

# Capability Statement

## Overview

**Televergence is a 30+ year, nationwide telecommunications carrier** who provides premium, all-calls-connect long distance and toll free service to companies with mission critical high call volume, and/or in-house contact centers. **Our reputation is rock-solid.** During the past five years, our network has not had one second of downtime. This seamless, premium service to 4.7M toll free numbers enables wholesale purchasing power with every Tier 1 provider and an average savings to our customers of 20+% over AT&T and Verizon direct. 69% of 2018 revenue was generated from contact centers, with a strong customer base in market research, pharma, global media, cable and data, utilities, and international carriers. **Our average length of customer exceeds 15 years, which proves we deliver on quality, price and most importantly, service.**

## 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

## 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

## 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

## Relevant Codes

<b>517311</b>	Long-distance telephone carriers, wired
<b>517110</b>	Wired Telecommunications Carrier
<b>43221500</b>	Call management systems or accessories
<b>81161700</b>	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