

DLS Affiliate Partnerships

About DLS

Overview

- ▶ DLS Internet is a privately owned Voice over IP and Information Technology partner serving businesses as experts in Unified Communications and Network Operations. This includes network security, IT networking, VoIP telephony, data center management and hosted network appliances.
- ▶ DLS Internet Services began providing residential and business Internet access in the Lake in the Hills, Illinois in 1995.
- ▶ DLS was ranked among top 5 ISP contenders in the United States, with a BBR Gold Award nomination from broadbandreports.com for the service speed and reliability.
- ▶ DLS has provided VoIP Hosted PBX services since 2005 and within six years, DLS Hosted PBX SIP handsets could be found on every continent and in every U.S. state.
- ▶ All of the DLS consulting professionals are certified in Cisco, Unix or Microsoft technologies.

Partnerships

Our commitment to service has earned us recognition as a leading unified communications company with capability to support several leading national associations:

- ▶ National Association of Legal Professionals
- ▶ Illinois Dermatological Association
- ▶ Illinois Association of Ophthalmology
- ▶ Chicago Dermatological Society

Who We Are

A Service First Commitment

▶ Training and Experience

- ▶ Our consulting professionals are certified in Cisco, Unix or Microsoft technologies.
- ▶ We provide training and continuing education incentives with tuition reimbursement.
- ▶ Wide variety of skills across multiple technology disciplines.
- ▶ 2015 Gordon Larson Business Award "Employer of Choice," recognizing our family-first commitment to each other.

▶ Reliability

- ▶ 24/7 live support from top level engineer included.
- ▶ Proactive, real time monitoring of system performance.
- ▶ Hardware & Software upgrades included.
- ▶ Custom configuration provided any time needs change.
- ▶ Training with follow-up tutorials.

Dedication to Security

▶ Secured private hosting for privileged client information

- ▶ Each PBX is a private, dedicated server with no other customers or unregistered contacts allowed access to hardware, recordings or call data.
- ▶ Exclusive, private IM chat client built in.

▶ Security for where work takes you:

- ▶ Administrators have instant access to add remove user rights, permissions.
- ▶ Compliant and fully functional through private, secure data connection between multiple sites and to DLS.
- ▶ Administrator access across cellular, tablet & laptop software phones.



The DLS Advantage- Savings

▶ Cost Savings

- ▶ Scalability - Add and configure new VOIP users when you need them.
- ▶ Pay only for what you use, plus two flat rate options to fit your needs.
- ▶ Continuity of VOIP service as your data network grows.

▶ Advanced options

- ▶ Configure your own system from any web capable device or call us!
- ▶ Hundreds of features already active in the system – pick what you want, when you want.
- ▶ Conference calls with unlimited participants, groups – ad hoc or planned.
- ▶ Video calls.
- ▶ Integrated with transcription of recorded calls, voicemails and conferences.

▶ Pricing

PBX Engine Item	Pricing
Class A (up to 30 seats)	\$195/month
Class B (31-150 seats)	\$270/month
Class C (151-500 seats)	\$550/month
Class D (over 500 seats)	\$Custom

Usage Plan

- ✓ \$5 per seat
- ✓ FREE unlimited inbound calls
- ✓ Low 3 cents per minute calling cost

Unlimited Plan

- ✓ \$15 per seat
- ✓ Unlimited Inbound/Outbound Nationwide Calling

DLS Features at a Glance

▶ Answering

- ▶ Automated Custom Tree
- ▶ Fully Customizable Greetings
- ▶ Selective Call Routing
- ▶ Selective Call Forwarding to Follow Me Feature
- ▶ Follow Me Services
- ▶ Call Parking
- ▶ Intercom Paging
- ▶ Notification to Cell Phone
- ▶ Remote Voicemail Access
- ▶ Individual Custom Greeting
- ▶ Receptionists Interface Software
- ▶ Pattern-based Call Blocking
- ▶ Remote Call Pickup

▶ Voicemail

- ▶ Unlimited Voicemail Capability
- ▶ Voicemail Notification to Email
- ▶ Voicemail Notification to Cell
- ▶ Remote Voicemail Access
- ▶ Individual Custom Greeting
- ▶ Text Only Voicemail Notification
- ▶ Video Voicemail

▶ Next Gen Features

- ▶ Browser Plugin for Click-to-Dial
- ▶ Global Directory w/Click-to-Dial
- ▶ Personal Directory w/Click-to-Dial
- ▶ Integrated XMPP/Jabber Chat Service
- ▶ True PBX Capabilities from Anywhere
- ▶ Multiple Locations from Single PBX
- ▶ Uniquely Easy Moves, Adds, Changes
- ▶ Shared Extensions
- ▶ Soft phone Compatible
- ▶ Mirrored Extensions
- ▶ Outlook Integration
- ▶ Video Phone Support
- ▶ Streaming Music On Hold Via Shoutcast/Icecast

Plus

Software upgrades and feature enhancements provided at no additional cost.



Our Value-added Partnerships

▶ Our Diverse Customer Profile

- ▶ Professional offices, single and multiple locations
- ▶ From 5 – 500+ seat SMB
- ▶ Remote work sites (construction) and mobility (realtors)
- ▶ Heavily regulated, compliance concerns (doctors, lawyers)

▶ Reseller Agreement

- ▶ Partners purchase service from us and sell them to customers of their own.
- ▶ This allows for more control of their brand presence and flexibility along with an unlimited income potential.

▶ Agent Agreement

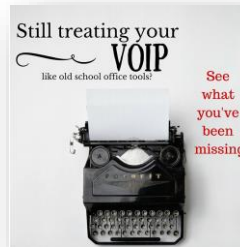
- ▶ As an agent, we work with your prospective customer and pay a percentage of the monthly billed amount to the agent.
- ▶ DLS provides service and support to these customers directly.
- ▶ Agents can be included by direction of the customer to interact with DLS, on their behalf if they wish it.

▶ Referral Agreement

- ▶ This partner refers prospective customers to us and collects a one-time tiered bonus payment based on the number of extensions in the contract:
 - ▶ Refer a business that signs up for 2 – 5 extensions and get \$100 bonus
 - ▶ Refer a business that signs up for 6 – 10 extensions and get \$250 bonus
 - ▶ Refer a business that signs up for 11 – 24 extensions and get \$500 bonus
 - ▶ Refer a business that signs up for 25 or more and get \$1000 bonus

Business Services

Co-branded or single identity marketing, we make it easy!



- Effective, compelling copy and graphics to help grow your presence and increase conversions
- Topical and timely by local show season or industry interest
 - Legal professionals
 - Clinical professionals
 - Manufacturing
 - General business
- Customizable and reusable
 - White papers
 - Case Studies
 - Social Media (2015 = 61,628 AUDIENCE REACH)
 - Blog Posts

Value-centric Messaging Drives Sales

- ▶ Gain reliability and advance technology with more standard options for the same or less cost than a system upgrade with fewer options.
- ▶ Easily add lines, connect multiple sites and virtual teams all with added features that help with regulatory requirements - standard.
- ▶ Reach anyone, anywhere with advanced unified communications for efficient integrated chat, text, email, video conferencing and phone systems.
- ▶ Cut costs with flat rate billing for fax, conferencing, call recording, intelligent call forwarding and other essential features.
- ▶ Choose metered billing or a set rate plan best suited to your business.
- ▶ Expertly managed software upgrades comes standard with the best tech support available by live, qualified technicians.