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# CAPABILITY STATEMENT

## Telecommunications • Carrier of Record • Engineering Consulting

VoIP Doctors Business Telecom provides expert telecommunications services and consulting to Commercial, Non-Profit, Government, and Telco/MSP organizations. Our services leverage telecom technology to help organizations achieve operational efficiencies by streamlining their expenses, reducing labor, and improving performance.

Founded in 2019 with a passion for leveraging UCaaS & CCaaS technology to fuel growth, the VoIP Doctors team has over 20 years of telephony and VoIP engineering experience ranging from Fortune 500 organizations to boutique firms and public entities. VoIP Doctors is a Certified Women's Business Enterprise (WBE) through Women's Business Enterprise National Council (WBENC) and Woman Owned Small Business (WOSB) through the US Small Business Administration.

### Core Capabilities:

VoIP Doctors is a boutique provider of custom-tailored Business Telecommunications Solutions.

- Unified Communications/Contact Center as Service (UCaaS & CCaaS), Direct Routing, & SIP Trunking.
- VoIP Telecommunications Consulting & Customized Telecom Engineering with Cyber Security Focus. We design, build, and maintain systems to meet your needs.
- White-Label and Carrier of Record UCaaS/CCaaS and Telecom Engineering Consulting for MSPs and ITSPs: We're the Telecom provider to other providers.

### Innovations:

- Solutions-driven, Relationship-based, and Customized VoIP Offerings
- VoIP Doctors is the Telecom company to other Telecom and IT companies, delivering telecom service, engineering, and compliance behind the scenes.
- Cybersecurity-focused VoIP Services & Consulting

### Certifications, Licenses, & Security

- WBENC WBE
- SBA WOSB
- USAC/FCC Registered
- SOC II Type 2 Compliant
- HIPAA Compliant

### Industries We Serve:

- Professional Services, Healthcare, Education, Municipal, and Non-Profits
- Call Centers/Contact Centers
- Transportation, Freight, and Logistics Firms with Global Communications Needs
- Industrial, Commercial, Manufacturing
- Telecommunications and IT Firms

### Geography:

- New Jersey Headquarters
- US Domestic & Global Services



## NAICS & OTHER CODES

### NAICS 517919

VoIP Service Providers

### NAICS 541618

Telecommunications Management Consulting services

### UNSPSC 43221500

Call management systems or accessories

### UNSPSC 43222800

Telephony equipment

### UNSPSC 43222805

Private branch exchange PBX equipment

### DUNS 082147873

### SIC 4813

Telephone Communication, Except Radio

### CAGE 8U8Q1

### Unique Entity Identifier DT9ZBQ89SS68

### WBENCLink # WBE2101109

### SBA WOSB Certification Number: WOSB210838

## TESTIMONIALS

**Our customers tell us that they value our Customization, White-Glove Service, Expertise, and Solutions Delivery.**

“ Thank you for the excellent customer service with the new phone system for our accounting firm. The technology of being able to handle calls right through our computers is easy and the connection is fantastic! The app for the mobile phone is user friendly, when [our employees] are on the go... Great product and service!!

-Accounting Industry Client

“ [VoIP Doctors] advised us and worked with our IT Provider to ensure that our on-site and remote employees are equipped with the tools that they need to manage our global communications needs seamlessly.

-International Transportation & Logistics Client

“ Aside from offering world class customer service and excellent pricing, [VoIP Doctors] offers something most telecom companies don't care to spend the time on: a collaborative approach to systems integration with your business in mind. They were willing and able to find the best fit for my business - not simply the biggest sale...The value of the long-term relationship is alive and well at VoIP Doctors.

-Legal Industry Client