



PowerNet Global's Call Center Solution, NetDialer, Experiences Record Growth

High traffic volume and large demand require switch upgrade to accommodate more traffic.

CINCINNATI, OH – September 6, 2012 – [PowerNet Global](#), veteran of the telecommunications industry for more than 20 years and well known for strong business ethics, integrity, and reliability, recently experienced such high growth and demand for their award-winning voice solutions for call centers, that the carrier upgraded its dialer switch in order to create higher capacity for more traffic.

The switch upgrade leaves PowerNet Global well positioned to serve and support call centers making political calls for upcoming elections and able to handle other dialer traffic as well. "We have experienced growth at such a phenomenal rate, that we really wanted the extra capacity to better serve our new and current customers looking to expand their business," said Jill Warren, dedicated sales and service manager at PowerNet Global.

[NetDialer](#), an outbound long distance termination service for call centers, was originally designed to provide a cost effective, stable, and long-term solution for these businesses. Featuring Tier 1 call quality with high ASR, no short duration penalties, no monthly service fees, free call back service, and 24/7 NOC support, the SIP long distance service can have businesses up and running in just a few days, compared to traditional dedicated circuits that can take up to a month or more to be installed.

Since launch, NetDialer has been selected as recipient of the 2011 *INTERNET TELEPHONY* [Product of the Year Award](#) and named a finalist in the information technology category for the 2012 Cincinnati Business Courier Innovations Awards. The service has also seen a 2300% growth in revenue in the past 18 months.

"We want to show our commitment to our NetDialer service by investing in it ahead of demand so that we can accommodate our customers," said Matt Ziebro, executive vice president of sales at PowerNet Global. "With such amazing growth already, it would be hard to imagine not having continued success with this service."

PowerNet Global continues to develop additional products to complement the NetDialer service. In addition to offering [toll-free origination](#), the company also offers Inbound SIP DIDs, which allows national call centers to give out local phone numbers to their clients, and also developed a partnership with Gryphon to provide their [Core Phone](#) product (formerly known as Teleblock) to PNG customers to ensure Do Not Call compliance.

For more information on PowerNet Global [call center solutions](#), please call 1.855.267.6897 or email pngsales@pngmail.com.

About PowerNet Global

Celebrating 20 years as a leader in the industry and achievement as a multi-award winning company, [PowerNet Global](#) is a premier provider of high-quality voice, data, SIP, and managed communications services to commercial and residential customers nationwide. Headquartered in Cincinnati, OH, PowerNet Global has achieved consistent growth by developing and marketing an expanding array of competitive products and maintaining a clear focus on delivering unrivaled service to its partners and customers.

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