

## Executive Overview

Dynalink has the largest footprint in the industry, with coverage in 48 states and 17 carriers. We give your business premium service for significant savings, by utilizing the billion-dollar networks of major carriers and cutting their hefty price tags. It was in 1973 that a small startup set out to change telecommunication history.

Tapping into a market eager for the improvement they provided to the industry, the result was Dynalink, a multimillion-dollar communication supplier and integrator. Dynalink has never forgotten the one basic principle that led to its success: **The customer is king.**

While today Dynalink has expanded far beyond the traditional voice and data we originally offered, one thing always stays the same: It's all about the customer. Always. There's one golden thread running through our PBX, VoIP, Data and Mobile for Business services and products. It's the passionate focus on our customers, which manifests itself into VIP treatment for every customer, day, and night support 24x7, and some of the lowest rates on the market for the highest quality service.

## Product & Service Offerings

Mobile, Wireless Broadband, Data Services, POTS over wireless, SIP, UCaaS, SD-WAN, IOT

## Sales Engineer Take On Best Fit

Dynalink is ideal for small to mid-sized businesses needing flexible voice and data services, especially those with remote workers or multiple locations seeking integrated, cost-effective telecom with strong customer support.

Chip Hoisington - VP of Connectivity & Colo

## Key Features & Differentiators

### Multiple Carriers on Once Invoice

- Customers will only have one customer service number to call for any of their telecommunication needs.
- Complete redundancy by using multiple carriers and not receiving multiple invoices

### Wireless Services

- Cellphones/Tablets/Ipads can now be billed along with SIP/data services and UCaaS on one invoice
- Savings are typically 20 -30% off their existing services
- Break out the bill via cost center which the carriers cannot do at this time

### Our People make all the difference

- Our average employee has been with the company for over 5 years with some since the start 16 years ago
- Each employee has a back up so no emails go unanswered
- Each customer gets an escalation list that goes up to the COO of the company. No one is allowed to hide from Dynalink

### Top Industries Served

- Information Technology
- Retail & Consumer Products / eCommerce

### Ideal Customer Profile

- Customer does not like their current provider due to issues with customer service or support
- Not happy with how their bill is sent and wants it customized
- Tired of dealing with multiple people and wants one contact for their telecommunication needs
- Wants someone to handle their Wireless services for their employees
- Just received a large overage bill on their wireless

### Qualifying & Technical Questions

1. How do you feel about your wireless provider?
2. Are you expanding? Do you have multiple offices/remote folks?
3. How do you back up your data services?
4. Do you have cost centers that need to be split for billing purposes?
5. Are you currently using copper services for voice?
6. Have you had a copper outage in the last 90 days?

### Elevator Pitch

Dynalink communications is The Only Phone Company you will ever need because we bring the best of both worlds to customers nationwide. Billion-dollar networks and top-tier customer service, support, and billing. Dynalink's relentless back-office assists in a smooth transition to one of our products while our top-tier customer service ensures that when issues happen, they are managed properly until the issues are resolved. Dynalink does not have a network or facilities, we do have a billing platform that is customizable based on each client's unique needs including adding cost centers to mobile/wireless services.

### Objections & Rebuttals

**I like my wireless service, what happens if your service is not as good?**

We use either ATT or Verizon for wireless services. There is no difference between ATT or Verizon Wireless and Dynalink. If you get 5G on your current provider, when you switch to Dynalink you will still get the same network.

**I am worried about a company that I have not heard about before**

Dynalink has been in business for 16 Years and is financially stable. Dynalink has retained our customers due to our customer service and support staff that is always there for our customers. When you call our customer service line, you get a live person, not a long auto attendant. Dynalink's mantra is Large enough to service / small enough to care

**Why wouldn't I go to the company directly instead of through a "middle man:"**

Carriers understand that their customer service can suffer which is why they have wholesalers like us to assist. Our customer service works to ensure that downtime is limited