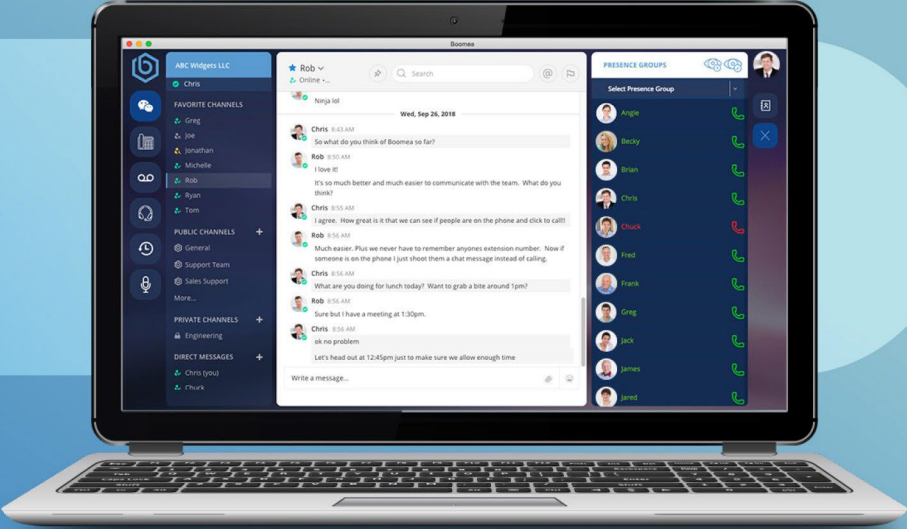


CatchMark offers a cloud-based collaboration platform that's feature-rich and exceedingly reliable.



# Thank you for considering CatchMark as your unified communication (UC) provider.

Since 2011, CatchMark has built our reputation on delivering reliable, quality solutions, paired with unparalleled customer service.

This is why our solution integrates the collaboration and productivity tools you need in one highly mobile platform that's as easy-to-use as it is robust. CatchMark's team of talented and dedicated employees are ready to go above and beyond to make you happy, and we intend to earn your business every day of the year.



## Who do companies choose CatchMark VoIP?

More flexible and cost-effective than traditional office phone systems, our solution empowers today's mobile and distributed workforces to stay connected from anywhere, and on any device.

CatchMark VoIP provides an open platform that integrates with today's leading business apps, while giving customers the flexibility to customize their own processes.

Our end-to-end UCaaS platform offers much more than traditional office phone systems or VoIP business phone service. It includes a comprehensive set of business capabilities that unifies voice, video, messaging and collaboration, SMS, conferencing and online meetings, chat, screen sharing, Contact Center, productivity enhancements, and more.

### Unlimited local support

Our support is provided by our local technicians. What does that mean for you? Our customers are not treated as a number nor do they have to interact with a nameless, faceless overseas customer support organization in another time zone! Technology fails from time to time so knowing our support staff are a stone's throw away ensures any and all issues will be resolved efficiently and without delay.

We have perfected the **white glove treatment**—it's what you can expect when doing business with CatchMark.

**It is our belief that an implementation done correctly translates into greater customer satisfaction and less anxiety for all involved.**

# Service overview

One plan level that includes all the features.

Simplified and predictable pricing

Monthly subscription that eliminates large subscription costs up front

## Features at-a-glance

### UC Client

- Work from anywhere, anytime
- Enterprise contacts and user presence
- Softphone calling
- Click to call
- One, unified interface
- Chat (individual, group, and private)
- Eliminate costly, fragmented tools
- Zero configuration
- Video meetings with screensharing
- Productivity enhancement tools, e.g. tasks, notes
- Voicemail—vmail to email and vmail transcription
- Call Recording

### Mobile Application

- A desk phone in their pocket
- Fully connected, wherever they go
- Instant mobile onboarding (QR Code)
- Simplified mobile onboarding
- Enterprise contacts
- Make and take calls on the go (from anywhere in the world)
- Instant mobile onboarding (QR Code)

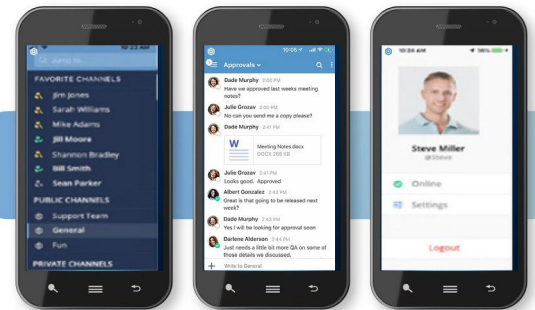
### Voice features at-a-glance

- Unlimited calling local and long distance
- Contact Center with detailed analytics and reporting
- Multi-layer auto attendant(s)
- Dial By Name Directory
- Hot Desking
- Dynamic Caller ID
- Text enabled DIDs supporting SMS
- Find me/follow me (digital assistant)
- Call routing based on business hours, after hours and holiday hours
- Three- and four-digit dialing
- Speed Dial
- Page and Intercom
- Holiday routing and holiday auto attendant
- Caller ID Blocking
- Call Park
- Simultaneous ring
- Electronic faxing; fax to email
- Attended and unattended call transfer
- Call Forwarding
- Conference bridge
- Call hold; customized music on hold
- Commercial(s) on hold by location or call queue
- Busy lamp fields (BLF)

### Stability features

- Automatic rerouting in the event of a power failure and/or Internet outage
- Geo-redundant infrastructure
- Prioritized voice (QOS) with router
- Remote configuration changes
- LTE Failover

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# Benefits to your business

## Productivity

Our cloud communications solution makes your workforce more productive—never miss a business call!

- **Ring** all your end points automatically (desk phone, mobile, etc.) with every call and in the event that you don't answer, we can route calls to any number you choose (branch office, automated attendant, mobile number, etc.)
- **Communicate** virtually anywhere, anytime, and on any device—creates a more flexible workforce
- **Enable** mobile devices to interact seamlessly with your corporate phone system
- **Transcribe** voicemail messages to text and/or email, allowing for more efficient voicemail management
- **Integrate** voice, chat, video conferencing and screen sharing thereby extending reach and increasing productivity

## Reduced costs

No phone system hardware to buy, install, manage, upgrade or replace

- Reduce infrastructure maintenance and operating costs with no additional hardware to purchase
- No more proprietary equipment to worry about
- Your communications infrastructure is always current and up to date with the latest features and functionality
- Consolidate voice and data onto a single network

## Highly reliable

Our unified communications platform is purpose-built for reliability

- Our five geo-redundant state-of-the-art datacenters virtually eliminate outages and reduce latency
- Highly scalable
- Your communications infrastructure is always available to you in the cloud

### State-of-the-art equipment



YEALINK T43U



YEALINK T46U



YEALINK CP960



YEALINK T53W



YEALINK T54W



YEALINK VVX411

## Simplified scaling and management across the country



### Our platform scales according to your business needs

Order service based on exactly the number of employees in your organization who require services.

Ordering additional service is easy.

Manage service and features using our user-friendly portal.

Easily service large and small locations.

# Our process

## Step 1

### Account Set-up

- Documents signed and approved
- Account is assigned a Support Specialist



## Step 2

### Meet Your Support Specialist

- Confirm details of your implementation, e.g. Line Number Porting, (LNP), your network LAN/WAN infrastructure, detailed requirements, etc.
- Complete project checklist



## Step 3

### Scheduling

- Choose and finalize install date and time
- Affirm expectations
- Confirm porting date



## Step 4

### Installation

- Install equipment
- Train employees
- Validate that everything is working properly before our technicians depart



## Step 5

### Account Completion

- Finalize paperwork
- Finalize any modifications required to services
- Billing dates established



## Technical support

CatchMark Technologies – [help@catchmarkit.com](mailto:help@catchmarkit.com) 616-384-4616