



## OVERVIEW

I would help the customer understand that any solution provided to them must be customized. No two customers are the same and will need different carrier groups, routing, technology, etc depending on their traffic profile or economic situation. As a carrier, TouchTone wants to understand everything about the customer's environment in order to propose the proper solution.



## KEY FEATURE AND DIFFERENTIATORS

TouchTone provides fully-qualified, customized voice and data solutions.

We understand that each customer's infrastructure and needs are different. Through the help of our highly skilled and experienced team of engineers, TouchTone delivers a fully-qualified and customized solution to fit each of your customer's individual requirements.



## LOCATIONS

16 South Jefferson Road, Whippany, NJ 07981

Whippany, New Jersey  
New York (various)  
Los Angeles, CA

none



## SERVICE OFFERINGS

### TELECOM

Nationwide owned and operated voice and data network  
Complete voice and data offering including SIP, hosted PBX, connectivity and networking, enterprise LD and toll free, and call center solutions.  
Private peering arrangements with diverse Tier 1 carriers and LECs nationwide  
Superior multi-carrier network diversity and geographic redundancy  
Data centers in Los Angeles and Newark, NJ  
In-house engineering, billing, provisioning and 24/7 business support

### Voice Solutions:

Switched and Dedicated Long Distance  
Toll Free - Domestic and International  
Short Duration/Dialer/Call Center Termination  
SIP Trunking  
Hosted Phone Service, Call Recording, Call Center



## IDEAL CUSTOMER PROFILE

SMB to enterprise  
Single to multi-location businesses

Industries: Alarm/Security, Retail, Healthcare, Legal, Real Estate, Financial, Education, Media, Manufacturing, Transportation, Professional Services, Government, and Carrier/Wholesale



## CUSTOMER TESTIMONIALS

"In my experience as a call center consultant, having superior SIP dial tone is essential for the success of a contact center. At TouchTone, not only do they provide Tier-1 SIP service, but also first-rate customer support and competitive pricing. Over the last few years, my firm has migrated its customer base to the TouchTone platform, and every one of our customers is very happy and is enjoying a long-term relationship with TouchTone."

Greg Ricco, Owner, Empire Computer Services

Digital PRIs

### DATA

Dedicated Internet Access

MPLS

Switched Ethernet

Private Lines

Wireless Broadband/Machine-to-Machine

SD-WAN

### CLOUD

SIP Trunking

Hosted PBX

Call Center

### INTERNATIONAL

DID and Toll Free

### SDWAN

TouchTone Cisco® Meraki® SD-WAN integrates software-defined networking, secure VPN capabilities and sophisticated firewall to efficiently and cost effectively transit data, video and voice across multiple locations. Decisions about how traffic can route between all the sites in the WAN is defined by policy, and its behavior adapts to the condition of the WAN as opposed to having a fixed configuration.



## QUALIFYING QUESTIONS

See a TouchTone representative regarding questions.