



TELEVERGENCE

Going Above & Beyond

"Where Telecom Converges With Technology"

SBA WOSB
Woman Owned Small Business



We specialize in providing premium Toll Free, Long Distance, Cloud Phone, and CCaaS systems to contact centers and other organizations with high volume usage. **With 33+ years in business, 70% of Televergence's revenue is derived from contact centers and other high-volume users.**

CUSTOMER SUCCESSES

- 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
- 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
- Improved Call Quality & Reduced Cost by 50% for Healthcare Contact Center

NAICS CODES

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

VALUE DIFFERENTIATORS

UEI: P83HSNPFMR45
 CAGE CODE: 8TLY3
 DUNS: 047292270

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

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

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

No-Risk & Ease of Implementation: Conversion requires minimal effort, time or resources. A simple paper change & 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 & expansion of your national footprint through regional telephone numbers

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

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