



RESELLING VOIP
the top 10 challenges

may 2009
VoIPInnovations.com

the top 10 challenges facing service providers

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At VoIP Innovations, we are an IP-based wholesale communications provider striving to partner with you for the success and long-term viability of your company.

We understand the complexities of the industry and have shaped our model with the goal to make it as easy as possible for you to conduct business:

One of the nation's largest footprints, with an extensive network reaching the entire US 48 states with full redundancy. Additional rate centers are always being added to our carrier-grade infrastructure.

Real-time DID activation, giving you the competitive advantage with our instant DID warehouse. VoIP Innovations provides your business with access to numbers in over 7,000 rate centers across the US contiguous 48 states

No long-term contracts or high minimums here, allowing you the flexibility you and your business needs to be successful, including quality service with competitive rates.

Proven track record from a business bringing over 20 years experience, pioneering the early days in the retail ISP and network service industry.

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In today's VoIP resale industry, wholesalers have their own short-term profits in mind, not making it easy for their customers to grow their own businesses. As a re-seller, there are numerous elements to consider for maintaining the long-term viability of your own company, and ultimately, the customers that have grown to depend on you. Are you facing the following challenges?

1. LONG-TERM CONTRACTS

In this economy, can you afford to be tied down to a supplier controller who is in complete control of your destiny?

2. MULTIPLE VENDOR RELATIONSHIPS

Are you having trouble finding a wholesaler that offers everything you need? As a result, you are wasting precious time that could be used to grow your own business.

3. HIGH MINIMUMS

As a result of relying on multiple vendors, are your minimum skyrocketing, even for low volumes?

4. LIMITED COVERAGE

Many vendors only have DIDs in limited geographic areas. Again, is this causing you to manage multiple vendors?

5. CREDIT WORTHINESS

Is your lack of credit requiring you to make a large deposit? You need your resources to grow your own business. How can you front all that cash to your supplier?

6. SUB-OPTIMAL CUSTOMER SERVICE

Considering all of the above challenges, you deserve extraordinary customer service. Unfortunately, with most vendors, that's not the case - in regards to both product quality and customer support.

7. NO FLEXIBILITY

Your current supplier may only support specific billing platforms and not offer customizable solutions. You may also be bound by certain rate terms and have no leverage with smaller suppliers.

8. LACK OF COMPLETE PRODUCT SET

Because you may be working with multiple vendors, it can be difficult to offer a complete VoIP package because of all the other details you have to worry about while managing multiple vendors. Is this hindering your own growth?

9. SLOW TO MOVE

Currently doing most of the leg work yourself, shopping around multiple vendors? Business can be slow to move and grow with this method.

10. LACK OF REDUNDANCY

Lack of Termination Vendor Redundancy - How reliable is your current vendor's redundancy? If your vendor goes down, so does your customer - and who is the responsible party? You.