

Executive Overview

net2phone provides AI-powered communication services and software for businesses. For over 30 years, we've been transforming global connectivity—from pioneering VoIP to delivering today's most innovative, AI-driven cloud solutions. Our comprehensive offering includes unified communications, contact center software, AI-powered virtual agents, and cost-effective SIP trunking that integrates seamlessly with existing systems. We can tailor our solution to suit unique business needs while ensuring simplicity through implementation and use.

Product & Service Offerings

At net2phone, our comprehensive offering gives you the tools to solve your clients' complex challenges:

UCaaS - UNITE: Unified Communications Made Simple. Transform how businesses communicate with our all-in-one platform that combines:

- Enterprise-grade voice with 99.97% uptime
- HD video meetings, business SMS, and team messaging
- AI-powered summaries, transcripts, and follow-up messages
- Seamless integrations with popular business apps

CCaaS - uContact: Contact Center Excellence. Help sales and support teams deliver exceptional customer experiences with:

- Omnichannel capabilities (voice, email, chat, social)
- AI-powered automation and routing
- Real-time analytics and customizable dashboards
- Seamless CRM integrations for better customer insights

AI Agent: Intelligent Automation. Automate up to 70% of all interactions from beginning to end.

- AI chatbots that handle inquiries end-to-end
- Multi-channel deployment (website, messaging, voice)
- Intelligent escalation to human agents when needed
- No-code configuration for quick implementation and updates

Sales Engineer Take On Best Fit

Net2Phone is a global UC/CCaaS vendor offering flexible pricing models for their services, including a concurrent call path model vs. the more common per-user model. Their proprietary *uContact* CCaaS solution is priced competitively for the CCaaS market and includes email/chat/SMS/WhatsApp communication channels and an OpenAI-powered chatbot and virtual assistant tool.

- John Paullin, Director of Sales Engineering, UC/CC/AI

Key Features & Differentiators

- Stable Proprietary Platform with 99.99% Uptime
- 24x7x365 In-House Support
- Highly Competitive Pricing & Ability to Unbundle
- Unrivaled International Capabilities
- User-Friendly Portals and Applications
- Free, Unlimited Support & Training

Partner specific:

- 100% Dedication to the Channel
- Ability to Mark Up Pricing and Earn Additional Pass-Through Revenue
- Industry Leading SPIFFs & Residuals
- Web-Based Quoting Tool and Electronic Sign Up

Top Industries Served

- Financial Services
- Healthcare
- Education
- Hospitality (Hotels, Food, Beverage)

Ideal Customer Profile

Small (30+) and medium-sized businesses (SMBs) and enterprise corporations with:

- Internal communications for project-based and check-in meetings.
- External communication for partner and client interactions.
- Customer Support/Success teams that handle high call volumes.
- Uses multiple channels for supporting their customers.

- Need for integration into their ticketing system/CRM.
- Remote/hybrid team or multiple locations.
- Requirement to be able to easily make updates and changes on the fly.
- A value for a personalized approach and professional client interactions.
- An understanding of the value of having the platform in the cloud.
- A need to convey a professional image through all interactions.

Qualifying & Technical Questions

1. Does the customer have an outdated, on-premise phone system?
2. Would the customer benefit from the increased need to text employees directly or into department queues for the fastest resolve?
3. Would the customer benefit from combining several communication methods under one platform?
4. Would the customer benefit from analytics such as communication metrics or call and chat engagement?
5. Does your opportunity have international calling needs, services, or employee/customer connectivity needs?
6. Would your opportunity benefit from a Hosted Voice line seat unbalanced pricing model or have a separate line and seat only needs?
7. Do they have remote employees and offices they wish to connect?
8. Do they want to offer customers more efficient ways to reach them?
9. Do they want the ability to receive calls even when not at their desks or in the office?
10. Do they wish to understand the volumes of calls received, staffing per demand, what employees are saying to customers, and the number of calls that go unanswered?
11. Do they have phone system(s) that are difficult to manage and expensive to support?
12. Are they being invoiced with heavy toll-free, international, and long-distance charges?

Elevator Pitch

net2phone offers unmatched value and services to businesses of any size, in any industry. We are known for providing enhanced feature functionality, all within a single price point, at a very economical cost. Our proprietary platform combines voice, video, text, chat, enabling customers to grow their business with smarter conversations. If a business is looking for a feature-rich, high-value, low-cost solution with an unrivaled calling plan, net2phone is the clear provider of choice.

Objections & Rebuttals

"I haven't heard of net2phone before."

net2phone has just been named the fastest growing UC provider in the industry. If you haven't heard of net2phone yet, you will soon! net2phone actually has the best of both worlds in that we have a global international presence with a multi-billion dollar company, trading on the NYSE, and over 30 years of telecom roots under well known name IDT, but net2phone operates as an independent subsidiary that always knows you by name when you call.

net2phone appears to have a lot of value included. What's the fine print or catch? Are there hidden fees we don't know about?

With net2phone, we have a single user license - not a tiered license - and everything is included in that price. Our cost even includes both

white glove on-boarding, unlimited support and training, and is backed by the best warranty in industry. With the backbone of global powerhouse IDT, we are also able to include free nationwide and international calling to over 40 countries. Our quote tool generates proposals with simple line items which match the exact items in our pricing and there are no hidden fees.

How does the voice clarity of VoIP service compare with traditional phone carriers and is it reliable and less expensive?

Since its humble beginnings back in the '90s, the VoIP market has certainly reached new heights. About 205 billion corporate VoIP users around the world make regular use of a VoIP service and enjoy a quality, hassle-free experience. The faster and more reliable your internet connection, the better your VoIP experience will be. net2phone provides a Carrier Grade Redundant Capability that functions 99.999% yearly and has capacity for over 450,000 simultaneous calls. Traditional phone models require ongoing maintenance, technician charges, and system upgrades. When compared to a VoIP system like net2phone, businesses can save over 75% on monthly communications and operations costs and requires little to no maintenance. VoIP has helped businesses improve the handling of phone calls (67%), boost the management of messages (63%), and perform work remotely (57%).