

TELNET WORLDWIDE COMMUNICATION SOLUTIONS



Cloud Communications/ Voice Solutions

Unified Communications with Webex. A collaboration application that connects via laptop and mobile devices and provides calling, messaging, virtual meetings and video conferencing.

Cloud PBX. An IP-based phone system that routes calls digitally. Also known as Hosted PBX, this type of phone system lives in the cloud, rather than at each individual customer premise.

MS Teams Direct Routing. A telecommunications service that enables SIP calling through Microsoft Teams. It allows users to make and receive calls through the PSTN while using the application.

SIP Trunking. A VoIP solution that utilizes the SIP signaling protocol to carry voice and data between two points in order to enable cloud calling.

IP-PRI. An IP-based voice solution that provides a PRI handoff to a legacy PBX. It allows you to customize how many channels you have, rather than being locked into increments of 23.

SMS/Business Messaging. Text messaging functionality available as part of our Webex platform.

Digital Fax. HIPAA-compliant digital faxing that encrypts documents during transmission for optimum security and convenience.

Contact Center. A cloud-based solution that acts as a virtual traffic controller and makes it easy to manage and distribute incoming calls to available agents.

Insight. A network monitoring service that assesses your network, monitors your phone system, helps improve VoIP call quality and improves customer experiences.

Business Connectivity

Business Internet. High speed and reliable business internet solutions that allow you to store and transfer large amounts of data and access applications quickly and efficiently.

Fiber Access. A switched ethernet solution that bolsters your voice service with speed, performance and reliability. Fiber access gives you a dedicated private connection with SLA metrics, bandwidth assurance and quality class of service (QoS)

Outsourced Customer Service & AI

Elevate your Customer Experiences with our top-rated Human Agent Experts and AI Solutions. Our customizable, flexible and economical outsourced options take the worry out of managing your CX function. We provide tailored solutions to fit your business.

Data Center

Our world-class, Tier III Data Center facility allows you to house, host or manage your critical data and communication equipment in a powerful and secure environment. Your equipment is protected and monitored 24/7/365 in our secure facility.

