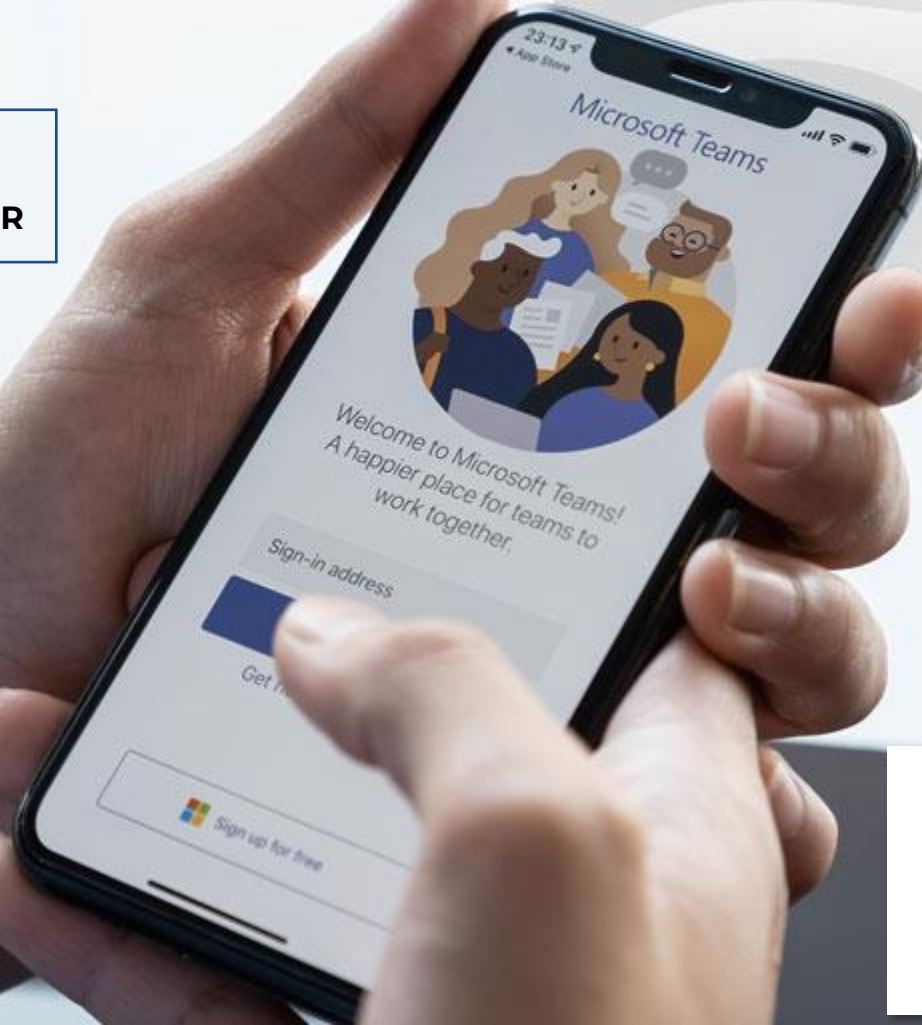


nuwave[®]

powered by  ipilot

OPERATOR CONNECT
GLOBAL LAUNCH PARTNER



Microsoft
Partner



Calling for Microsoft Teams
Advanced Specialization
Gold Project and Portfolio Management
Gold Communications
Gold Cloud Productivity

NUWAVE Communications

Proven Reliability

As a Global Voice Carrier, NuWave has 20+ years of experience delivering communications services to customers world-wide.

- **iPILOT -An Award-Winning SaaS Platform to Manage and Deploy Enterprise Voice Service for Microsoft Teams.**
- **1st, Self-Service Automation Portal for Microsoft Teams Phone System.**
- **Operator Connect Global Launch Partner.**
- **Microsoft Advanced Specialization in Calling for Microsoft Teams.**



Calling for Microsoft Teams
Advanced Specialization
Gold Project and Portfolio Management
Gold Communications
Gold Cloud Productivity



NUWAVE Awarded Microsoft Advanced Specialization – Calling for Microsoft Teams

Showing expertise in Microsoft Teams Calling and certified by Microsoft by meeting comprehensive requirements for Microsoft Teams Calling



Microsoft Partner

- Calling for Microsoft Teams Advanced Specialization
- Gold Project and Portfolio Management
- Gold Communications
- Gold Cloud Productivity

Attain and maintain gold status in an aligned gold competency

Microsoft technology performance indicators

Verifiable Customer References



Achieve Required performance thresholds

Microsoft Certified Professionals

Architectural review and Alignment



The Calling for Microsoft Teams advanced specialization allows partners with an active Gold Cloud Productivity Competency to further differentiate their organizations, demonstrate their capabilities, and build stronger connections with customers.

Our Network



SETTING NEW STANDARDS

Delivering Enterprise Voice for 10+ years without a customer facing service interruption



THE STRENGTH OF THE NETWORK

- ✓ Carrier Grade Infrastructure.
- ✓ Global Coverage – North America, EMEA, APAC(Q4)
- ✓ 1 to 1 Connect to Microsoft via MAPS
- ✓ Fraud Detection & Monitoring
- ✓ Complete Redundancy:
 - Equipment, Power, Cooling, Access & Storage
- ✓ Future Proof World Class Technology
- ✓ Disaster Plan support
- ✓ Committed Quality of Service



GLOBAL COVERAGE IN:

United States, Canada, Sweden, Denmark, Portugal, Spain, France, Belgium, Germany, Switzerland, Austria, Italy, Ireland, Netherlands, United Kingdom



100% 10+ Year Uptime

99.99999% 20+ YEAR GLOBAL NETWORK AVAILABILITY

nuwave

2011

2012

2013

2014

2015

2016

2017

2018

2019

2020

Operator Connect

Operator Connect enables Teams administrators to select the operator of their choice and enable them for number provisioning in their tenant.

Control

Manage all your numbers and users directly inside of the Microsoft Teams Admin Center. You can request a relationship directly from the Teams Admin Center, which will also allow you to see and assign numbers provided to you by NUWAVE.

The screenshot displays the Microsoft Teams Admin Center interface. The main page is titled "Operators" and includes a "Preview" badge. It provides instructions on managing partnerships with phone number providers. A summary card shows 11 "All operators" and 0 "My operators". Below this are tabs for "All operators" and "My operators", and a filter dropdown set to "Calling". A modal window titled "Phone numbers" is open, showing a table of phone numbers and their details.

Phone number	Number Provider	Location	Number type	Status
+1 425 555 0001	nuwave	Seattle, United States	Users	Assigned to user
+1 425 555 0002	nuwave	Madrid, Spain	Users	Assigned to user
+1 425 555 0003	nuwave	Barcelona/Bartzelona, Spain	Users	Assigned to user

Building now for the future

STRENGTHS:

Operator Connect allows you to manage your phone numbers and users directly from the Teams Admin Center.

STILL TO COME:

Because Operator Connect is still in its infancy stages, it currently has limited functionality and features that may be required for larger enterprise customers who may want to have more control over their network. As features get added, NUWAVE can help you bridge the gap with Direct Routing while OC grows.

Microsoft Teams Operator Connect Global Launch Partner

NUWAVE's plans offer a traditional CALL PATH model, or a per user UNIFIED VOICE model. With CALL PATHS, you can scale your NUWAVE Voice Plan as needed while adding unlimited users per CALL PATH.

The UNIFIED VOICE model combines the power of NUWAVE's Voice service and iPILOT's all-in-one provisioning platform in to one, unified solution for Microsoft Teams Calling.

NUWAVE's voice plans can save you 50-75% as compared to other Microsoft Teams calling plans and services.

Microsoft
Partner



Calling for Microsoft Teams
Advanced Specialization
Gold Project and Portfolio Management
Gold Communications
Gold Cloud Productivity



NUWAVE's award-winning world class PSTN hosted Voice Network

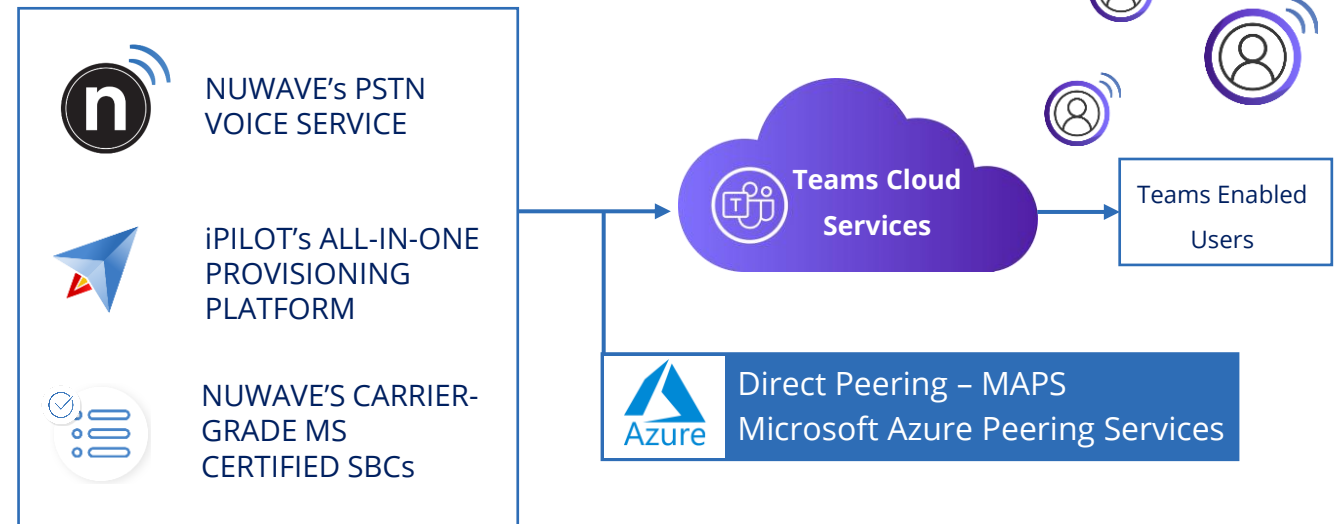


iPILOT's first in its class automated provisioning platform

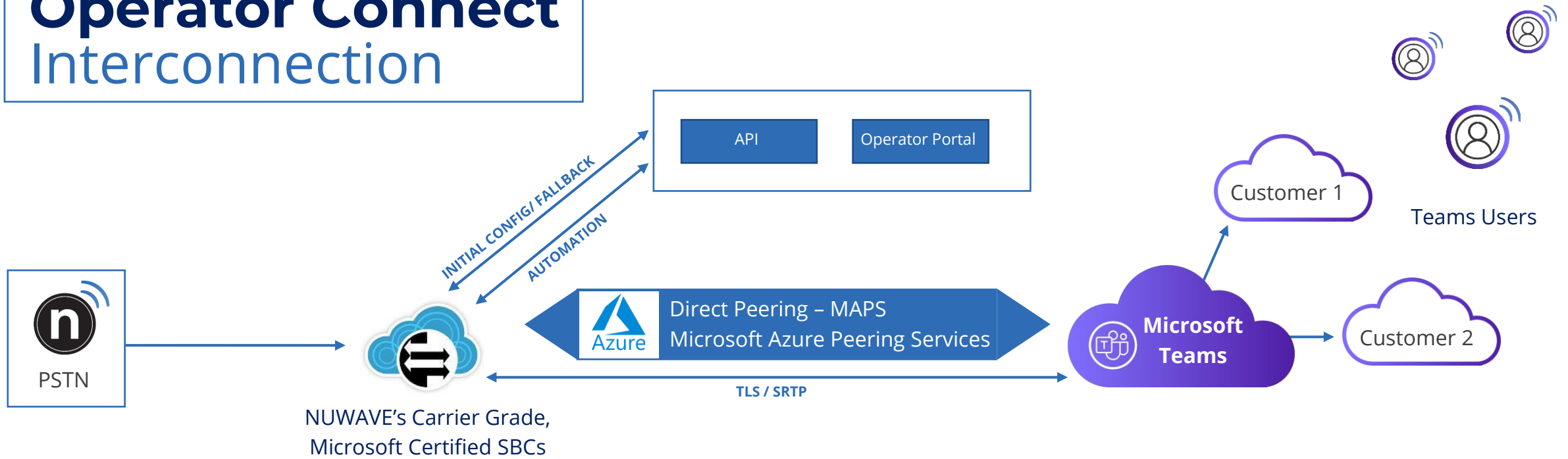


Unified, Simple, and fast Microsoft Teams Calling Experience

nuwave[®]
powered by  **iPILOT**



Operator Connect Interconnection



Direct Peering through MAPS

For the Customer:

- Easy access to Operators for Calling Management
- Easily segregate access by Region/Geography/Calling areas per Operator



Provisioning APIs and Portal

For the Operator:

- No special permissions such as delegated admin permissions to manage Calling Services
- Single Point of Contact information for customer updates & maintenance

Today's Snapshot Comparison

Features	Direct Routing	Operator Connect	MSFT Calling Plans	iPILOT Capabilities
Native Teams Call Routing	✓	✓	✓	✓
Shared Trunk/ Call Path sharing plans	✓	✓	NA	✓
eFax & traditional fax solutions	✓	✓	NA	✓
SMS Integrations	✓	✓	NA	✓
Dynamic Emergency Calling	Optional	Included	Included	✓
Direct Connection to Microsoft via MAPS	NA	Only Approved Carriers	NA	✓
Carrier Level Forwarding	X ONLY through iPILOT	X ONLY through iPILOT	NA	✓
Disaster Plans	X ONLY through iPILOT	X ONLY through iPILOT	NA	✓
Automated Bulk Provisioning	X ONLY through iPILOT	X ONLY through iPILOT	Bulk via PowerShell	✓
Converting DIDs between User & Service Number	NA	X ONLY through iPILOT	via MSFT Ticket	✓
Managing multiple carrier DIDs in 1 Portal	X ONLY through iPILOT	✓	NA	✓
Manage Direct Routing & Operator Connect DIDs in 1 Portal	X ONLY through iPILOT	X ONLY through iPILOT	NA	✓
Department level access for phone number management	X ONLY through iPILOT	X ONLY through iPILOT	NA	✓
Extension Dialing	X ONLY through iPILOT	ON iPILOT roadmap	NA	✓

SECURE AND ROBUST SOLUTION



Information Governance & Threat Management

- ISO27001:2013,
- NIST 800-53r4,
- GDPR
- PCI-DSS3.2,
- CSA CCM v3.0.1,
- NIST CSF v1.1, SOC2,
- HIPPA policies

NIST FRAMEWORK, RADWARE MONITORING



Discover, Defend, And Remediate SIP Attack Vectors

- Robocalls
- Toll Fraud
- Call Spoofing
- SIP Botnet Threat Intelligence
- VoIP Threat Intelligence Analytics
- VoIP/UC/SIP Fuzzing Attacks
- Telephony DoS (TDoS)



Communications Provisioning in Minutes, not Months



Unified

iPILOT™ offers a single pane of glass view and control of your entire global communications infrastructure.



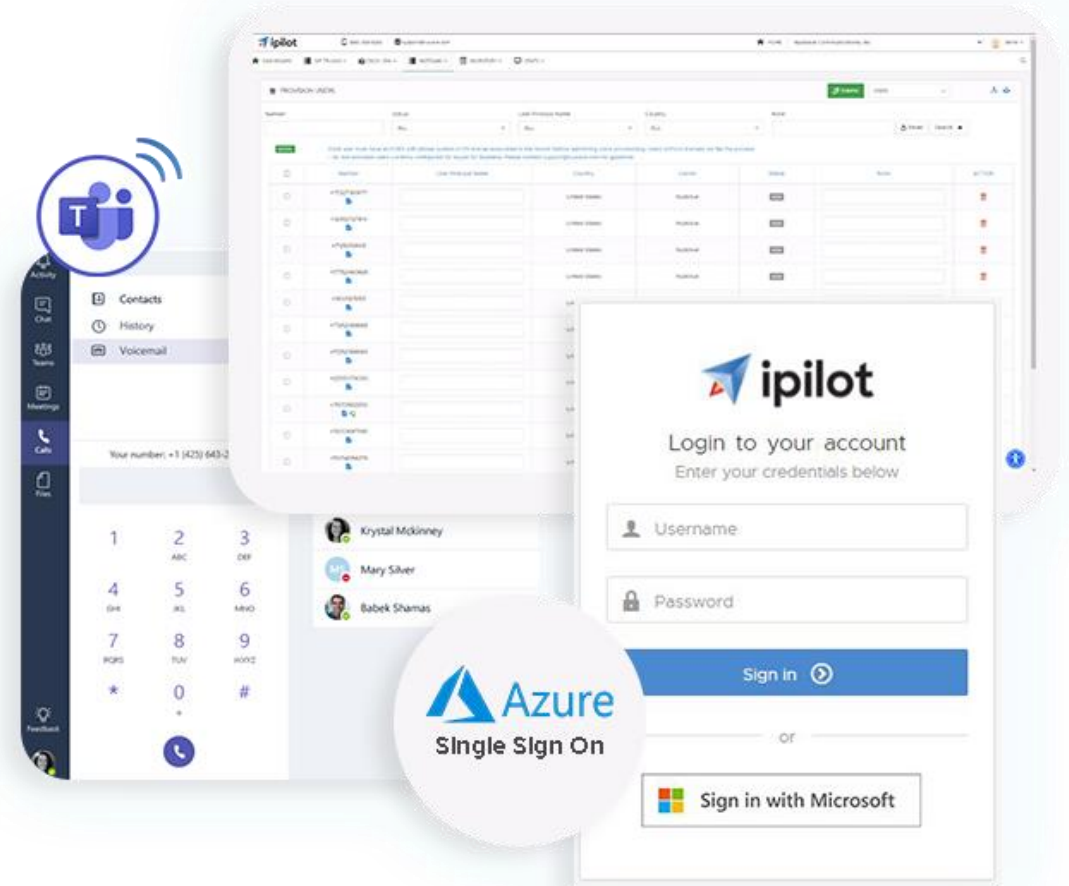
Simplified

iPILOT™ simplifies the onboarding & tenant provisioning process into a single workflow that can be managed by non-technical personnel.



Fast

iPILOT™ reduces the time to market for Direct Routing customers to minutes, not months.



AT A GLANCE

First to Market

World's First Fully Automated Provisioning Portal, no other platform like this in the market.



White Label Ready

Ability to white Label iPilot™ platform in minutes



Ease of Use

Number portability, E911 and tenant management in an all in one, simple to use and secure platform.



Complete Control

No 3rd party integrations or complicated provisioning. All-in-one unified Cloud Solution.



Bring your own Carrier

Global Solution for Voice, whether using Cloud or On-Prem SBCs



Market Gaps



Lack of a Unified Platform or Provider

No easy way to connect your current service provider or to your existing Cloud architecture that enables your remote work. This results in a company managing a variety of different services while trying to tie them together, which causes higher overhead costs, operational complexity, and long response times from providers.



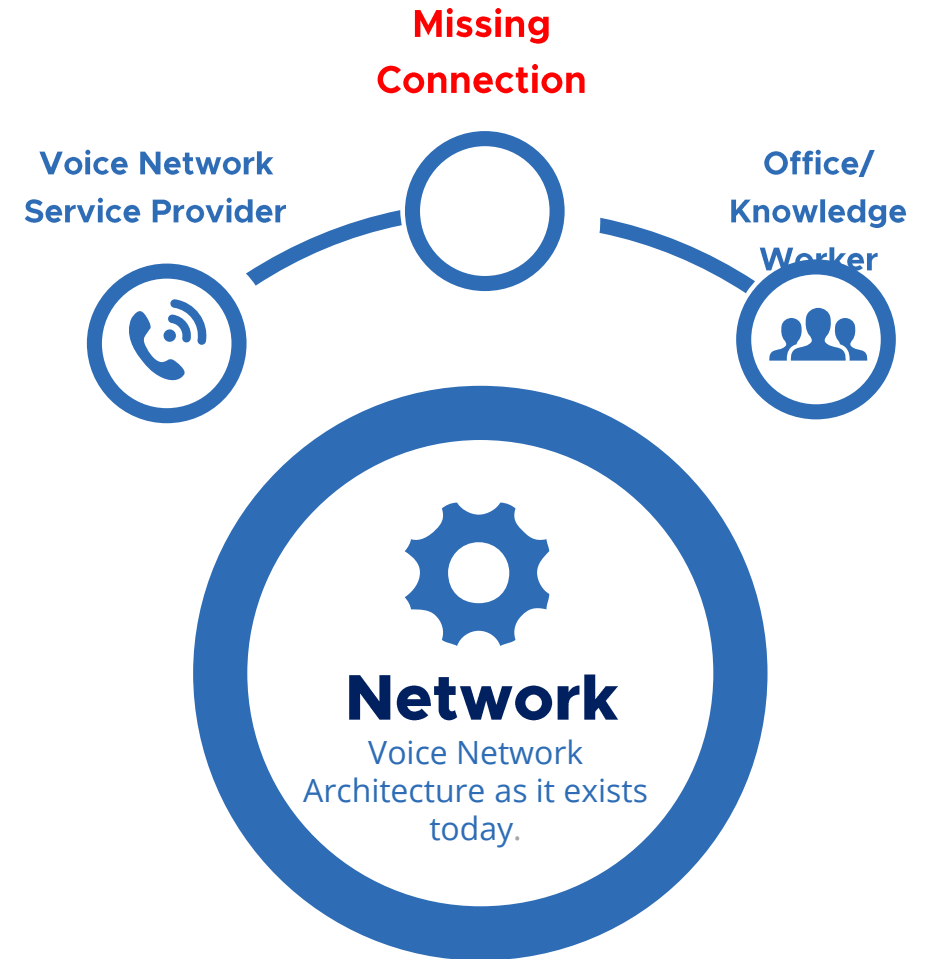
High Time to Deploy

Because of the complexity of provisioning, enabling your Cloud Network can take a long time to implement, sometimes having to wait weeks or months before getting your service or users up and running.



Complex Provisioning

Connecting your Voice Network to your Cloud Office can have a complex onboarding and provisioning process, which requires extensive coding knowledge and a team of Engineers to be able to provision new users, assign new numbers or make changes to your current network.





By connecting, automating, and orchestrating your global onboarding, provisioning, and management, you can do in minutes what previously took months and with significantly less cost and resources.

Unified Solution with iPILOT

- ✓ Self Service Portal with Dashboard View – No Custom Code or Add Ins
- ✓ Simplified & Automated – Planning, Provisioning, Onboarding, MACD Support
- ✓ Active Directory Integration with Single Sign On
- ✓ Number Porting, DID Management, International Calling Enablement
- ✓ Dynamic E-911, Pre-Configure Disaster Plan, Carrier Level Call Forwarding
- ✓ Capacity Planning with Real Time Graphs of Inbound & Outbound Calls
- ✓ Carrier Management – Bring your Own Network
- ✓ Automated Legacy PBX Assessments with Gap Analysis
- ✓ Change Management & Adoption Programs – M365 Digital Skills Training Program
- ✓ Specialized Solutions – E-Fax, Overhead Paging, Call Recording, SMS
- ✓ Managed Services – Local SBC, Gateway, Devices
- ✓ Professional Services Available for Custom Call Flow & Auto Attendant Design

