



**WHITE LABEL**  
COMMUNICATIONS

# Formal Proposal

PARTNER NAME Services

## Prepared for:

**Customer Name:** John Doe, CTO, ABC Company & Associates

**Address:** 123 Anywhere Street, Unit 678, City, State 00000

**Phone:** 000.000.0000

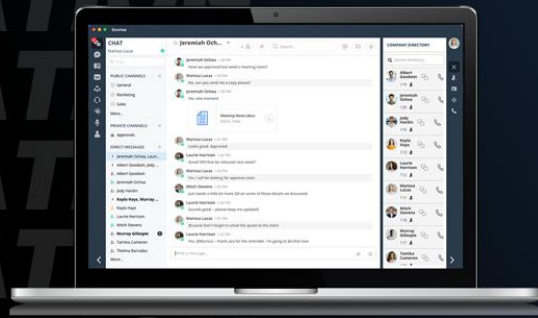
## Provided by:

**Company Name:** XYZ Communications Inc

**Email:** jane@xyzcomms.com

**Phone:** 000.000.0000

**PARTNER NAME**  
Offers a cloud-based  
collaboration platform  
that's feature-rich and  
exceedingly reliable.

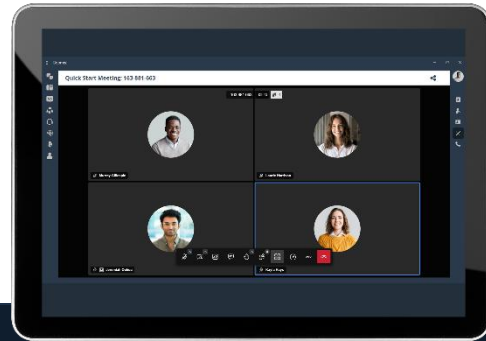


# Thank You for Considering PARTNER NAME

*Your Unified Communications (UC) Provider*

**Since YEAR, PARTNER NAME has built our reputation on delivering reliable, quality cloud communications solutions — paired with unparalleled customer service.**

This is why our solution integrates the collaboration and productivity tools you need in one highly mobile platform that's as easy to use as it is robust. Our team of talented and dedicated employees are ready to go above and beyond to make you happy, and we intend to earn your business each and every day of the year.



## 10,000+

*business customers trust us to manage their most critical cloud applications.*

## Why Businesses Choose PARTNER NAME

More flexible and cost-effective than traditional office phone systems, our solution empowers today's mobile and distributed workforces to stay connected from anywhere, on any device.

PARTNER NAME provides an open platform that integrates with today's leading business apps, while giving customers the flexibility to customize their own processes.

Our end-to-end UCaaS platform offers much more than traditional office phone systems or VoIP service — it unifies voice, video, messaging, collaboration, SMS, conferencing, screen sharing, Contact Center, and more.

## Unlimited Local Support

We believe every customer deserves more than a ticket number. Our support team is local, accessible, and genuinely committed to your success. In the event of a technical issue, our staff are available to respond swiftly and resolve issues efficiently, ensuring minimal impact to your operations.

*We've perfected the white glove treatment — it's what you can expect every day when doing business with PARTNER NAME.*

**A well-executed implementation means a smoother experience for your team and greater satisfaction from day one.**

# Service Overview

Business Platform with Proven Reliability

**10,000+**

Customers Served

**11+ yrs**

Providing Service

**99.999%**

Average Uptime

**95%**

Customer Retention

**4.4**

Average MOS  
Score for VoIP

**24/7/365**

U.S.-Based Support

**60+**

Million Minutes / Month

**250k+**

End Points

## Features Summary

### UC Client

- Work from anywhere, anytime
- One, unified interface
- Zero configuration
- SSO available
- Supports HID UC headsets
- Enterprise contacts and user presence
- Softphone calling
- Quick call
- Operator Console
- Parked Call manager
- Voicemail (with vmail transcription and vmail to email)
- Chat (individual, group, and private)
- SMS/MMS

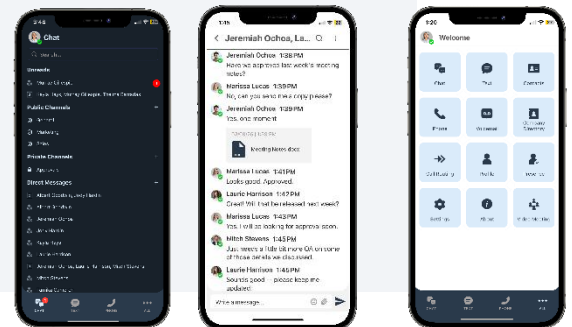
- Video meetings with screensharing
- Visual conference center
- Mobile application with simplified onboarding

### Stability Features

- Geo-redundant infrastructure
- Automatic rerouting in the event of a power failure and/or Internet outage at server center location
- LTE Failover
- Prioritized voice (QOS) with router Remote configuration changes

### Management Features

- Admin portal
- 2FA/MFA available
- Detailed call activity reporting
- Call history
- SMS: Built-in and streamlined 10DLC campaigns
- Paperless invoices



## Voice Features

- Unlimited calling (local and long distance) Contact Center with detailed analytics
- Dial By Name Directory
- Speed Dial
- Three- and four-digit dialing
- Dynamic caller ID
- Click-to-Call
- Multi-layer auto attendant(s)
- Find me/follow me (digital assistant)
- Caller ID Blocking
- Call Forwarding
- Simultaneous Ring
- Contact Center with detailed analytics and reporting
- Hot Desking
- Attended and unattended call transfer
- Busy lamp fields (BLF)
- Page and Intercom
- Call hold; customized hold music
- Commercial(s) on hold by location or call queue
- Call Park
- Call routing based on business hours, after hours, and holiday hours
- Holiday routing and holiday auto attendant
- Conference bridge
- Text enabled DIDs supporting SMS Electronic faxing; fax to email

## State-Of-The-Art-Equipment



Yealink SIP-T77U



Yealink SIP T74W



Mitel 6920



Poly Edge E550



Poly Edge E450



Mitel 6930

# Benefits to Your Business

## Productivity

Our cloud solution makes your workforce more productive – you'll never miss a business call.

- Ring all your endpoints automatically; route unanswered calls to any number you choose
- Communicate virtually anywhere, anytime, on any device
- Enable mobile devices to interact seamlessly with your corporate phone system
- Transcribe voicemail messages to text and/or email
- Integrate voice, chat, video conferencing, and screen sharing

## Reduced Costs

No phone system hardware to buy, install, manage, upgrade, or replace.

- Reduce infrastructure maintenance and operating costs
- No proprietary equipment to worry about
- Your communications infrastructure is always current with the latest features
- Consolidate voice and data onto a single network

## Highly Reliable

Our unified communications platform is purpose-built for reliability.

- Six geo-redundant state-of-the-art datacenters and three hyperscale points of presence virtually eliminate outages
- Your communications infrastructure is always available in the cloud

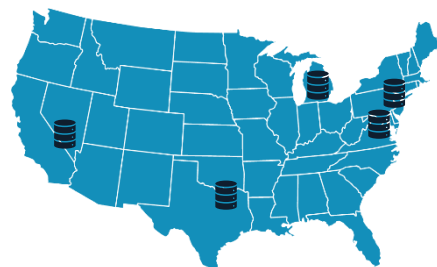
## Simplified Scaling

Our platform scales exactly with your business needs.

- Order service based on the exact number of employees who need it
- Add additional service online – no technician required
- Manage service and features using our user-friendly portal
- Easily service locations of every size

## Data Center Locations

- Las Vegas, NV
- Dallas, TX
- Grand Rapids, MI
- Ashburn, VA
- Philadelphia, PA



# Our Process

*What to expect when you come on board*

**1**

## Account Set-Up

- Documents signed and approved
- Account is assigned a dedicated Project Manager

**2**

## Meet Your Project Manager

- Confirm implementation details: line number porting (LNP), network LAN/WAN infrastructure, and detailed requirements
- Complete project checklist

**3**

## Scheduling

- Choose and finalize your install date and time
- Affirm expectations
- Confirm number porting date

**4**

## Installation

- Install equipment on-site
- Train employees on the new system
- Validate that everything is working properly before our technicians depart

**5**

## Account Completion

- Finalize all paperwork
- Finalize any modifications required to services
- Billing dates established

## Technical Support

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*Details of support here.*

**Hours of operation:** [Insert hours]

**Support number:** [Insert phone number]

**Support email:** [Insert email address]

**More than 10,000 business customers trust us to manage their most critical cloud applications.**

*We sincerely hope you'll join them.*