
**STAY CONNECTED
STAY SECURE
STAY UNIFIED**

**ELEVATING THE COMMUNICATIONS GAME
FOR SERVICE PROVIDERS, PARTNERS &
BEYOND**



UNIFIED COMMUNICATIONS YOU CAN TRUST

FirstComm's White-label "as-a-service" offering is an optimal solution for partners looking to manage essential telecom fundamentals such as: mobility solutions, SIP trunks, DID's and collaboration tools - all in one simple, intuitive cloud-based platform.

Our offering empowers service providers to provide their customers with a robust suite of communication tools to help drive business more efficiently, while also offering competitive pricing, dynamic feature sets, and countless opportunities to increase ROI and profitability.

TOOLS FOR SUCCESS

Custom Branding - FirstComm allows you to completely white label our solutions, giving you control of the look and functionality of your platform. Build a powerful brand reputation while optimizing how your customers engage with your products.

Geo-Redundancy/Failover - Our switching infrastructure is deployed over a distributed server stack in our own managed data centers. Our server farm and SBCs are fully replicated to prevent downtime and interruption.

SIP Trunking - From diverse routing and failover to a multitude of supported PBX's, our SIP Trunking can be customized to your needs, and easily self-managed through our customer-facing portal. We cover all the basics such as: Toll-free calling, E-911 integration, directory listing, CNAM and LIDB - also ensuring our geo redundant SBC's offer disaster recovery and beyond.

Bulk Provisioning - Device management and bulk imports have never been so easy with FirstComm's on-boarding tools. We support over 400 devices that range from conference phones, ATA's, adapters, paging systems and beyond.

White-Glove On-boarding, Training & Deployment - Our goal is to ensure our partners are set for success so you see ROI faster. Our on-boarding experts guide you every step of the way, creating a customized service offering built to your needs. Whether its sales or operational training or go to market consulting our experts got you covered.

Carrier Flexibility - FirstComm offers clients the freedom to bring their SIP trunk carrier over or utilize the carriers within our network. Our goal is to ensure you have the flexibility you need with the tools you trust.

Unlimited Support - We take pride in our unparalleled, high-touch support: 24/7, 365 days a year. We provide a wide range of Tier 1 to Tier 3 support

Be Your Own Brand: Set Your Own Margins - The control of your margins sits where it should, with you. With a premier product suite and a low cost of entry you can build your own service offering and dictate pricing levels, costs, and overall management of what your customers pay - ensuring you keep your hard earned profit.

EVERYTHING YOU NEED

- Geo-Redundancy and Failover in our Self-Managed Data Centers
- 24/7 System Monitoring and Support
- Customizable Branding
- Carrier and Device Flexibility
- Call Center Suite
- Zero Touch Provisioning
- Bulk Provisioning
- 400+ Supported Phone / ATA devices
- Training and Customized On-boarding
- Ease of use Admin and Customer Facing Portal
- Full Collaboration Suite
- Integrated Desktop and Mobile Application
- SMS

Basic Call Management Features

- Multi-Level Option Auto Attendant
- Time of Day Routing with Holiday options
- Multiple Department Aggregation
- Custom Music and Messages on Hold
- Portal Control - User and Admin
- Voicemail
- Voicemail-to-Email
- Visual Voicemail
- Speech to Text
- Call Forwarding Selective, Busy, Always
- Call Recording
- Intercom / Push To Talk
- Enhanced Call Analytics and Reporting
- Find me, Follow me
- Click-to-Call dial
- Call Screening
- Hunt Groups
- Answering Rules
- Orbital Parking
- Shared Line Appearance
- BLF / Enhanced Call Monitoring
- Customizable Short Codes and Speed Dials
- Interactive Device Management Tool

READY TO TAKE CONTROL OF YOUR FUTURE?

WE'RE HERE TO HELP!

EMAIL: WHOLESALE@FIRSTCOMM.COM