

serving partners since

1993

95%

of enterprise sales
come from our agents

SERVING THE CHANNEL COMMUNITY SINCE 1993

As a channel-oriented company with over 30 years of industry experience, sales partners (agents, VARs, and MSPs) can feel confident that they are working with an established telecom provider. TouchTone offers voice and connectivity services from dozens of leading carriers and technology partners and also leverages its nationwide owned and operated network to provide guaranteed uptime and flexible business solutions.

Program Benefits

- Retail services sold exclusively through the channel
- Carrier-agnostic - access multiple providers to give your customers more options and better rates
- Lifetime residual commissions and aggressive SPIFFs
- Single point of contact for streamlined account management and support
- Marketing resources and assistance with email campaigns, webinars, co-branded collateral, and events (i.e., local sporting events, lunch-and-learns)
- 24/7 in-house U.S.-based support

UNSURPASSED SUPPORT AND CUSTOMIZED SOLUTIONS

We understand that one size doesn't fit all; so through the help of our highly skilled and experienced team of engineers, TouchTone delivers a fully qualified and individually tailored solution to fit each customer's unique requirements and needs.

Our stellar, always-available dedicated support staff is what separates TouchTone from the rest. Our customers range from small business to some of the biggest names in the emergency response industry - all who equally count on TouchTone for their business critical communications. No matter the business size, each customer is provided with first-rate service and support.

- Dedicated in-house support, engineering, provisioning, billing, and Network Operations Center, including a 24 hour support line – speak with a live team member 24 hours a day, seven days a week, 365 days a year.
- Single point of contact to ensure all critical service activities are coordinated and delivered in line with service agreements and timelines. This includes provisioning, deployment, as well as ongoing client management to ensure the highest support possible.
- Our team continuously monitors all of our networks to proactively identify and address issues before they escalate into bigger problems.

PRODUCTS AND SERVICES

Voice and Collaboration

- Business Phone and Unified Communications
- SIP Trunking and Digital PRI Replacements
- Microsoft Teams Calling Services
- POTS Replacements
- Enterprise Long Distance and Toll Free Solutions

Internet and Networking

- Business Internet
- MPLS
- Ethernet Private Line
- Fixed Wireless
- SD-WAN
- 5G Connectivity and Backup/Failover

STIR/SHAKEN COMPLIANT AND ROBOCALL MITIGATION

TouchTone understands the need for protecting call integrity for both consumers and its customers.

The company has adopted STIR/SHAKEN across all its IP voice solutions. Consolidating outbound calling and phone numbers with TouchTone can help simplify compliance. Voice customers using TouchTone phone numbers are assigned with full or "A" attestation, which lowers the chance of calls being blocked.

**FOR MORE INFORMATION CONTACT YOUR TOUCHTONE
CHANNEL SALES MANAGER, OR E-MAIL PARTNERS@TOUCHTONE.NET.**

SWEET SPOTS

UNIFIED COMMUNICATIONS

Call, video, chat and collaborate all in one place

- Seamless communication across desktop and mobile devices
- TouchTone Collaborator app keeps you connected when you're away from your office phone, or replaces your desk phone entirely
- WiFi-enabled IP phones available

ENTERPRISE SIP TRUNKING

- Unlimited or pay-per-minute
- PRI or analog options
- Unlimited capacity and CPS available
- Supports Microsoft Teams
- Managed router available for complete end-to-end solution including installation, configuration, and monitoring

REROUTE VOICE SOLUTIONS

One number, multiple carriers - guaranteed uptime and reliability

- Reroute types: toll free, local and IP
- 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
- Maintain RespOrg or offload toll free number management onto TouchTone
- 4 decimal rounding and 6 second billing increments
- IAD/gateway available for those still using legacy premises equipment/PBXs