

## Executive Overview

- Inteliquent empowers communications for the leading communication service providers and enterprises. The foundation of Inteliquent's communications platform is its fully redundant, geo-diverse, carrier-grade tier 1 network
- Inteliquent, founded in 1997, has deep roots in communications with 24 years+ of service and an expert team that's very knowledgeable about providing the best cloud communications solutions to businesses
- Headquarters in Chicago, IL with 500+ employees across the world
- Owns and operates the largest all IP, carrier-grade tier 1 voice network in the U.S.
- Inteliquent has over 12,200 on-net rate centers, giving them 3,000 more than the next leading carrier • 94.5% on-net coverage of the U.S. – the most expansive local number footprint
- 100 million phone numbers in service • 300 billion minutes per month delivered annually
- Leading communications providers rely on Inteliquent

## Product & Service Offerings

### Faxing Solutions:

- Securely send and receive faxes at any scale
- Application Solution (Inteliquent Fax) gives you a URL interface for ease-of-use and already built-in APIs
- API Solution (Phaxio) allows clients to design a custom interface to fit their objectives
- Developer-friendly API or intuitive faxing interface makes it easy for you to send medical records, legal documents, food orders, real estate contracts, and more
- Always dependable due to intelligently routed fax calls using machine-learning algorithms to effect multiple configurations and codecs ensuring a high deliverability
- Security-focused compliance including HIPAA and SOC 2 for both fax options, as well as Level 1 PCI DSS 3.2 Service Provider and GDPR for fax APIs
- Both solutions include:
  - Unlimited scalability for the enterprise
  - 24x7x365 support — at no cost to the customer
  - Rolling upgrades — pushed out as they happen (no downtime or scheduling)
  - Easy-to-port phone numbers — solutions ride on the largest tier 1 voice network in the U.S. (Inteliquent's very own)

### Messaging:

- Inteliquent delivers a short message (SMS) and multimedia messaging (MMS) for P2P and A2P over their carrier-grade network — all supported by their APIs
- SMS and MMS experiences built on 10-digit long code (10DLC) and toll-free
- Diverse connection types such as REST API, SMPP, and MM4 are supported
- Policy controls and content filtering reduce fraud and comply with industry regulation • All Inteliquent and non-Inteliquent numbers can be enabled for messaging
- Inteliquent has a web portal and API's for integration and automation
- Inteliquent's messaging platform is built for clients sending thousands to millions of messages per day

### UCaaS:

- UCaaS platform runs over the largest carrier-grade tier 1 voice network in the U.S — easy number management and availability
- Unified communication, hosted PBX, SIP trunking, and fax service over a redundant, reliable, and secure cloud network

infrastructure including phone numbers, long-distance, caller ID, and Kari's Law compliant E911

- Proprietary softphone client, tailored for each customer provides business customers on-the-go availability using the same phone number with support for an application and multiple devices — customers can simply transfer live calls from a desk phone to softphone client or vice versa
- Easily order Poly equipment within the customer portal and Inteliquent takes it from there — pre-configured desktop and conferencing devices can be delivered to the end customer or to you for hand-delivery
- Broadsoft backbone with proprietary software customer administration portal for end-user moves, adds, changes, and support

## Sales Engineer Take On Best Fit

They are a global leader in SIP trunking and communication APIs (CPaaS). Additionally, they are a Microsoft Operator Connect and Cisco Webex Calling certified vendor, meaning they can deliver PSTN calling to these platforms. Furthermore, they have the ability to offer customers bulk SMS capabilities via their **MessageMedia** division. Finally, their CCaaS solution was purchased from SAP in 2020 and is purpose-built for SAP environments.

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

## Key Features & Differentiators

### The Power is the Network

- Largest tier 1 voice network in the U.S
- 12,200+ on-net rate centers provide the most extensive coverage – serve 94.5% of the U.S. populations
- 300+ billion minutes carried per Month
- 100 million phone numbers in service
- 100 GIG wave backbone with diverse points of presence
- 92% of calls directly originate and terminate on Inteliquent's Tier 1 network
- 99.999% service availability with 43 grow-redundant points of presence across the U.S.
- Averaging a single trouble ticket per 21 million minutes of use
- Inteliquent is powered by the biggest and most scalable, owned, and operated network platform, they'll be the only provider you'll ever need.
- The top communications providers rely on Inteliquent for service- know in the telecom space as a "carrier's carrier"
- HIPAA, PCI, and GDPR compliant faxing solutions

### Contact Inteliquent to find out what voice, messaging or fax solutions are right for your business

- SIP Trunking: termination, origination, DID, long-distance, toll-free
- UCaaS
- Faxing: application and API solutions (HIPAA, PCI, GDPR Compliant)
- Messaging: A2P, P2P, SMS, and MMS capabilities
- 911 emergency service
- Microsoft Teams integration (direct routing/UCaaS)

## Top Industries Served

- Financial Services

- Healthcare
- Media & Entertainment
- Retail & Consumer Products / eCommerce

## Ideal Customer Profile

- Enterprise clients operating on-premise contact centers **needing termination or origination services** to handle thousands to millions of minutes of traffic per month
- Enterprise clients needing to move their voice services to the cloud (digital transformation)
- Enterprise clients who use **fax** as a core piece of their business operations. We typically see success in the healthcare/hospital, financial, and insurance verticals
- Mid-market/enterprise clients who are evaluating moving off PRI lines to **SIP trunking** (cost optimization/cost savings)

## Qualifying & Technical Questions

1. Do you currently have an on-prem call center, and need a reliable provider who can support millions of minutes per month, worth of traffic?
2. What is your digital transformation strategy for voice? What is your ideal path to the cloud or a fully hosted environment?
3. What communications system do you have in place today? If it is a premises system, how old is it and has it been fully depreciated? Do you have a contract with a service provider? If so, when is the contract up?
4. How many employees do you have? How are your employees dispersed? Are they in multiple offices? Do they work from home? Are they on the road?
5. How are your offices and employees currently connected?
6. Have you deployed any systems or applications to the cloud already? If so, which ones and what benefits are you realizing from those deployments?
7. Have you looked at deploying communications applications to the cloud?
8. Are you currently (or do you have an interest in) utilizing communications applications such as mobility, audio conferencing, video conferencing, instant messaging, contact center?
9. Are you still on PRI lines today? Would you like to find out how moving your existing infrastructure to a SIP solution would let you benefit from immediate cost savings?
10. (For LD/TF usage deals and SIP Trunking) How many minutes of LD/TF are you doing a month? What does this traffic look like (call duration/ calls per second)?
11. Does your business currently utilize fax to support a primary business function?
12. Do you have a solution that's compliant with applicable security and privacy standards such as HIPAA?
13. Does your business fax service offer an auto re-send option?
14. Is it an easy-to-use interface so users can monitor the status of faxes and see the faxing history important to your business?
15. Do you need both administrative and management-level reporting tools for fax services?

## Elevator Pitch

Inteliquent is the leading provider of cloud communications platform solutions for voice, messaging, and emergency services. They own and operate the largest carrier-grade tier 1 network in the United States, which is fully redundant and geo-diverse, offering reliable, high-quality connections. They empower communications services providers, carriers, and enterprises of all sizes by providing a complete suite of SIP trunking, UCaaS, messaging, and fax solutions.

## Objections & Rebuttals

### Cloud Objection

Completely understand you might not be ready to make a move to the cloud for your voice services. We see this situation often and we're talking to companies looking to leverage their existing infrastructure. Let's take a step back and look at how we can keep your PBX on-prem/in place and discuss eliminating things like PRI lines first and moving to SIP trunking as a first step. This transition is not only a first step to the cloud but gives your business immediate cost savings.

### SIP Objection

Inteliquent owns and operates a carrier-grade tier 1 network which gives them both end-to-end control over the network and a favorable cost structure. We understand you may not want to move off your SIP solution, but we're able to offer very affordable rates, directly to the enterprise client. Would you be open to sharing your rates or a CDR for your service today with our team at Inteliquent?

### Faxing Objection

We've spoken to many clients who rave about the ease of use of getting rid of all the hardware and on-prem equipment. Would a trial account make sense as a next step?