

Convergent Communications RCMD Monitoring Procedure

We are providers of premise and cloud-based PBX solutions specifically for small to medium businesses. We sell and service software-based solutions in SE Wisconsin primarily working with the Sangoma family of products. We are planning to partner with VoIP Innovations, also a Sangoma company, to resell their SIP trunking solution to clients who purchase a telephony solution from us. We will only work with clients that purchase or own our equipment, a product we know and can monitor. Through VoIP Innovations we will become a SIP trunk wholesaler for our clients, we will be managing the porting of numbers from their existing carriers as well as proving the SIP trunks to our clients. Our pricing model for this product will be a fixed cost per trunk. We will put a soft cap of 1,900 minutes per trunk. We will notify the client if they exceed this cap, if necessary, they can purchase a few extra trunks. Any abuse of solutions can be examined and our contract with that client can be terminated. Our PBX solution can handle limited inbound call center capability, mostly customer service for a small to mid-sized business with under 10 agents. We do not sell or plan to sell the equipment necessary for extensive outbound calling.