



VONAGE BUSINESS CLOUD

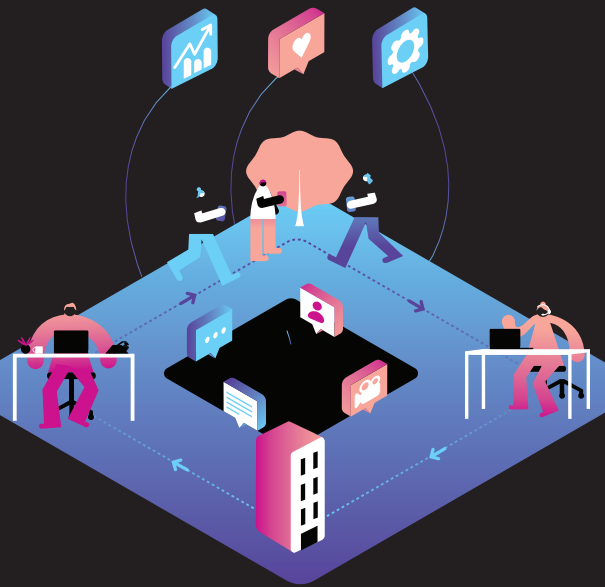
Implementation & Training Support at Your Doorstep 24 / 7 / 365
For reliable Business Phone Systems & Support, turn to Accent-Tel USA. We are an
Authorized VONAGE Partner reseller, servicing all industries Large & Small.

Our national telecom company has been an industry leader that brings over 30 years of
experience to your telecom projects.

We provide Consulting on Unified Communications, Contact Center & Cloud Telephony on
the superior products we represent. We provide service contracts, replacement parts, and
technical support for VONAGE BUSINESS CLOUD

Our expertise is in Legal, Medical, Assisted Living, Education & Religious Facilities.

We have the skills to install, configure, and repair business phone systems. Each of our
experts will work hard to configure your system with competitive INSTALLED pricing,
allowing your company to stay within your budget. Our commitment is to help you keep
your Office Phones reliable and working.



Delivering Programmable, Intelligent Interactions-On a Single Platform

Vonage's unique programmable communications platform drives its ability to offer innovative, integrated and highly-differentiated business solutions. Clients create intelligent interactions in competitive environments, easily deploy cloud-based communications to architect amazing digital experiences, enjoy personalized, customer-centric service, and realize better business outcomes over a public cloud infrastructure and global carrier network.

Realizing the Potential of Open, Scalable Communications

To deliver an integrated communications experience, the company is powered by One Vonage, a single-stack platform of microservices with capabilities that include:



UNIFIED COMMUNICATIONS



FULLY PROGRAMMABLE PHONE NUMBERS



BUSINESS SOFTWARE INTEGRATIONS



CLOUD PBX



TEAM COLLABORATION



CONTACT CENTERS



COMMUNICATIONS APIS

ANNUAL REVENUE:

\$1B+

CLIENTS:

100K+

EMPLOYEES WORLDWIDE:

2,300

YEARS IN BUSINESS:

18

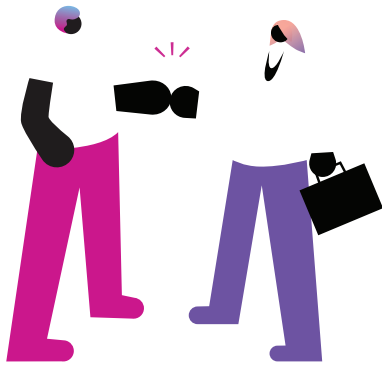
DEVELOPERS USING OUR APIS:

845K

This architecture provides Vonage the unique ability to provide quality of service and deliver unparalleled customer and employee experiences. Nexmo, the Vonage API Platform drives the adoption of ever increasing communication channels including voice, verification, messaging and video, enabling greater engagement.

Recruiting Only First-Class Talent

Before an offer is extended to any candidate for a role, Vonage CEO Alan Masarek personally reviews their dossier. The rationale behind this painstakingly hands-on approach is simple: With every outstanding talent that joins Vonage, the organization further secures its position as a leading innovator who gives its clients unsurpassed value.



Creating Partnerships That Drive Value

Vonage collaborates with leading channel, technology, referral, integration, and application partners to deliver comprehensive solutions and to support custom applications to enhance implementation and customer engagement.



Setting a Standard for Excellence

Vonage is proud to be the recipient of a number of coveted industry awards. Recent wins include:



Revolutionizing the Customer—and Employee—Experience

Vonage connects virtual teams and offices, enhances business continuity with unified communications, launches contact centers that engage customers via communications APIs, and integrates business communications with third-party applications like CRM software.

Vonage is an enterprise communications leader who provides a wide variety of sectors the powerful, differentiating tools that transform the way they do business.

Legal: Utilize CRM integrations to increase billable hours and leverage call recording to always have a record. SMS and voice APIs provide reminders to clients for important trial dates and help reduce missed appointments.

Healthcare: Connect business phone activity to Gmail®, allow doctors to diagnose and recommend treatment via video call, enable patients to order prescription refills via SMS, and call the office using an app.

Real Estate: Utilize auto attendant, Find Me, call forwarding, and simultaneous ring to never miss a call. Enable authentication to verify broker identities and customer phone numbers to ensure legitimate leads.

Marketing: Take your office with you. Make calls, text, video conference and much more utilizing the mobile app. Create powerful marketing experiences with integrated texts, email and more with Vonage Reach.

Transportation and Logistics: Provide tracking and privately connect drivers and customers via voice or SMS. Seamlessly tie communications to orders or accounts and automatically reroute calls in the event of an emergency.

Travel and Hospitality: Send notifications for upcoming stays, changed flights, discounts and more. Service customers via call center, app, or social channels and have a record of all interactions in your CRM.

Customer Service: Contact center solutions intelligently route calls based on agent expertise and sentiment analysis. Give customers access to self-service, voice, chat, and email options and/or live agents for real-time assistance.

Cloud Communications for Better Collaboration

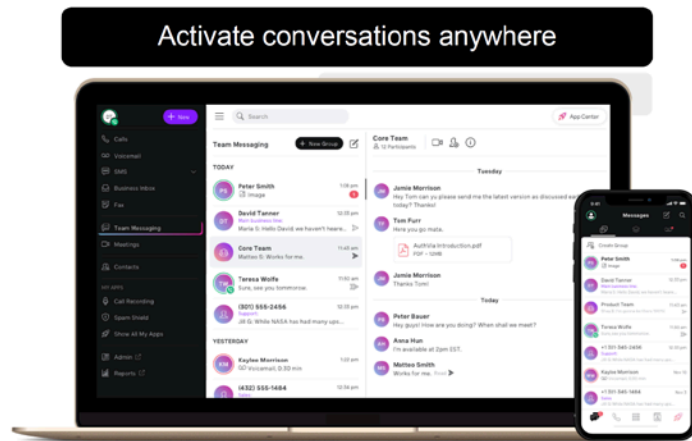
Standard offer includes 40 plus calling features, unlimited* domestic calling, number porting, extension dialing, shared line appearance and virtual receptionist.



-
- ✓ Hosted VoIP
 - ✓ Mobile Integration
 - ✓ IM/SMS Messaging
 - ✓ Call/Contact Center
 - ✓ HD Video Conferencing
 - ✓ Audio Conferencing
 - ✓ Business Application Integrations
 - ✓ Web Conferencing
 - ✓ UC Client (Softphone)
 - ✓ Unified Messaging
 - ✓ Call Monitor & Recording
 - ✓ Application Development

For Your Employees

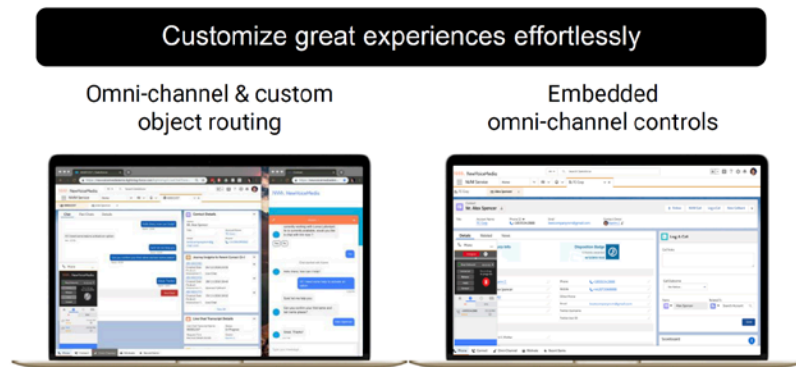
- Mobile-first
- Omni-channel ready
- Team messaging & video meetings
- Tight integration with applications
- Smart numbers for workflows and social media integration



Vonage Business Cloud (VBC)

For Your Service Teams

- Omni-channel ready
- CRM-centric integration
- Intelligent routing
- Coaching and ramping
- Single pane of operation
- Record and log calls automatically
- Smart numbers and communications APIs to enable workflows



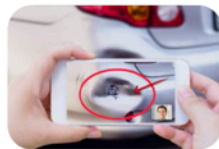
Vonage Contact Center

These profound changes are redefining industries



Banking

Since 2012 there have been 11,176 branch bank closings as younger generations take to mobile banking.



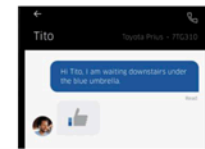
Insurance

Major insurers: 60 percent of claims are now filed with a cell phone application that allows policyholders to take photos of the damage



Telehealth

Telemedicine services have grown annually by 44% over the past five years to reach a total market revenue of \$2 billion.



Ride Sharing

Globally, there are over 453M million rideshare users, growing to over 530M by 2021.

\$600M

IN STRATEGIC
ACQUISITIONS IN 3 YEARS



Boost Their Customer Satisfaction and Loyalty by 42%
when Using Fully Integrated Communications²

99.999%

UPTIME
RELIABILITY³



¹Based upon Vonage's quarterly earnings releases from Q1 2017 through Q4 2017. ²Source: IDC Research 2017. ³Claim based on Vonage's average uptime and/or availability over a 6-month period (Sept. 2017 - Feb. 2018) provided customer has SD-WAN with two (2) independent broadband connections.

Communication is
What You Need, When You Need It.

An Experienced Leader in Business
Communications



17+

Years Experience
Leaders in UCaaS

546,000

Developers
World-Wide
Use Our APIs

\$1.5B+

Annual Revenue

Companies Boost Their Customer Satisfaction & Loyalty by 42% When Using Fully Integrated Communications²

110,000 +

Businesses
Using Vonage
Business

99.999%

UPTIME
RELIABILITY³

Why Vonage?



1	2	3	4	5
A trusted partner with extensive Cloud Communications experience and proven solutions	Only Cloud Communications provider with integrated stack, wholly-owned IP, and rapid innovation capability	99.999% reliability delivered on carrier strength network	Rapid implementation - get up and running in days	Future-proof solution to meet your current and future needs

Proven Solutions For All Your Communication Needs



Vonage Business Cloud	Programmable APIs	Contact Center
	Voice Chat Messages Video SIP Trunking SMS Verify Number Insight Workflows Analytics	NewVoiceMedia CX Cloud Express



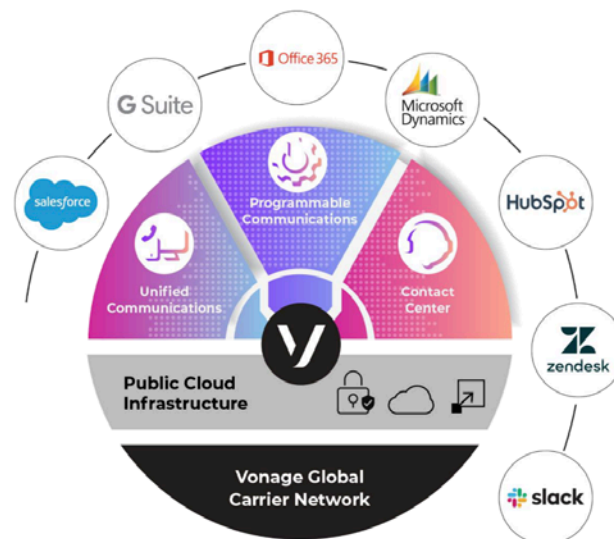
Powered by One Vonage, we own the IP and roadmap across the entire communications stack.

One Partner,
One Stack,
One Infrastructure,

We Take Full Ownership

Our Programmable Communications Platform is the innovation engine across all of the Vonage solutions stack, providing:

- Personalized, immediate and intuitive experiences
- Contextual communications to business critical applications
- APIs for messaging, voice, verification and insights



Included Features



Feature	Description
Admin Portal	Manage your entire phone system from a single portal.
App Center	Discover apps that'll supercharge your communications experience.
Business SMS	Allows customers to send and receive business text messages via their Vonage Communications number.*
Busy Lamp Field (BLF)	A status indication for each phone on the system.
Call Announce	Call Announce whispers an audible version of the custom tag to you before the call is connected.
Call Blocking	Block calls, inbound or outbound, according to your needs.
Call Continuity	Automatic call rerouting in the event of an emergency.
Call Flip	Seamlessly transfer calls from mobile to desk or desk to mobile.
Call Forwarding	Redirect calls to your mobile phone or other phone so you don't miss any calls.
Call Hold	Quickly move to another call and back.
Call Logs	Get detailed call records.
Call Screening	Answer only the importance calls.
Call Waiting	A quiet notification while you're on another call.
Caller ID	Know who's calling before you answer.
Caller ID Block	Block caller ID on your outbound calls.
Click-to-Call Me	Give customers a quick and easy way to contact you.
Cell Phone Integration	VoIP system functionality on your cell phone.
Click to Dial	Enables easy calling to web phone numbers with auto dial.
Custom Call Tagging	Easily identify the origin of incoming calls.
Directory Assistance	Gather information from listings.
Do Not Disturb	Send callers directly to voicemail.



How We Protect Patient Information with Every Interaction

At Vonage, we put information security first. We've invested in obtaining HITRUST certification for both our Vonage Business Communications and Enterprise platforms to comply with all HIPAA requirements. As the most widely adopted security framework in the U.S. healthcare industry, the HITRUST CSF certification is risk- and compliance-based. This allows Vonage to take a comprehensive, agile approach to building and enhancing its security framework to address regulatory requirements for our healthcare customers.

Also, our security measures are backed by a secure core network with edge-based security, stateful firewall protection, voice traffic encryption between handsets, and system hardening procedures at each of our co-located data centers. An available comprehensive Business Associate Agreement (BAA) reinforces our privacy and security measures and clearly outlines each party's rights and obligations.

To learn more, please visit vonage.com

HIPAA COMPLIANCE

Industry-Leading Standards for Your PHI

Why Do Healthcare Organizations Partner with Vonage?

HIPAA provides data privacy and security provisions for safeguarding medical information. Since there's no federally-recognized HIPAA certification, it's important to fully understand how communications providers handle and safeguard protected health information (PHI).

We realize we have a tremendous responsibility to safeguard the sensitive data our healthcare customers trust us with. Therefore, Vonage, as a Business Associate, takes a holistic and aggressive approach to information security.

Some of the ways we enable compliance with HIPAA:

- HITRUST certification
- Business associate agreement (BAA)
- Administrative, technical, and physical safeguards
- Independent third party compliance verification

Covered Services

We safeguard protected information received, maintained or transmitted through our solutions on both Vonage Business Communications, as well as our Enterprise platform. For Call Recording, Paperless Fax and Voicemail, data is transmitted and stored encrypted within our environment and strict access control protocols are in place and enforced.

