



Capability Statement

Overview

Televergence is a 30+ year, nationwide telecommunications carrier who provides premium, all calls connect Inbound Toll-Free and Outbound Long Distance Service to companies with high call volumes and/or in house contact centers. Based on our wholesale purchasing power with companies such as AT&T and Verizon, on average we have saved our customers 20% over AT&T and Verizon direct. Our average length of customer exceeds 15 years.

Unique Value Propositions

- Try Before You Buy - No Risk, Free Trial
- Flexible service agreements
- Network flexibility option to keep your existing vendor in place or augment with Televergence's carrier relationships to maximize savings

Solutions

- Premium all calls connect Toll-Free & Long Distance Service for high volume users or companies with in house contact centers
- SIP trunking for inbound Toll-Free and Outbound Long Distance Service
- Full business continuity suite
- Turn Key RespOrg or Complimentary RespOrg service for Inbound Toll-Free

Differentiators

- Easy to do business with. Transparency with all customer transactions and communication
- An impeccable 30+ year industry reputation
- Thought leadership and allegiance to women in business and technology

Relevant Codes

517311	Long-distance telephone carriers, wired
517110	Wired Telecommunications Carrier
43221500	Call management systems or accessories
81161700	Telecommunication Services

Several Past Customer Success Stories

- Televergence Saves 10+ Year International Broadcasting Center Customer 35% Over AT&T
- Televergence Saves Insights Association Contact Center Co-Member 55% on Long Distance & Toll Free and Improves Call Quality
- Televergence's C-Level Account Management & Customer Service as a Competitive Advantage Improves 500+ Seat Contact Centers Profitability
- Televergence Onboards 20,000 Toll-Free Numbers For New Customer During a Complete Outage with Their Existing Carrier