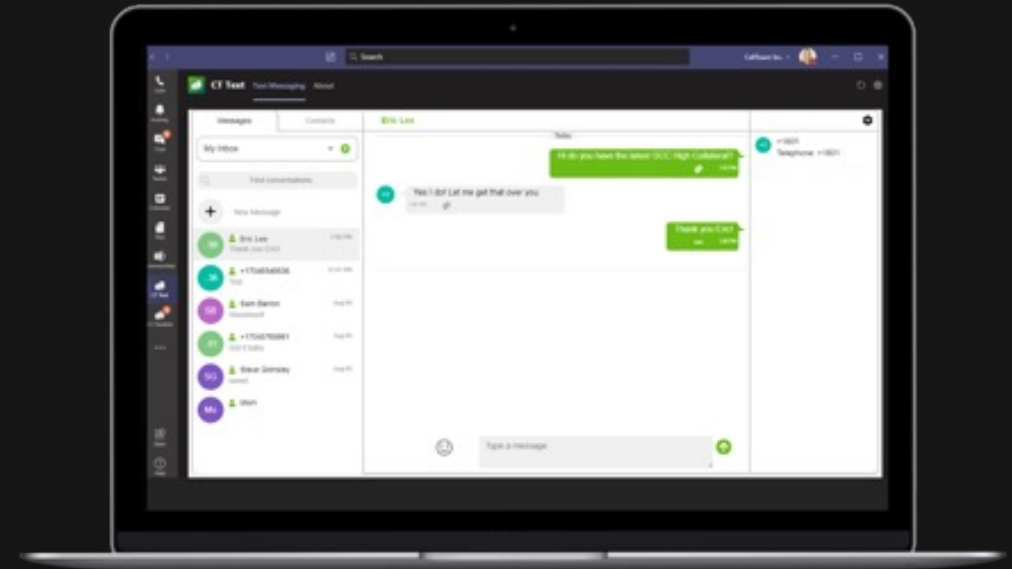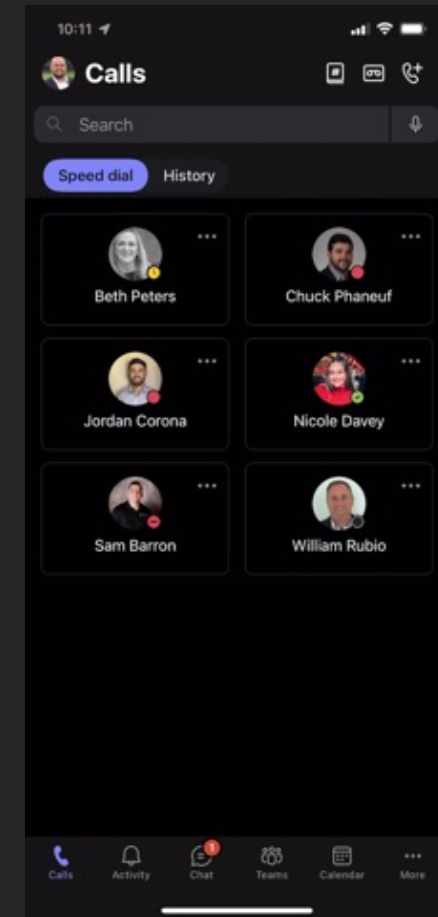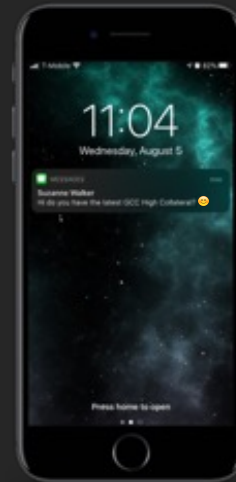
CT TEXT FOR MICROSOFT TEAMS.

Play me

SMS TEXT MESSAGING AND MMS FOR MICROSOFT TEAMS

Supercharge your Microsoft Teams platform and maximize your reach and impact with 2-way SMS text: the most popular messaging format that works on every cell phone.

CT TEXT FOR MICROSOFT TEAMS.

CT | TEXT   **calltower**

SEND TEXTS TO YOUR MICROSOFT 365 CONTACTS

Connect instantly with your Microsoft Teams channel members, your contacts in Outlook, Active Directory and SharePoint, as well with as the contacts you save in CT TEXT.

CT CLOUD UNITE FOR TEAMS

CT Cloud Unite integrates with CallTower's Native Microsoft Teams Direct Routing
delivering an unprecedented range of business and contact-orientated applications, offering a standard set of features with a huge range of popular cross-vertical and vertical-specific apps.

Recent & History Lists

Click-to-Dial

Contact Popping

Note Taking

Caller Review

Address Book

Activity Logging

CT CLOUD UNITE FOR TEAMS.

INTEGRATE YOUR APPLICATIONS WITH CT CLOUD UNITE

Improve the quality and professionalism of your call handling and the caller's experience

Increase the productivity and collaboration of your Microsoft Teams Phone Standard Licensing's users

Reduce the time and costs involved with making and receiving large volumes of calls

Realize the full potential of your hosted telephony solution
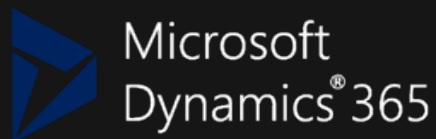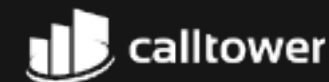
CT Cloud Unite is a client-only solution, specifically designed for our hosted Cloud Voice platform and is easy to install, configure and upgrade.

Two License Options: Express and CRM

TEAMS REDUNDANCY.

MICROSOFT TEAMS.

PSTN

Microsoft
Calling Plan

Office 365

Phone Systems — Teams
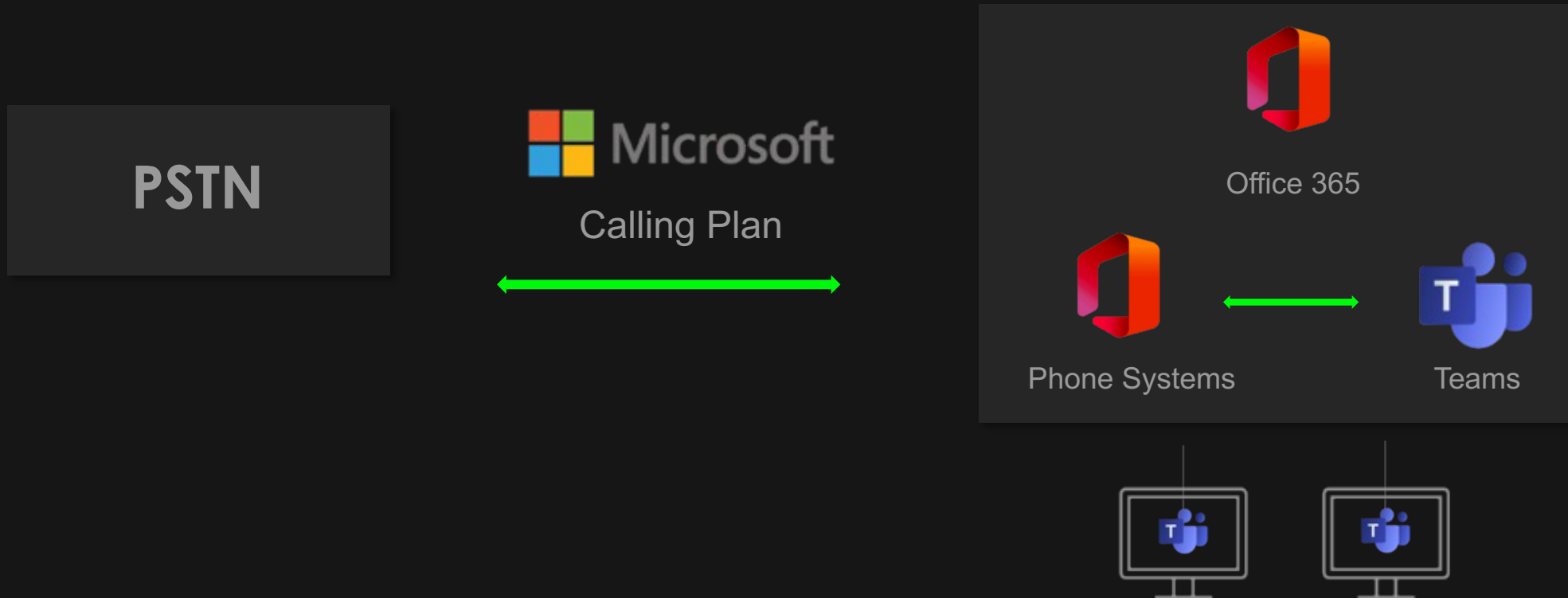
- Some things Office 365 can't provide…
- SIP Trunking to legacy PBX's
- Analog devices
- Paging, elevator, door Entry

- Call center
- Faxing
- Synergy between multiple platforms
- Failover options in the case Teams services are down
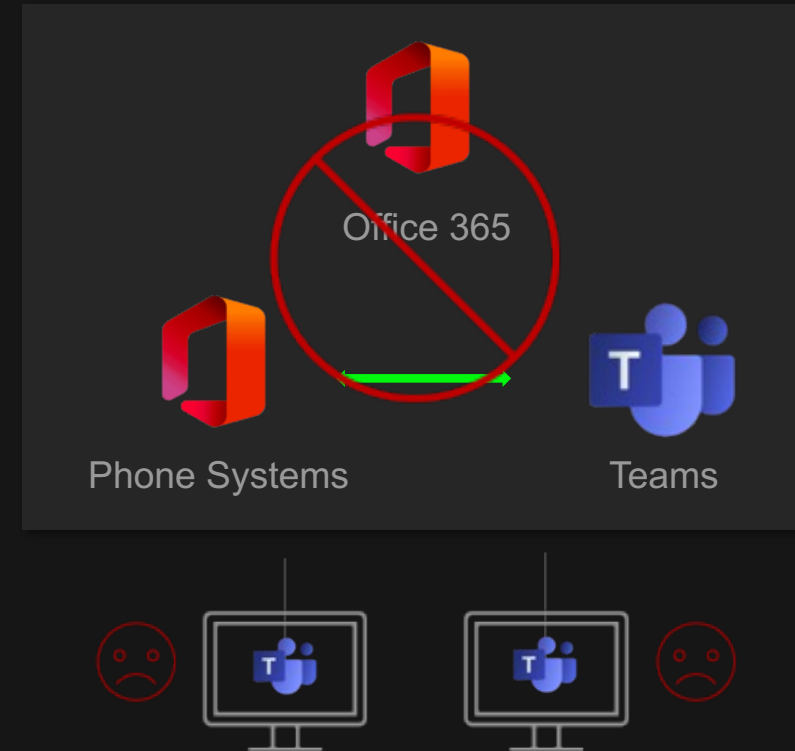
MICROSOFT TEAMS.

CallTower's MS Teams Direct Routing extends our robust and resilient voice/data network including high level support, failover options, additional voice services and cross platform applications for happier customers

TEAMS FAILOVER.

VARIATION 1 / Backup Auto Attendant

Incoming Call

CallTower Call Processing Platform

Microsoft Teams

Microsoft Teams Auto Attendant

Option 1

Option 2

Option 3

MS Teams Users

Sales Teams Hunt Group

Support Hunt Group

Operator
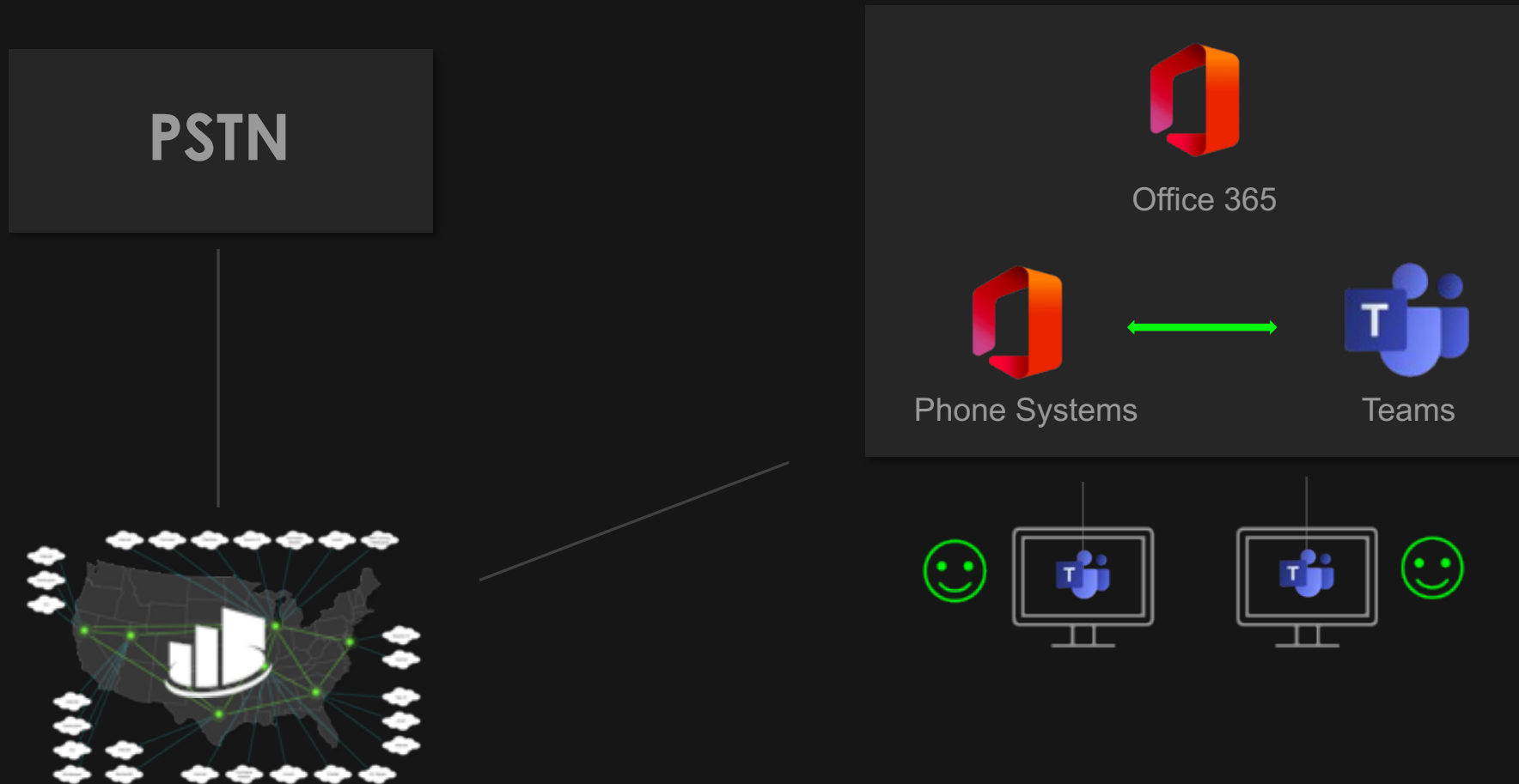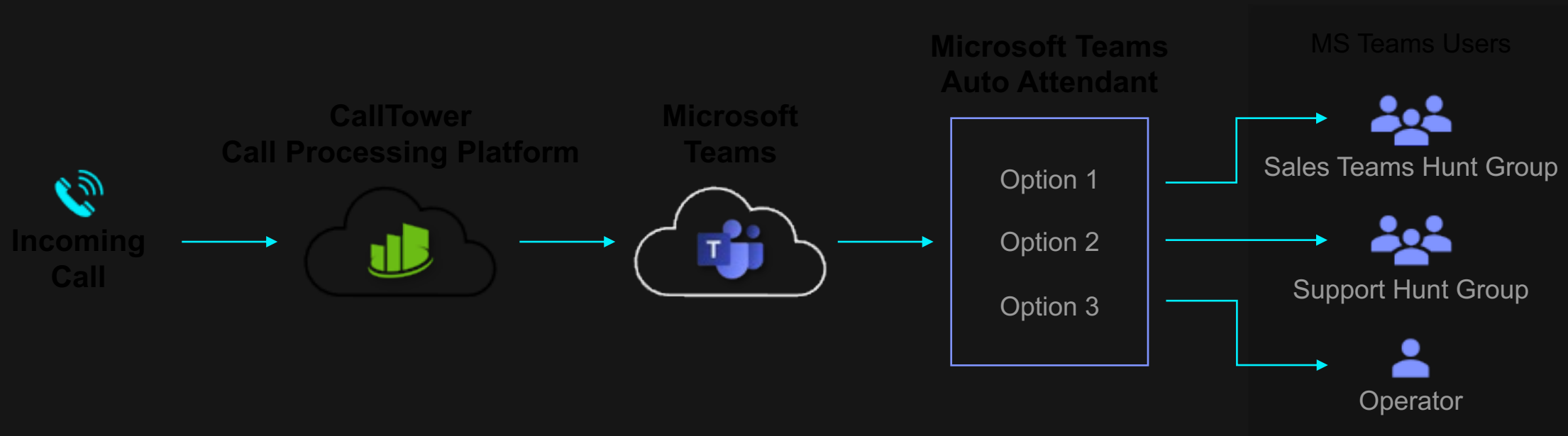
Primary AA Calling Path →

TEAMS FAILOVER.

VARIATION 1 / Backup Auto Attendant
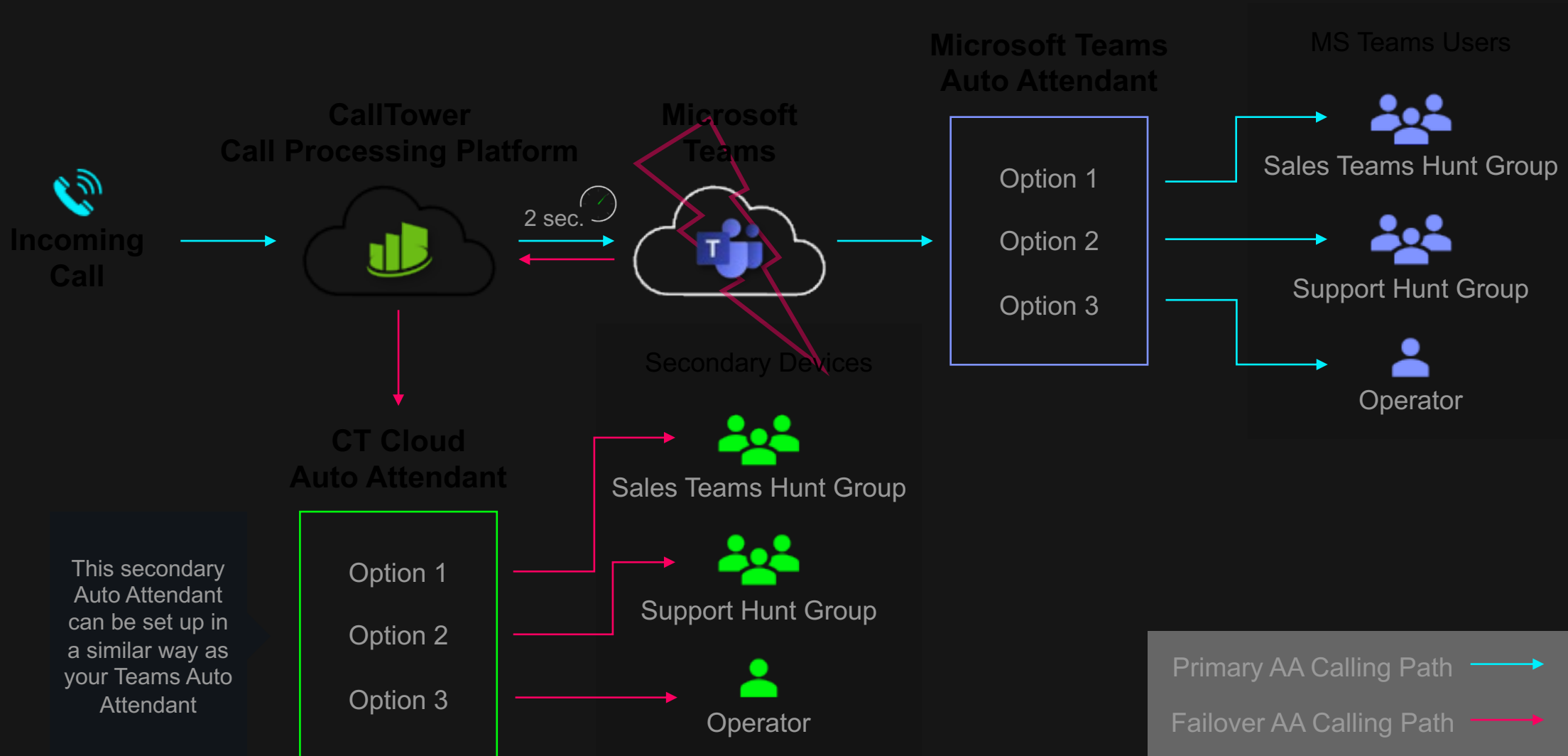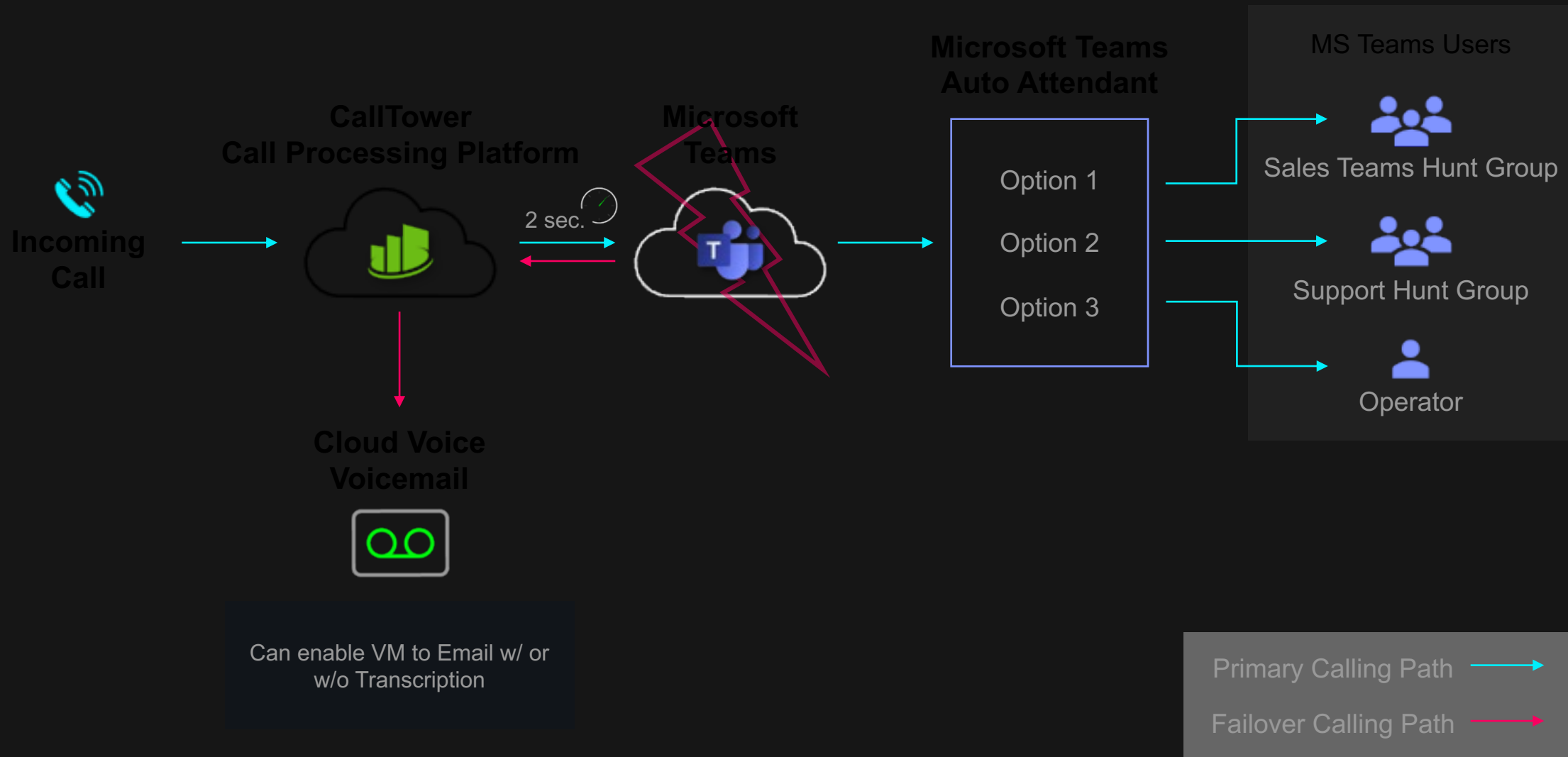
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CallTower Call Processing Platform

Microsoft Teams

Microsoft Teams Auto Attendant

MS Teams Users

Incoming Call

2 sec.

| Option 1 |
| Option 2 |
| Option 3 |

Sales Teams Hunt Group

Support Hunt Group

Operator

Secondary Devices

CT Cloud Auto Attendant

This secondary Auto Attendant can be set up in a similar way as your Teams Auto Attendant

| Option 1 |
| Option 2 |
| Option 3 |

Sales Teams Hunt Group

Support Hunt Group

Operator
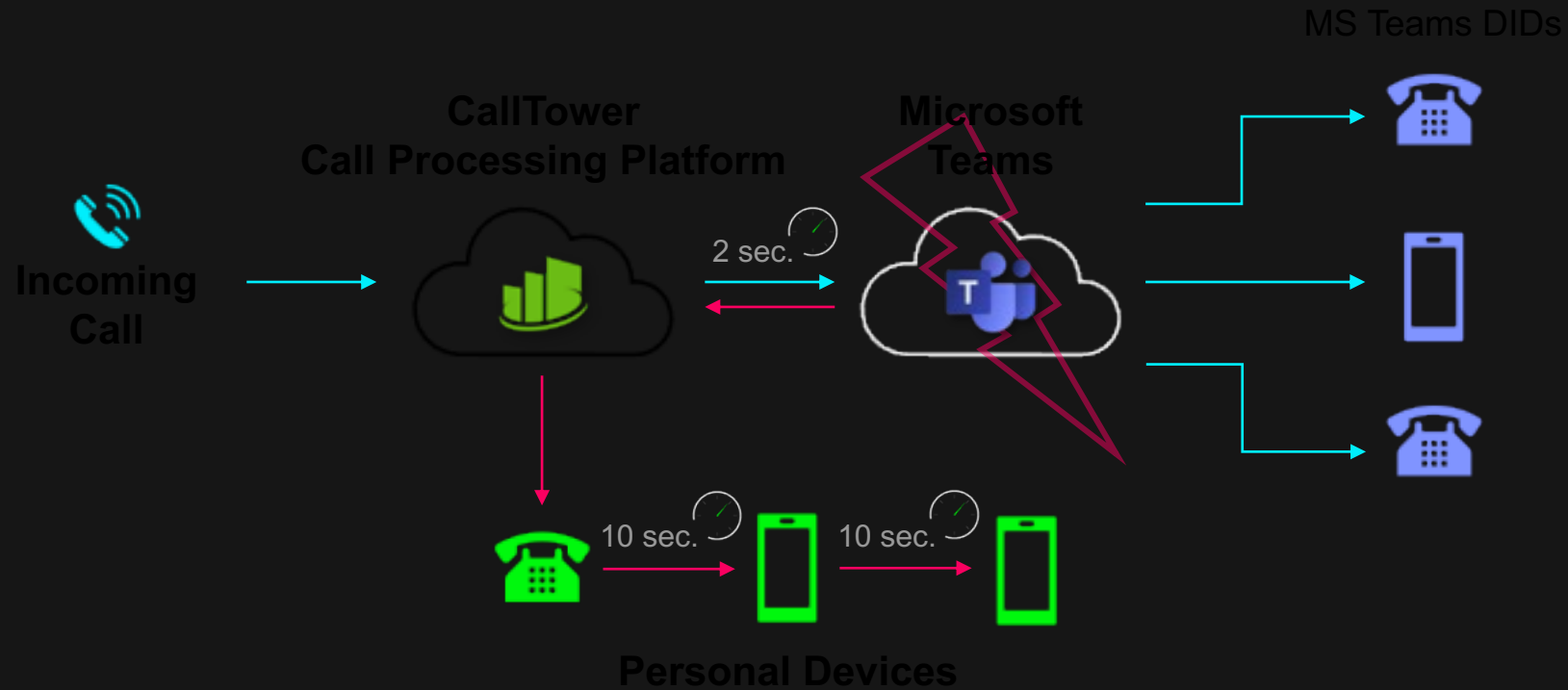
Primary AA Calling Path ➡

Failover AA Calling Path ➡

TEAMS CUSTOMER SOLUTION

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TEAMS FAILOVER.

PSTN

If Office365 Teams services are down or severely degraded our customers have these failover options.

CT CLOUDvoice

Simple RCF

CT Cloud AA

CT Cloud VM

CT Cellular MLHG

Customer SIP Trunk

Office 365

Phone Systems
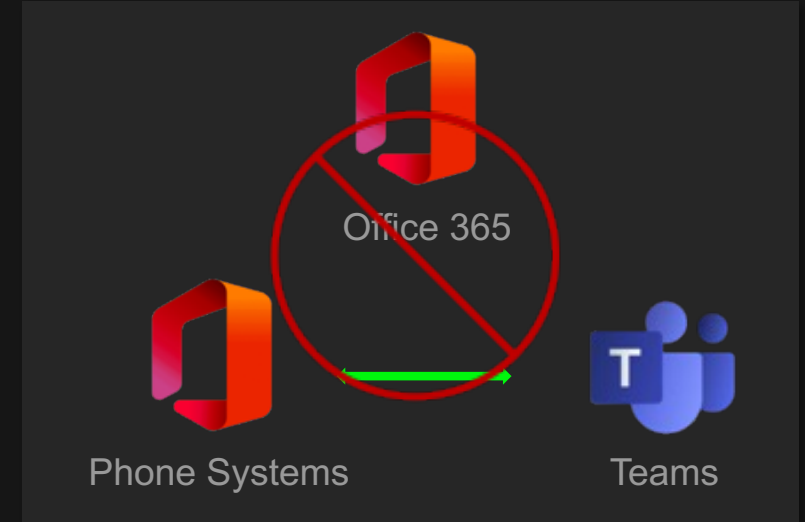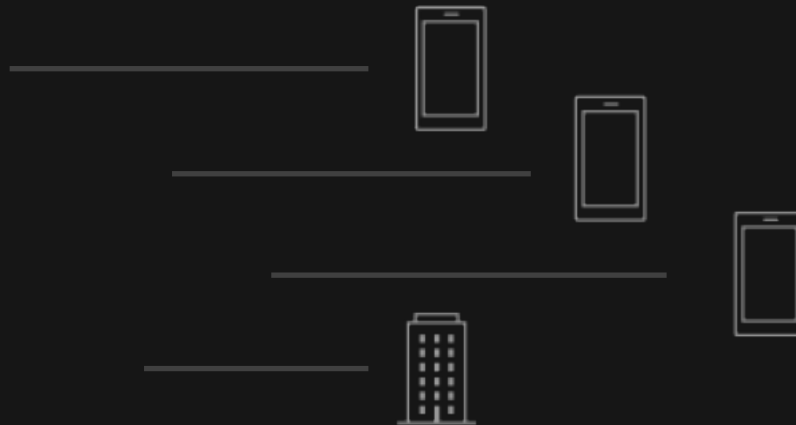
Teams

Customer Site PBX

SOLUTION SELLING.
COMBINING TWO PLATFORMS

CT CLOUD VOICE PROVIDING RECEPTION PHONE AND A METHOD FOR TEAMS USERS TO
DIAL BY EXTENSION OR SPELL BY NAME
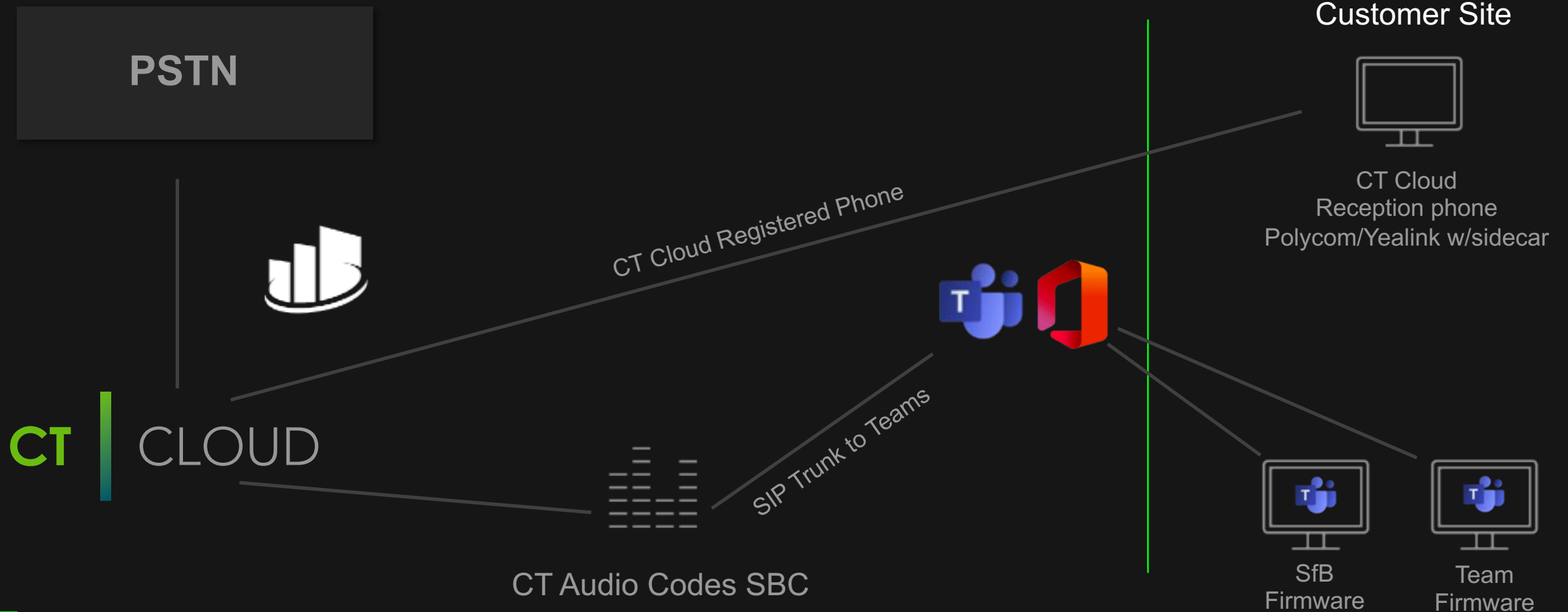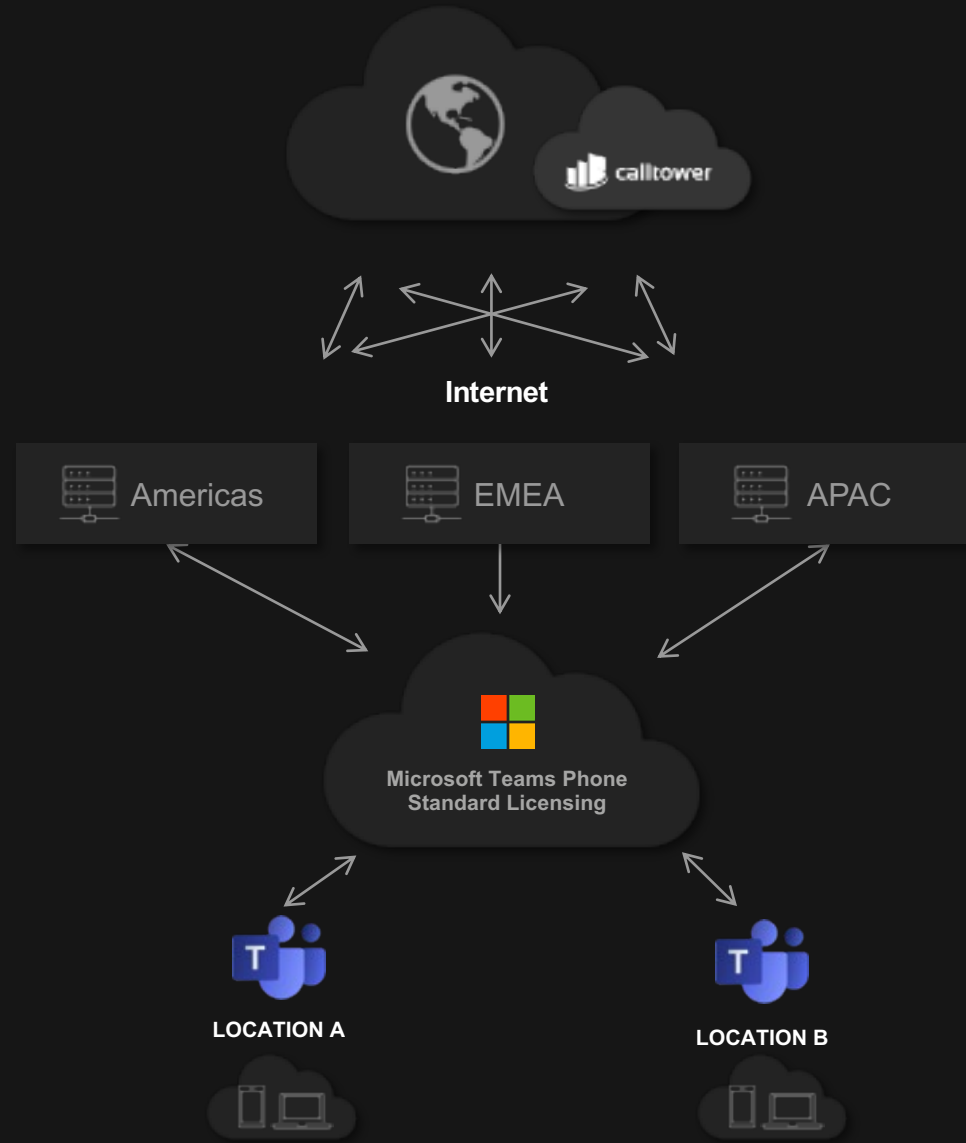
PSTN

Customer Site

CT Cloud Registered Phone

CT Cloud
Reception phone
Polycom/Yealink w/sidecar

CT | CLOUD

SIP Trunk to Teams

CT Audio Codes SBC

SfB
Firmware

Team
Firmware

WHAT IS GCC HIGH?

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```
┌─────────────────┐    ┌────────────────────────────────────────────────────────────────┐
│ MICROSOFT 365   │    │              MICROSOFT 365 GOVERNMENT                          │
│ ENTERPRISE      │    │                                                                │
└─────────────────┘    └────────────────────────────────────────────────────────────────┘
```

MICROSOFT 365 ENTERPRISE

MICROSOFT 365 GOVERNMENT

OFFICE 365

OFFICE 365 GCC

OFFICE 365 GCC HIGH

OFFICE 365 DoD

EM+S

EM+S FOR GOVERNMENT

AZURE (COMMERCIAL)

AZURE (GOVERNMENT)
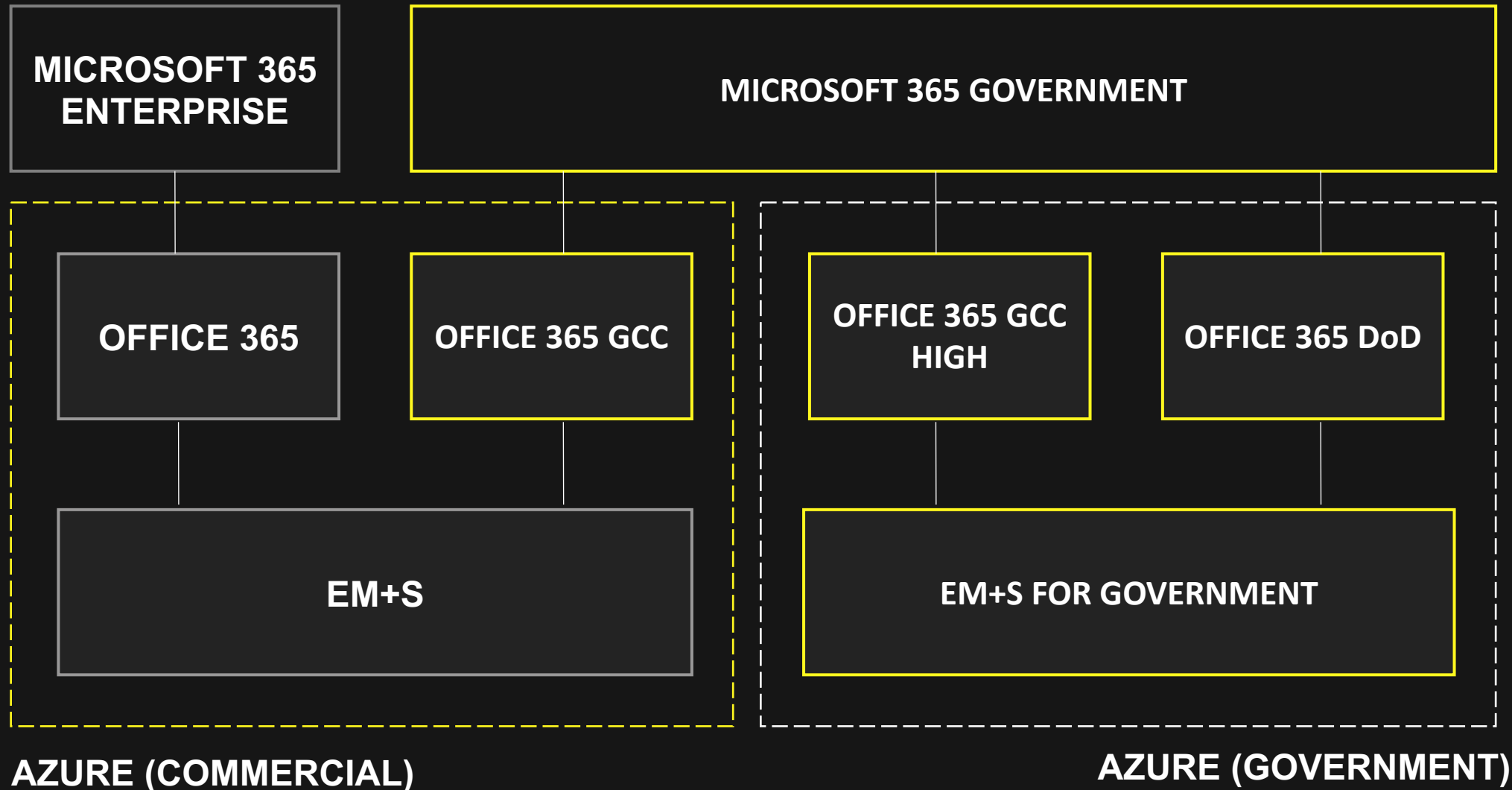
GCC HIGH CONTINUED.

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DISA SRG Impact Level 4

US Sovereign Directory Services

US Sovereign Network

Screened US persons

For many government standards, one must make sure anyone working in the environment meeting the requirements of specific government background checks. GCC High acts as a data enclave of Office Commercial. It's compliant with CMMC, DFARS, ITAR, NIST-800 171 and NIST-800

MICROSOFT TEAMS DIRECT ROUTING FOR GCC HIGH.

CALLTOWER IS CURRENTLY THE **ONLY PROVEN PROVIDER** THAT ENABLES VOICE IN 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), Cybersecurity Maturity Model Certification (CMMC), or subject to International Traffic in Arms Regulations (ITAR).

CLOUD SOLUTION PROVIDER (CSP).

MICROSOFT 365.

Microsoft Gold Partner

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CALLTOWER DELIVERS STRATEGIC CONSULTATIVE AND SUPPORT MANAGEMENT

Change Management

Extended Support

IP Services

Adoption Assistance

Project Management

Content / Tools

The rise of the always-connected, multi-device consumer coupled with the proliferation of data and resources available online has resulted in a transformational shift in the workplace.

WHY GET YOU LICENSING FROM CALLTOWER.

CALLTOWER'S CSP | since 2014

Leverage CallTower's experience for your Microsoft and Office 365 licensing

Fully Managed Voice Migration to Teams

Single Point of Contact for 24/7/365 Support: Office 365, Exchange & Voice

Use CallTower Connect (Admin Portal)

Managed and Professional Services

WHY BE PART OF CALLTOWER'S CSP?

ADVANTAGES	WITH CALLTOWER	WITHOUT CALLTOWER
Design, training, and deployment assistance with Skype for Business w/ Teams Collaboration or Collaboration and Meetings	Included	CallTower Professional Services
Design, training, and deployment assistance with migration to Teams and CallTower Direct Routing	Included	CallTower Professional Services
Single point of contact for Teams and Office 365 support. CallTower will work your issue to resolution	Included	Customer must engage Microsoft as necessary for support of non-CallTower issues
24 x 7 x 365 Support Team with case management available via Self Service portal, Email, Chat, or Phone	Included	Customer must engage Microsoft as necessary for support of non-CallTower issues
Office 365 provisioning integration. Provision Direct Routing using CallTower Connect.	Included	Not available – Direct Routing must be configured separately in Office 365 and CallTower Connect.

WHY BE PART OF CALLTOWER'S CSP?

ADVANTAGES	WITH CALLTOWER	WITHOUT CALLTOWER
Single bill for all CallTower services, including Office 365 licenses	Included	Not available
Manage Office 365 licensing through CallTower Connect	Included	Not available
Flexible monthly licensing options	Included	May be available
Licensing expertise	Included	May be available

CALLTOWER'S CSP SUPPORT SERVICE LEVEL AGREEMENT.

ISSUE PRIORITY	CALLTOWER SLA		MICROSOFT ENTERPRISE PLAN RESPONSE TIME
	INITIAL RESPONSE	UPDATE FREQUENCY	
Critical / P1	15 minutes	Hourly / As requested	1 Hour
High / P2	30 minutes	Every 2 hours	Next Day
Non-Critical / P3	4 hours	1 business day	No commitment
Non-Critical / P4	1 business day	2 business days	No commitment

MACD SERVICE LEVEL AGREEMENT   NETWORK STATUS   SUPPORT ESCALATION

OFFICE/MICROSOFT 365 OPTIONS.

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OFFICE 365 ENTERPRISE LICENSES

Enterprise Licenses

**E5 / E3 / E1

+

Microsoft Teams Phone Standard License

Provides Telephony PBX Features

- Auto Attendant
- Call Queues
- Reporting

+

Audio Conf. License

- Optional License by Individual
- Local Dial-in Number for Meetings
- Ad-hoc Conferencing

+

*CallTower Direct Routing

- Native Integration
- Optimized for Voice
- Business Continuity/DR
- Additional Features***

MICROSOFT 365 SMALL BUSINESS LICENSES (300 USERS OR LESS)

Small Business Licenses

Premium / Standard / Basic

+

Microsoft Teams Phone Standard License

Provides Telephony PBX Features

- Auto Attendant
- Call Queues
- Reporting

+

*CallTower Direct Routing

- Native Integration
- Optimized for Voice
- Business Continuity/DR
- Additional Features***

*Also available for GCC High customers

**E5 already includes the Microsoft Teams Phone Standard Licensing and Audio Conferencing licenses

***Features include SMS Text, Contact Center, CRM, and more

OFFICE/MICROSOFT 365 OPTIONS.

Office 365 Enterprise Licenses

E5		Microsoft Teams Phone Standard Licensing		Audio Conf.		CallTower DR
$38	+	**Included**	+	**Included**	+	***$7.95**

E3 / E1		Microsoft Teams Phone Standard Licensing		**Audio Conf. Select		CallTower DR
$22 / $10	+	**$8**	+	**Free Add-On**	+	***$7.95**

Microsoft 365 Small Business Licenses (300 users or less)

Premium / Standard / Basic		Microsoft Teams Phone Standard Licensing		**Audio Conf. Select		CT Direct Routing
$22 / $12.50 / $6	+	**$8**	+	**Free Add-On**	+	***$7.95**

Additional O365 Licensing

Common Area
$8

Meeting Room
$15

*CallTower Direct Routing rates can be mixed and match. $7.95 unlimited calling for ALL USERS in US and Canada /OR/ $11.95 unlimited calling + $4.95 metered and $.01 per minute for outbound calling if the customer wants a dial in

**Audio Conferencing Select Dial-Out - Optional number for their Teams calendar invites and the capability for ad hoc conferencing for external attendees

4 EASY STEPS.

MOVING YOUR LICENSES TO CALLTOWER:

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1. Together we take an in-depth look at current license counts and analyze new licensing needs.

2. CallTower will send you an email with CSP Relationship Acceptance and Authorization Invitation.

3. CallTower deploys the updated Office 365 licensing to you.

4. We work together with you to remove licensing you no longer need.

WHY MOVE YOUR 365 LICENSE TO CALLTOWER.

THE CALLTOWER ADVANTAGE:

Same Pricing as Microsoft, No Additional charges

Stronger Service Level Agreements (SLA)

24/7/365 Support

No Disruption to Userbase (No Migration)

Only Requires a "Partner of Record" to Transfer

Premium Level Support with Microsoft

Faster Problem Resolution with CallTower

calltower

WHY CHOOSE CALLTOWER?

UC SOLUTIONS CENTER.

calltower

Visit our Solutions Center to receive an array of helpful tips to give you a **better understanding of your CallTower solutions and their benefits.**
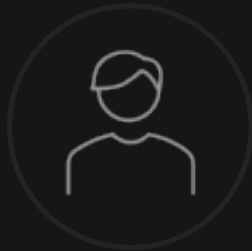
UC SOLUTIONS CENTER.
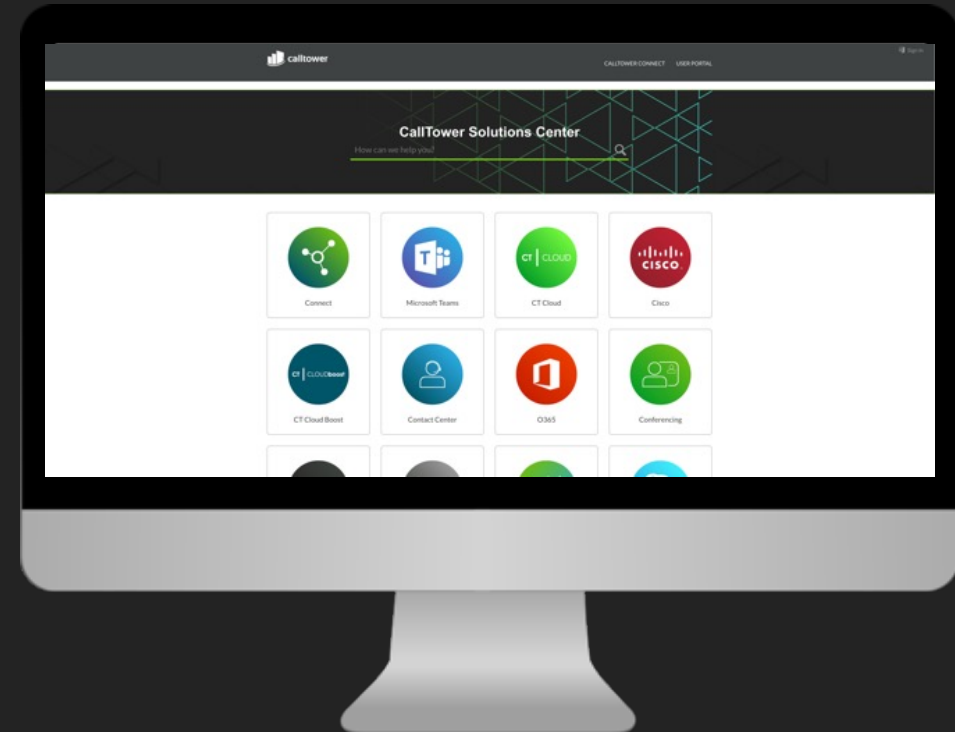
calltower

CallTower customers enjoy **28.1% self-service issue resolution,** which is more than three times the national average.

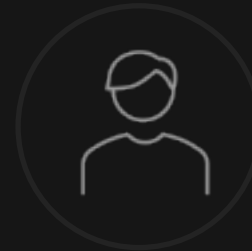Access articles and self-help instructions for most issues opened with support. **It is the fastest way to get answers to your questions.**
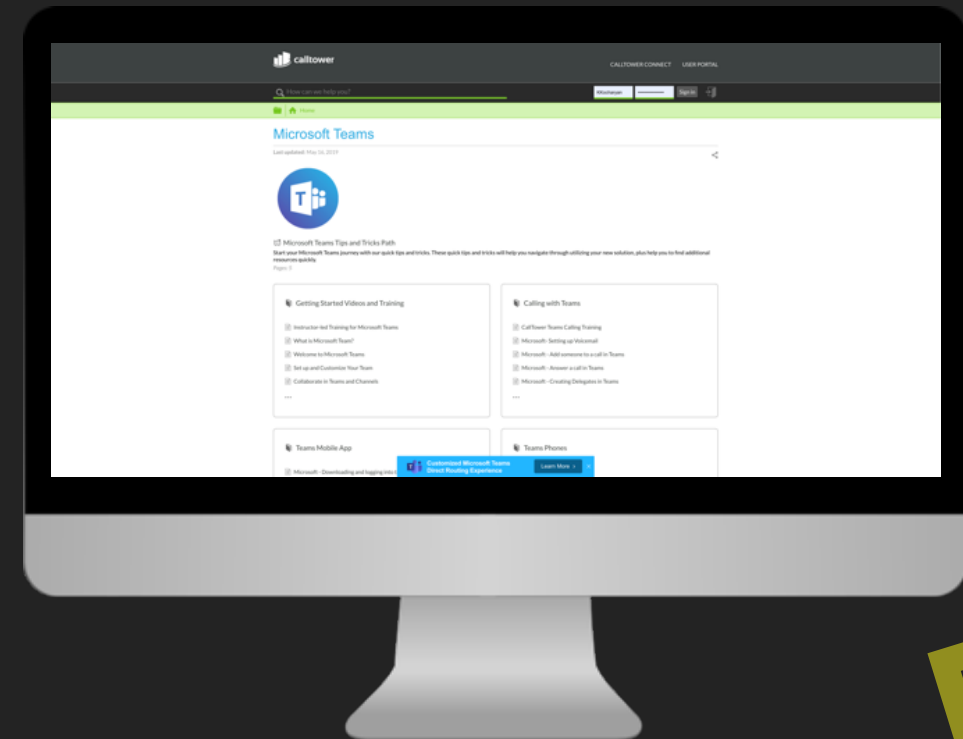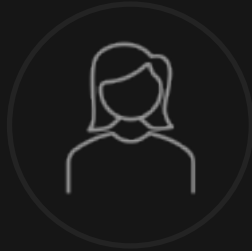
CLIENT SUCCESS TEAM.

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Dedicated Account Manager
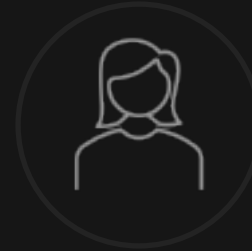
Onsite Visits with Account team

Frequent (At least monthly)
Account reviews

CallTower Provides Support for All Services:
phones, equipment, contact center, etc.

Quarterly Survey's

Automated Weekly Report /
Salesforce Dashboard