

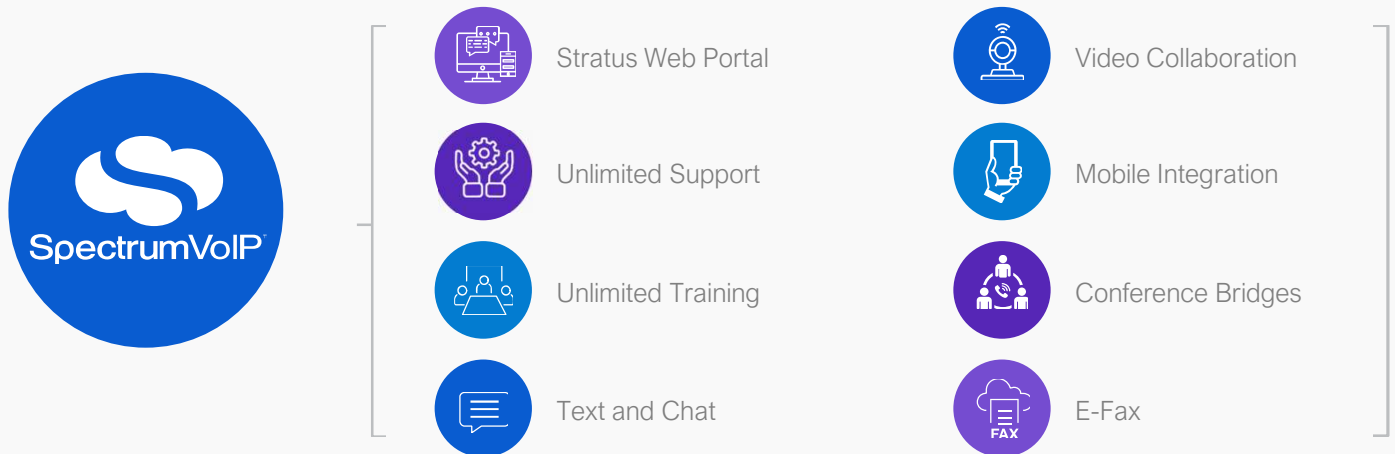
The word on the street

Why do Companies Choose SpectrumVoIP

SpectrumVoIP, Inc. is an award-winning global provider of cloud unified communications. Our flagship product is our cloud-based, "hosted" phone system which delivers the most extensive and feature-rich telecommunication platform available.

Our cloud-based communications and collaboration platform offers much more than traditional office phone systems. Our Everything Plan includes a comprehensive set of business capabilities that unify voice, video, team messaging and collaboration, SMS, conferencing and online meetings, contact center, and fax.

SpectrumVoIP Features



Win with SpectrumVoIP

SpectrumVoIP has perfected the "white glove treatment" that every customer gets when signing up for service. We believe that if the customer is setup and installed right in the beginning, the support burden is lower, and the customer satisfaction is higher. It's much easier to invest in the customers onboarding experience upfront, than having to piece it together later.



About Us



15 Years
Providing Hosted
VoIP Service



Over 120,000
Happy Clients
Using Our Service



Privately Owned
and Operated in
Plano, TX (HQ)



Service in
50 States and
15 Countries

Enterprise Class Service | Small Business Price

State of the Art Equipment



YEALINK T43U



YEALINK T46U



YEALINK CP 960



YEALINK T53W



YEALINK T54W



POLY VVX 411



SpectrumVoIP — We Invented Unlimited

THE UNLIMITED PACKAGE

- Rollover Lines
- Domestic Local & Long Distance
- Training
- Support
- Features
- Auto Attendants

VOICE FEATURES

- Unlimited Calling Local & Long Distance
- Click to Call
- Conference Bridges
- Call Forwarding (manual or programmed auto)
- Call Monitoring, Coaching and Join
- Call Recording (full auto or selective)
- Call Center Queuing
- Caller ID Name & Number
- Company Directory
- Dial by Name Directory
- Page & Intercom
- Three (3) or Four (4) Digit Dialing (Global)
- DID's
- Voicemail
- Virtual Receptionist
- Text Enabled DIDs Supporting SMS
- Presence Monitoring with any US Area Code
- Message / Music on Hold (Customizable)

MOBILITY FEATURES

- Find Me / Follow Me
- Conference Bridges
- Voicemail to Email Notification
- Mobile Application
- Cell Phone Integration

STABILITY FEATURES

- CRM Integration "Screen Popping"
- Fax to Email
- Simultaneous Ring
- Softphone
- Prioritized Voice (QOS) w / Router
- Automatic Rerouting in case of power failure
- LTE Failover
- Call Redundancy

MANAGEMENT FEATURES

- Stratus Admin Portal
- Stratus User Portal
- Call Logs
- Call Recording
- Call History
- Call Center Reporting

Our Process

01 Account Set-up

1. Documents are signed and approved
2. Account is assigned to a Project Manager

03 Scheduling

1. Verify project details
2. Finalize install date & time
3. Affirm expectations

05 Porting

1. Number review
2. Request porting
3. Confirm FOC (Fair Order Commitment)
4. FOC (Number ports to SpectrumVoIP)

02 Meet Your Project Manager

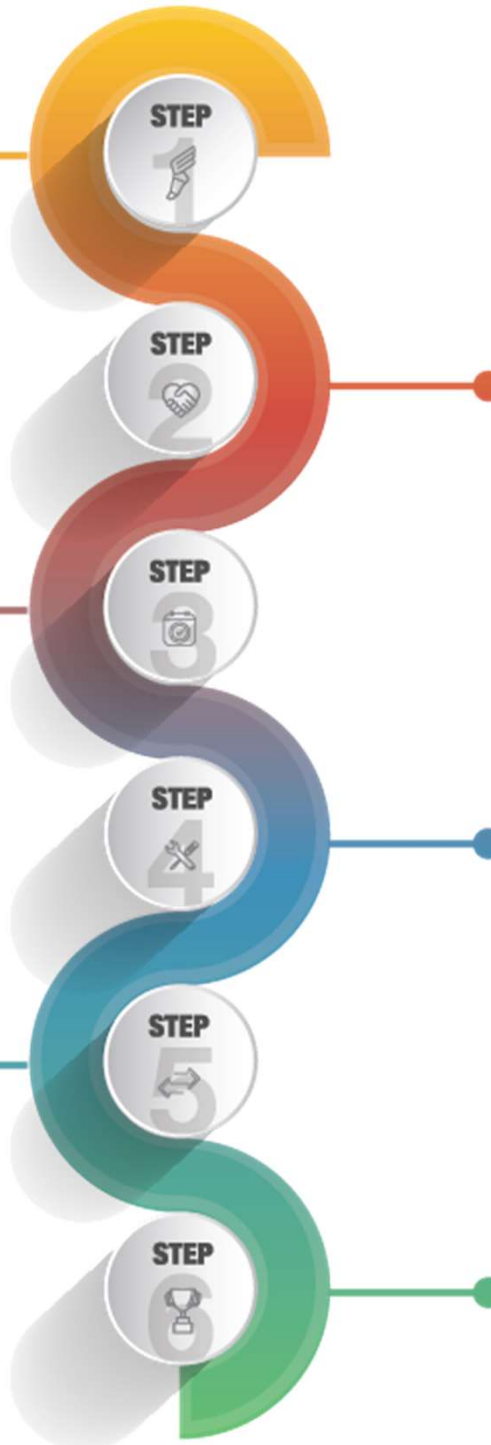
1. First touch phone call
2. Order new internet
3. Complete project checklist

04 Installation

1. Install equipment
2. Setup and training

06 Account Completion

1. Customer service call to verify completion
2. Finalize all paperwork
3. Customer signs delivery and acceptance form
4. Billing & SSO is setup for customer



Customer Experience

Technical Support

- Dial **HELP (4357)** on your phone or support@SpectrumVoIP.com
- 24/7 Technical support located in Dallas, Texas
- 1st tier support for all your employees from minor voicemail changes to changing an auto-attendant
- Technical engineer for in-depth troubleshooting
- Ability to create reports and wallboards
- Assist with equipment warranty

Training Team

- Free Webinar training anytime for anyone
- Technical Portal training for IT department
- Video Tutorials and Training Books available
- Additional support and insight at <https://spectrumVoIP.com> and Support tab

Customer Success Team

- Available at **469-429-2500**, Option 1
- Ongoing assistance thru the lifecycle of your contract
- Billing team available to answer questions
- Portal access for billing and visibility to your account
- Review services and assist with changes
- Provide insight to new technology available



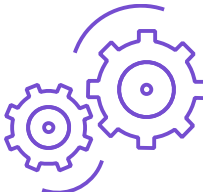
Our Solution at a Glance

All-Inclusive Cloud Communications and Collaboration System



- Integrated voice, fax, conferencing, video meetings and instant messaging. Unified communication delivers collaboration for every employee in every location.
- Best-in-class on-boarding solution
- Unifies the way employees, customers, and partners communicate with one another
- Designed for mobile and remote workforce
- Enterprise-grade reliability, guaranteed quality of service, and security with best-in-class security encryption standards
- Simple per-user pricing; no separate maintenance and support contracts
- Low Total Cost of Ownership (TCO) and savings on Capital Expenditure (CAPEX)

Ease Of Management



- Manage all offices and users with a single easy-to-use interface from anywhere, including mobile devices
- Enjoy complete administrative control, self-service capabilities for users, and reduced dependence on service providers
- We provide quick, simple, system setup and user activation
- Scales as your business grows

Open Platform



- Over 100 ready-to-use integrations with business cloud apps, including Microsoft Office 365™, Salesforce®, ServiceNow®, Zendesk®, Google G Suite and more.
- Developer platform with open APIs and SDKs to enhance business workflows with custom



Global Availability



- Deploy and manage a single solution globally
- Instantly provision and activate employees in countries with local capabilities
- Number availability in over 80 countries for local business presence
- Bi-lingual technical support