



A Nationwide VoIP Telecommunications Carrier

TOLL FREE | LONG DISTANCE | CLOUD PBX

We provide premium Toll Free, Long Distance, Cloud Phone, and CCaaS systems to contact centers and other organizations with high volume usage. With over 33 years in business, we have a rock-solid reputation. Under Deborah Ward's strong leadership, our Executive Team has been together for over 10 years. Seventy percent of Televergence's revenue is derived from high-volume users.



Televergence is 100% committed to protecting your brand and giving you the confidence to build a trusted relationship with us on your terms and timing. Our expertise and innovative service delivery model enable you to increase your diversity spend with the option to keep your existing carrier.

We are an additional resource and valued partner to your IT Team; driving savings and results through innovation, best and next practices, in operations, compliance, disaster recovery and business continuity.



VALUE DIFFERENTIATORS

Trusted Industry Leader: Services over 4.7M Toll Free numbers, which is 9% of total active numbers in the U.S.

Superior Network / Premium Call Quality: Network uptime of 99.999% in the last five years

Highly Innovative: Creating new methods to deliver service while adding layers of redundancy & business continuity

Expertise: In Contact Center operational efficiencies, improving customer experience and regulatory compliance

Omnichannel Solutions: All-in-one Contact Center Software, cloud or on-premise and bi-lingual BPO services

Direct Access: To C-Level executives with immediate support from highly trained Televergence team members

Exceptional Service: Average customer retention exceeds 15 years, clearly proving Televergence is a valued partner

10-30% Savings: Significant wholesale purchasing power with every Tier 1 Carrier which is passed on to you

No-Risk & Ease of Implementation: Conversion requires minimal effort, time or resources. A simple paper change and exchange of IP addresses to try a small piece of business with Televergence while keeping your existing carrier

Support Remote Workers: Cloud Phone System supports work from home, mobility and expansion of your national footprint through regional telephone numbers

1-800-770-3691 | WWW.TELEVERGENCE.COM | sales@televergence.com



TELEVERGENCE CUSTOMER SUCCESS STORIES

- Saved International Broadcasting Center Customer 35% over AT&T
- Improved uptime and call quality for Contact Center while saving customer 55% on Long Distance & Toll Free
- Increased profitability of a 500 + Seat Contact Center by teaching them how to improve customer experience, operational efficiencies, reducing call times and processing higher call volume
- Immediate response in emergency situation: on-boarded 20,000 Toll Free numbers in less than 1 hour for new customer during a complete outage where they had been down for 3 days with their existing carrier
- C-Level Account Management and Customer Service as a Competitive Advantage Improves 500+ Seat Contact Center's Profitability
- Improved Call Quality & Reduced Cost by 50% for Healthcare Contact Center

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- 517111 - Wired Telecommunications Carrier
 - 517121 - Telecommunications Resellers
 - 517810 - All Other Telecommunications
 - 532490 - Other Commercial & Industrial Rental & Leasing
 - 541910 - Marketing Research & Public Opinion Polling
 - 561421 - Telephone Answering Services
 - 561422 - Contact Center Services
 - 334210 - Telephone Apparatus
 - 334413 - Air Purification Services

CAGE CODE 8TLY3
UEI 047292270

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- 83112200 - Enhanced Telecommunications Services
 - 83111500 - Local & Long Distance
 - 83112403 - Point to point digital telecommunications
 - 83112404 - Multi point analog telecommunications circuit
 - 43200000 - Components for information technology or broadcasting telecommunications
 - 81161700 - Telecommunication Services
 - 83112400 - Switched dial up and leased dedicated line circuit telecommunications services



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Deb Ward has been a pioneering leader for women in technology for over 30 years, being a formidable trailblazer in creating the first female-owned nationwide telecommunications carrier. Televergence's success comes from Deb's passion for excellence, constant thirst to learn and love for giving back.



PROUD MEMBERS OF

