

SIMPLIFY YOUR TOLL-FREE CALLING WITH A FULLY REDUNDANT SOLUTION

**FIVE REASONS WHY
DYNAMIC TOLL-FREE LCR
WITH MAGNA5
IS RIGHT FOR YOU.**



Boost toll-free voice reliability and performance.

“I need to ensure our toll-free numbers are always up and running.”

Dynamic Toll-Free LCR with Magna5 provides built-in carrier and geographic redundancy to ensure “always on” availability and maximum uptime. You’ll never have to worry about a single path to failure. We’ve got you covered!

- ▶ **Full Redundancy and Resilience** – We provide real-time routing management to ensure maximum uptime. By leveraging multiple carriers that allow numerous paths to various points of presence (POPs) across the U.S., we ensure your toll-free numbers avoid downtime in the event of an outage or natural disaster. Our platform intelligently re-routes calls to another carrier or destination point. In most cases, you won’t even know a failure or outage occurred.
- ▶ **Real-time Call Traffic Switching** – In the event of a carrier outage, our voice operations team uses pre-defined routing templates to switch to available carriers or Carrier Identification Codes (CIC) in near real time. This way, your toll-free numbers are always up and running.
- ▶ **Clear Voice Quality All the Time** – Say goodbye to annoying distorted voice connections or poor application performance! Our carrier-grade Tier 1 connections provide the highest voice quality. Enjoy superior call reception and clarity.

Get the best LCR rates with multiple options.

“I need to reduce my telecom expenses without sacrificing quality.”

Dynamic Toll-Free LCR with Magna5 offers cost-effective, toll-free rate decks to fit your budget. Our long-standing relationships with carriers and high-volume buying power lets us pass on the savings to you.

- ▶ **Optimal NPA NXX Routing Built for Your Specific Traffic Patterns** – No longer settle for generic route pricing from carriers! We can save you money by looking at your CDRs and customize the best call route between our Tier 1 carriers and reroute traffic to the one with the lowest call rate. For example, if the bulk of your call traffic is in a Seattle area code and a small percentage in Alaska, we can work up a better rate for the Seattle calls and a fixed or flat rate for Alaska, rather than one high generic rate. Cost savings can really add up without sacrificing call quality.
- ▶ **Customized Pricing Models: Variable and Flat Rate** – Whether you prefer predictable flat rates for better planning and consistent billing or want to take control yourself managing the fluctuating rates from multiple carriers, we can accommodate the traffic profile and rate decks to suit your budget and risk level.
- ▶ **Minimal to No Toll-Free Monthly Recurring Costs** – Tired of all the extra fees added to your monthly bill? One of the perks we pass on to our customers is to waive set-up and activation fees and offer a low-price monthly fee.

Handle large call traffic spikes with ease.

“I need a reliable toll-free network that scales to meet fluctuating demands.”

Dynamic Toll-Free LCR with Magna5 operates on a cloud-based platform engineered to handle significant traffic volumes with high availability. We can help you reach more customers faster to grow your business or handle fluctuating call volumes for a better customer experience.

- ▶ **Port Scalability to Meet Demand** – Whether adding a new client, conducting a campaign or anticipating a large spike in call traffic, we can quickly add ports to handle the influx of simultaneous calls.
 - ▶ *Effectively manage seasonal call traffic* – We can monitor and proactively increase sessions to handle large call volumes at the same time. This way, you won't have an increase in dropped calls due to spikes in volume.
 - ▶ *Quickly add ports to meet demand* – Need an extra thousand ports for an upcoming telemarketing launch? We can add them on the fly. No paperwork. No long approval processes. No hassle.
 - ▶ *Reliable, robust network platform* – We can handle customers of all sizes. Small, medium or large calling applications can be handled by our network with ease.

Control RespOrg the way you want.

“As a Magna5 toll-free customer, do I have to give up my RespOrg control?”

Dynamic Toll-Free LCR with Magna5 offers you flexibility to choose the level of management control you prefer with your toll-free service.

You're in Control

- ▶ You have full RespOrg management, maintenance control and numbers uploading administration to pre-defined templates and rate decks.



We Fully Manage RespOrg

- ▶ We take care of toll-free number availability, reserve numbers for customers, make changes or updates to customer accounts, and manage carrier rate and routing changes in templates. In the event of an outage or disruption where one carrier goes down, we restore services quickly by moving your traffic to another carrier.

Combination of Both

- ▶ Working together, you have full RespOrg control while we do the heavy lifting of managing the numbers and traffic so you can focus on running your business.



Dedicated, responsive support around the clock.

“I need a dedicated partner to help resolve my issue immediately.”

Dynamic Toll-Free LCR with Magna5 offers 24/7/365 help desk support from our Operations Center to quickly resolve issues. We are available to answer any questions, day or night, by phone, email or chat.

- ▶ **Fast Provisioning** – Ordering toll-free numbers from us is easy. We support all current toll-free number ranges, including 800, 888, 877, 866, 855, 844 and 833.
- ▶ **Commitment to Resolve Customer Issues** – Whether needing a number reloaded or calls rerouted to another carrier due to an outage, our trained and certified technicians take accountability of your issue and move quickly to resolve the problem.
- ▶ **Personalized Service Geared to Your Industry** – We’ve been supporting contact centers, application-providers and enterprises for nearly 20 years. Our technicians have broad industry experience to manage your requests and inquiries.
- ▶ **Quick Access to Tier1 and Tier 2 Support** – When you contact our help desk, you’ll be routed to a technician most knowledgeable with your problem, not just someone to take the call.

Why Magna5?

- ▶ **Service as a Core Value** with relationships built on high-touch and short escalations.
- ▶ **Secure, Redundant, Nationwide** enterprise-class network providing “Any Service, Anywhere”.
- ▶ **Always On, 24/7/365 Customer Care Center** available anytime clients need assistance.
- ▶ **Single-Source Vendor** capability providing hybrid network and cloud solutions.
- ▶ **Competitive Pricing** driven by carrier diversity and buying experience.





Magna5 is a nationwide provider of managed IT, voice and connectivity solutions. We provide value to customers by bringing together enterprise-class platforms from leading vendors and a 24/7/365 fully managed Operations Center. We work with private and public businesses of all sizes – from government agencies and manufacturing organizations to mid-market and large-scale operations. With more than two decades of experience in telecommunications and managed services, we make a difference for our clients using a unique boutique approach delivering targeted, strategic solutions that's right for their business.

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