

A photograph of three female call center agents sitting at their desks, wearing headsets and looking at computer monitors. The image is slightly blurred, focusing on the agent in the foreground.

Nationwide Voice Reroute Solutions

One number, multiple carriers - guaranteed uptime and reliability

Avoid downtime with voice redundancy and automatic rerouting with nationwide self-healing voice services.

When it comes to sensitive voice, fax and alarm traffic you can never be too careful in ensuring that your communications network is both dependable and reliable. In fact, some of the biggest names in the alarm and emergency response industry trust TouchTone for their business critical voice communications.

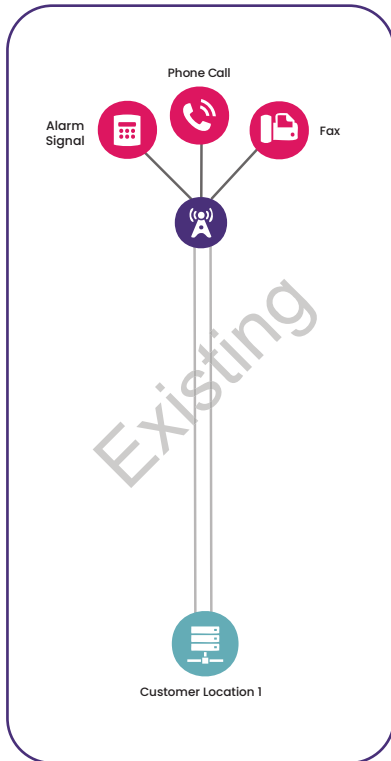
TouchTone delivers best-in-class total end-to-end voice reroute solutions designed specifically for security, life safety and alarm monitoring companies. In the event of an outage, Internet connectivity failure or SMS corruption, voice traffic is automatically rerouted over multiple originating providers and redundant paths to ensure both quality and guaranteed call termination.

**Reroute Types:
Toll Free, Local, and IP**

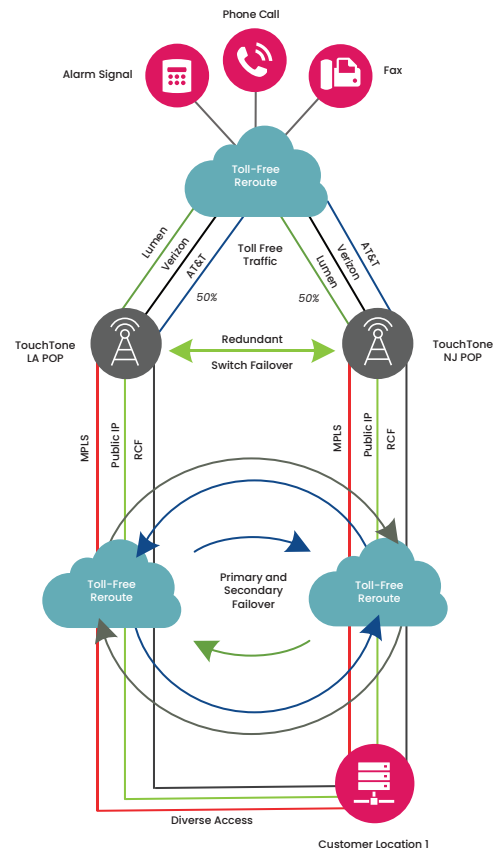
Features

- Tier 1 carrier options
- Private connection with geo-redundant, multi-carrier network diversity and local access
- Integration with existing public IP infrastructure, phone systems, and TDM (PRI/analog) handoffs
- Self-managed web portal - easily change routing strategies and call flows. Control inbound toll free and DID routing between multiple sites, IP connections/PRI interfaces or Remote Call Forwarding.
- Maintain RespOrg or offload toll free number management onto TouchTone
- 4 decimal rounding and 6 second billing increments
- IAD/gateway available for customers still using legacy premises equipment and PBXs
- Bring your own bandwidth or bundle service for a fully integrated voice and data solution. TouchTone offers flexible connectivity options including T1, Ethernet Private Line, and MPLS.
- 24/7 in-house support and Network Operations Center (NOC) monitoring

TouchTone's self-healing rerouting solution allows a single toll-free number to route over multiple providers to ensure guaranteed uptime.



TouchTone's Toll Free Reroute Solution Single Site



Additional Solutions Available

Fully Meshed On-Net MPLS

Consolidate all of your business applications and locations onto a single private network. Choose the most cost efficient carrier, access type and speed for each of your individual locations to deliver optimal performance and dependability.

STIR/SHAKEN and Robocall Mitigation

TouchTone has adopted STIR/SHAKEN across all its IP voice solutions. STIR/SHAKEN is not only designed to help protect consumers against spam robocalls, but to also give business customers the confidence in knowing that their calls are more likely to get answered, rather than being ignored or blocked all together. It restores call confidence by confirming calls are coming from who they say they are. Voice customers using TouchTone phone numbers are automatically signed with the highest level attestation (Full or "A"), which lowers the chance of calls being blocked by the terminating carrier.

Phone Number Reputation Management

Identify and correct phone numbers mislabeled as 'Scam' or 'Spam' and prevent default network call blocking across wireless networks. Wireless carriers have deployed algorithms that may incorrectly block calls at the network level or display them with improper labels such as Scam or Spam, or even Fraud. TouchTone solves for this by giving customers control over the reputation of their calling identity with phone number registration, reputation monitoring and confirmation, blocking and labeling prevention, and labeling correction services.