Westelcom®

A WESTELCOM SOLUTION

Design. Deliver. Support.

Partner Solutions Guide

Why Grow With Us?

At Westelcom, we believe a solid customer experience is essential to a successful partner relationship. Our goal is to provide the tools and support that allow you and your customers to succeed.

- ✓ **Commitment**
  Partner success is our success. We're committed to the channel and the process of helping partners and their customers from end to end.
- ✓ **Dedication**
  We're dedicated to helping our partners achieve and exceed their sales goals, every step of the way
- ✓ **Team Approach**
  Our Carrier Engineering Group will work with our partners to craft solutions for their customers.
- ✓ **High Visibility**
  We offer an agent portal that enables high visibility into partners customers.
- ✓ **Simplified Quotes**
  We provide uncomplicated product offerings, automated quoting tools, dedicated account teams and a responsive quote desk.
- ✓ **Solution Delivery**
  Our provisioning team delivers solutions with the highest levels of coordination and communication with partners and their customers.
- ✓ **Mindfulness**
  Our reliability standards provide peace of mind that our partners and their customers can count on.
- ✓ **Customer Support**
  We provide the highest levels of customer service with proactive monitoring, network intelligence data, and delivery to our customers through our Mission Critical App.
- ✓ **Fierce Commissions**
  We provide competitive industry commissions.

Solutions

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TEO
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Internet Connectivity

Business-class internet solutions built on a carrier-grade fiber network with diverse connectivity and redundancy.



Business Voice & Phone

High-quality business PBX and VoIP voice services bring efficient communication to the entire team.



Unified Communications

UC capabilities enable organizations of all sizes to communicate with greater ease and better operational efficiency.



Collaboration

High-quality solutions for file storage, document sharing and co-authoring, chat and video conferencing.



Mission Critical App

Get immediate, convenient access to Westelcom network's connectivity status and performance.



Web Hosting

Web and mailbox hosting enabling migration and maintenance through Westelcom-provided portals.



Security

A complete, proactive security service with seven layers of protection and unlimited backup monitored 24/7.



Data Center & Colocation

Carrier-neutral data centers featuring state-of-the-art backup power, redundancy, and perimeter security.



SDWAN

Enhanced resiliency, efficiency, reporting, security and application visibility for mission critical businesses.



Contact Center as a Service (CCaaS)

A flexible, cost-efficient, cloud-native alternative to comples, expensive on-premises contact centers.

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Data Connectivity

Westelcom's business-class internet solutions are built on a carrier-grade fiber network with diverse connectivity and redundancy. This network is integrated with statewide fiber networks through peering partnerships providing dedicated bandwidth, reducing latency and providing an improved overall user experience. Should an issue arise, our 24x7x365 Network Operations Center monitoring provides quick response—usually before you even know it.



Dedicated Internet Access

Our Dedicated Internet Access services provide personalized, guaranteed bandwidth using an integrated fiber network interconnected with multiple telecommunications carriers.



Ethernet

Our highly scalable business-class ethernet service is a offers simple, secure, cost-effective connectivity using a custom, dedicated private fiber with variable transport speeds.



Fiber

Our carrier-grade network provides high-speed internet services via a local and regional fiber backbone with diverse connectivity and redundant switching and routing platforms.

Mission Critical Service Delivery

- Geo-Diverse Class IV Switches
- Connected via multi-ringed Fiber Networks
- Ringed connectivity to PSTN and IXCs
- Diverse connectivity to Internet NAPs.
- Geo-Diverse connectivity to Internet Exchanges
- National Wholesale & NNI Connectivity

National Wholesale & NNI Connectivity

Firstlight
Vermont Tel
SLIC
Northland
DANC
Hunter Communications
Ziply Fiber
- 4G LTE
- Cox
- Comcast
- Verizon FIOS
- Spectrum
- Crown Castle
- Verizon FIOS

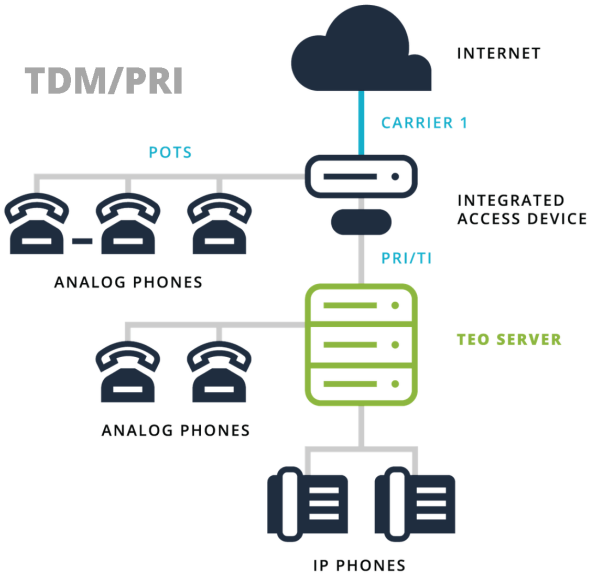
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Voice Solutions

We provide a wide array of voice features and services. The quality of these service offerings matches that of top telecommunication providers to hospitals, governments, manufacturing firms, media, and a multitude of SMB's requiring the highest levels of performance and reliability from their phone service.

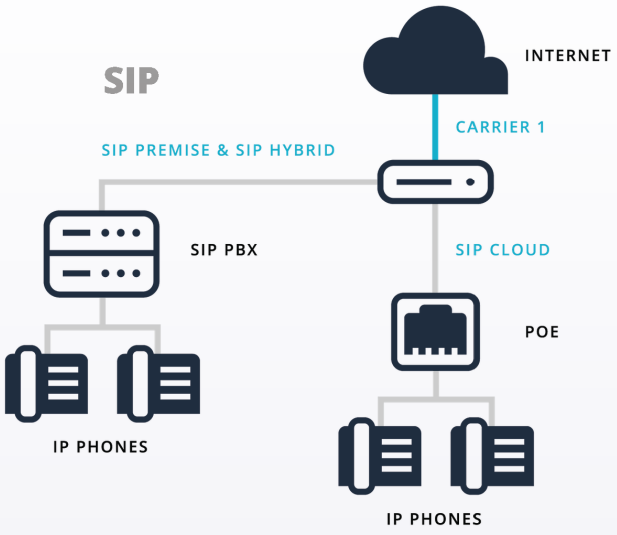
Leverage Legacy Technology With A Modern Delivery

- Provides for an easy transition to SIP trunking with the same underlying technology
- Up to 23 concurrent calls
- Advanced digital messaging between your PBX and our carrier switch



Begin The Journey To Enterprise Voice Network Modernization

- Flexible and dynamic service
- Scalable number of concurrent calls
- Cost effective
- Replaces traditional telephone lines



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Teams Business Voice

Your employees can now use Teams Business Voice to make and receive calls to people outside your organization on desktop, laptop, smartphone, or tablet devices. Microsoft Teams is a digital hub for workplace chat, video meetings, calls, file storage, and application integration. The service integrates with Office 365 and has extensions that can integrate with non-Microsoft products.

One phone number across all Teams-enabled devices.

This means no need for multiple phone numbers or juggling calls between a desk phone, computer, and mobile device.

Seamless interactions across platforms.

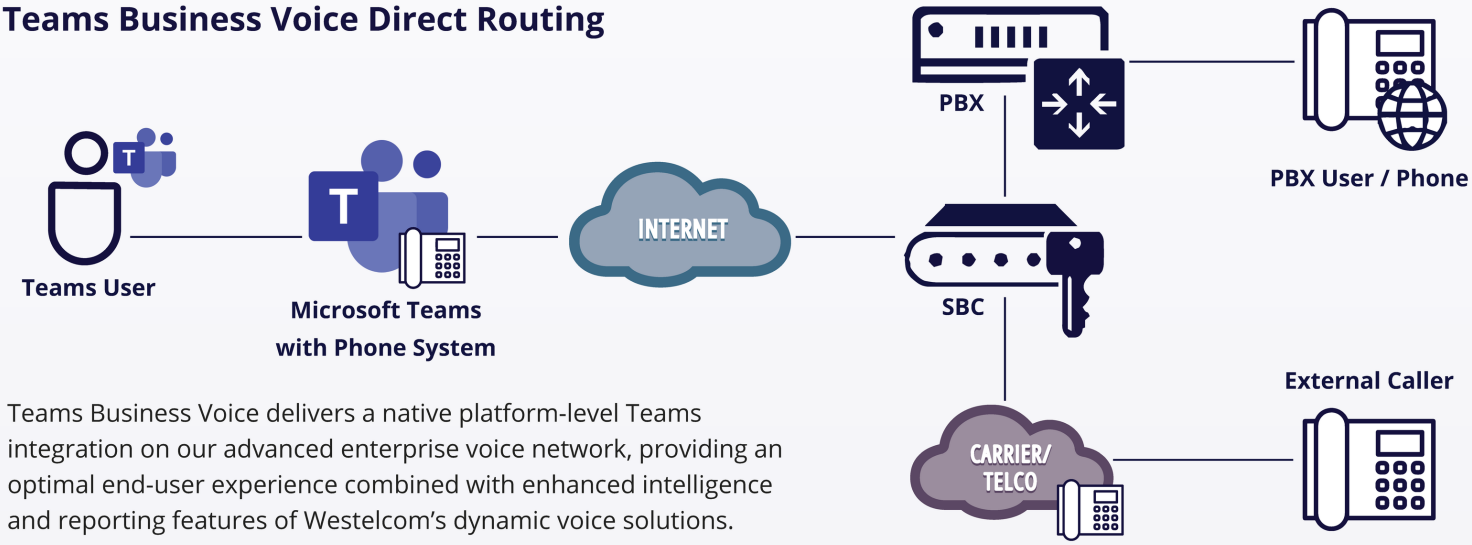
With the ability to call anyone, employees need not pause their work to move away from Teams to call external colleagues or customers.

Desk phones are optional.

Since calls are made through computers, businesses can achieve cost savings by scaling back their investment in phones for every desk.

- Unparalleled voice quality experience
- Affordable calling packages
- 24x7 Carrier Network Monitoring & Support
- Enterprise-grade security and compliance
- Seamless provisioning and onboarding for Microsoft Teams
- Documented SLA
- Integrate advanced calling features
- Integration with existing PBX Solutions
- Mix it up!
- Keep Your local numbers
- Improve call quality by leveraging Westelcom's state of the art carrier network
- Keep Your Business Numbers

Teams Business Voice Direct Routing



Teams Business Voice delivers a native platform-level Teams integration on our advanced enterprise voice network, providing an optimal end-user experience combined with enhanced intelligence and reporting features of Westelcom's dynamic voice solutions.

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Teo®
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Teo UC Solutions

Teo, a Westelcom solution, offers Unified Communications (UC) capabilities that enable organizations from small businesses to enterprises to communicate with greater ease and better operational efficiency.

Teo stands apart from its competitors in several important ways:

DESIGN PHILOSOPHY

Teo solutions are designed to be extremely powerful yet highly intuitive. Many technology companies claim to do the same, however, they typically fall short. We invite you to view a demo so we can show you just how far ahead of the competition we are. In fact, we may not only be the best user experience (UX) in Unified Communications, we are most likely the best UX in enterprise software, period. It is a bold claim to be sure, but delivering on bold claims is what we do.

REVOLUTIONARY ARCHITECTURE

Teo System Architecture is the most resilient ever created. Each Teo UC node provides the full UC suite of capabilities. There is no need for external interfaces or gateways, mobility servers, voicemail servers, etc. Each Teo UC node can support 1 - 2,500 users. Multiple nodes can be clustered to create larger and more resilient systems allowing for rapid scaling while also adding multiple layers of redundancy. Each node in the cluster is in constant sync with all other nodes and devices so they can immediately handle system activity in case any other node suffers a network or power interruption.

COMPREHENSIVE SOLUTIONS

Teo designs, builds, and supports all of the components of our solution so you can have total peace of mind. This enables us to deliver the finest technology ownership experience in the industry. Systems can be configured in minutes, and changes across an enterprise can be handled in seconds.

PEACE-OF-MIND OWNERSHIP

All system software and hardware is covered by Teo comprehensive support, software assurance, and hardware warranty. If something goes wrong, we will take care of it. We have U.S. based support resources at the ready to give you a hand.

INTEGRATION READY

Teo solutions offer tailor made integrations for web browsers, email clients, Outlook, Microsoft Dynamics CRM, Salesforce CRM, Lyne, Skype for Business, and we have an API to integrate with any custom infrastructure you want to integrate with.

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UC Deployment Options

Westelcom solutions have the same applications and capabilities regardless of deployment type. Each deployment offers distinct advantages based on an organization's technical environment and business preferences. There is no right or wrong answer here, it is simply about picking the solution right for your organization at this time. To reduce stress, we even offer the capability of changing deployment type down the road without service interruption or user disruption.

Cloud

Cloud deployments leverage multiple geographically dispersed data centers and PSTN interconnection points to provide highly resilient cloud unified communications.

ADVANTAGES

- Low start up costs
- Predictable monthly charges for technology and telco services
- Limited IT resources required

Premises

Premises deployments are ideal for customers that are locked into long term PSTN contracts, or who have sophisticated IT networks in place with available internal or contracted resources able to manage the solution. Westelcom premises systems can connect to PRI, analog, or SIP trunks and multiple nodes can be clustered together for the most advanced resiliency available today. Westelcom offers attractive lease options for Premises deployments.

ADVANTAGES

- Bring Your Own Circuit Flexibility
- Capital vs. Operation Expense Model
- Attractive Leasing Options

Cloud Plus

Cloud Plus deployments offer the advantages of both Cloud and Premises models for the ultimate in resiliency, while requiring very little internal IT resources. Cloud Plus deployments are comprised of one or more onsite UC Premises nodes in real time sync with Cloud services. This solution provides advanced resiliency if any site or sites experience last mile network interruptions.

ADVANTAGES

- Bring Your Own Circuit Flexibility
- Capital vs. Operation Expense Model
- Attractive Leasing Options

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Deployment & Capabilities

DEPLOYMENT FREEDOM

Deployment options available for Premises, Cloud, and Cloud Plus.



Premises



Cloud



Cloud Plus

CAPABILITIES

HD Voice
HD Video
Instant Messaging
Presence
Mobility
Integrated Voicemail
Conferencing
Collaboration
Fax
Email Integration
User Portal
Hunt Groups
ACD Groups
Call Blocking
Call Recording
Move Live Calls Across Devices
E911 Emergency Notification

Emergency Management
Call Center
Reporting
Custom Reports
Analytics
Call Center
Barge, Monitor, Whisper
Presence
Instant Messaging
LCR
Call Screening
Schedule Based Call Routing
Presence Based Call Routing
Custom Presence Status Publishing
Directory Lookup
Remote Device Configuration
Mass Provisioning

Visual Voicemail
Unified Activity Log
Paging Integration
Hot Desking
Agent Logging
Fax to Email
Voicemail to Email
Microsoft Lyne Integration
Skype for Business Integration
Microsoft Dynamics CRM Integration
Salesforce Integration
Custom Integration Development Services
API Developer Kit
Personal Conference Bridge
Reservationless Conferencing
Multi Data Set Analytics
3rd Party SIP Device Integration

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Popular Applications



SCREEN SHARING

Share your screen from the Teo Softphone with up to 100 participants. Screensharing requires no plugins or applications to install for viewers. They simply open the link you share with them in any HTML5 compatible browser. You can share your screen with mobile and tablet users as well, seamlessly.



INSTANT MESSAGING

Organizations need to have IM, but they also need to have it secure and, even better, integrated with their entire communications suite. Teo Instant Messaging is accessible from all PC/Mac softphones, smartphone and tablet applications, and the Teo 9160 IP desk phone.



VIDEO EVERYWHERE YOU GO

The Teo UC platform offers multiple HD codecs and is smart enough to measure real time network availability between endpoints to select the best one to use for every connection. Video calls can be made and received from all PC/Mac softphones, smartphone and tablet applications, and the Teo 9160 IP desk phone.



PRESENCE

Presence awareness is a cornerstone of Unified Communications, and Teo does presence better than anyone else. Presence states are automatically synced across all user devices and presence states can drive customized communications call flows for maximum efficiency and convenience.

Teo
A Westelcom Solution

UC Faxing

Teo UC Faxing seamlessly integrates fax capabilities into your organization's Unified Communications deployment, allowing you to send and access faxes through your UC platform anywhere, anytime.

Fax Activity Log

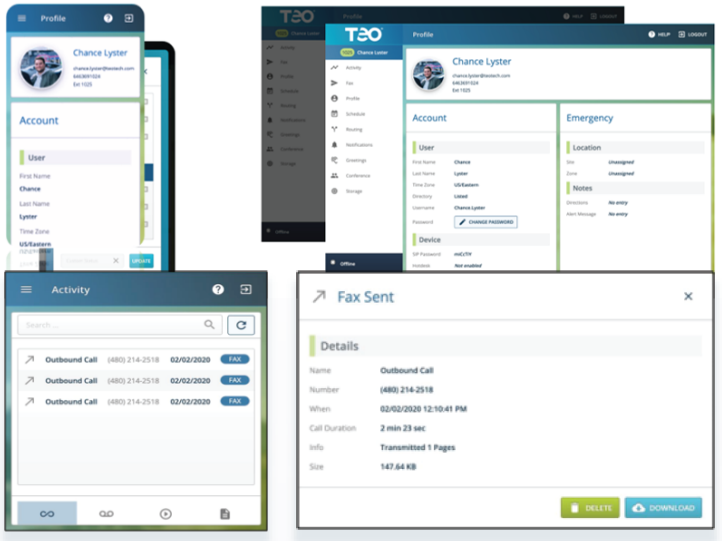
- Provides a centralized, searchable, location to view both inbound and outbound fax results
- Details, including pages transmitted or received are available for all calls
- Faxes are available to download as a PDF directly through the web interface
- All access requires authentication and file paths are encrypted for security

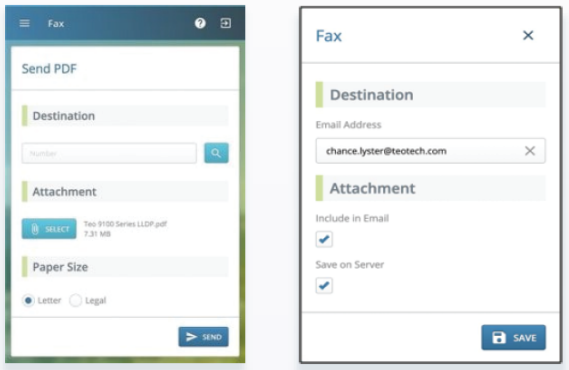
Sending Faxes

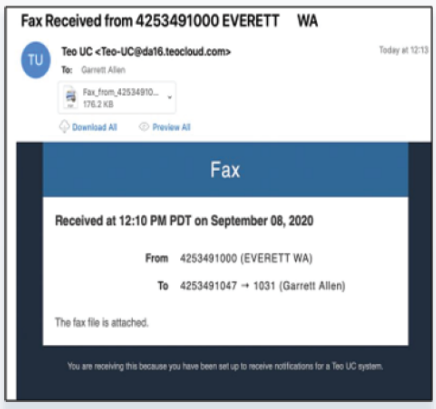
- Inbound faxing is included for all users, only requiring a DID assignment
- Outbound faxing is included for all users as allowed by administrators
- Contact management for frequent destinations
- Upload a PDF file from local system, including from mobile devices

Flexible Notifications

- Faxing can be setup to notify individuals as well as lists or groups via email
- Notification Email can include a PDF file of the fax or alert the recipient to retrieve via the Fax Activity Log
- Optionally user configured or admin controlled







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Battle Card

CUSTOMERS WANT End-users want to buy all-in-one solutions

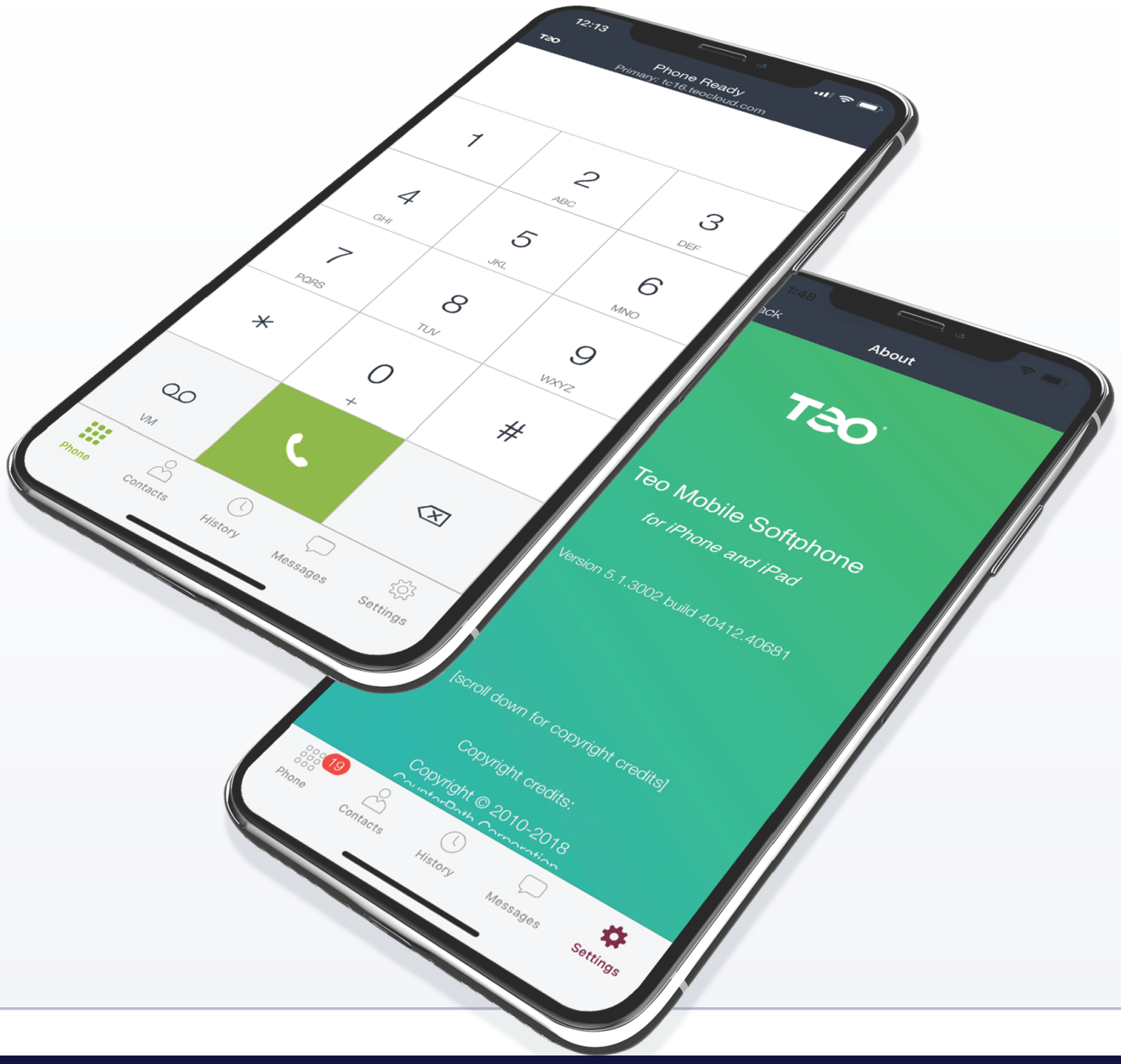
WHAT TEO OFFERS End-to-end products that deliver full solutions and lead to quicker turn up times, reliable service, responsive trouble- shooting, and hassle-free warranties

	TEO A Westelcom Solution	RingCentral	8x8	VONAGE	windstream.
Years In Business	116	21	34	19	14
Owns The Technology	✓	✓	✓	✓	
Business Only	✓	✓			
Carrier Service	✓				✓
Premise Offerings	✓				
Virtual Machine Offering	✓				
Private SD-WAN Voice	✓				

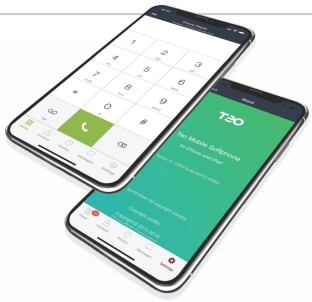
	TEO A Westelcom Solution	Mitel	AVAYA
Single Inclusive User License	✓		
Full Presence And IM For All Users	✓		
Included Voicemail	✓		
Included Conference Bridges	✓		
Included Call Recording	✓		
Included ACD Queues	✓		
Integrated Enhanced E911 Routing / Notifications	✓		
Cloud & Premise Deployment	✓	✓	✓
Shared codebase between cloud and premise	✓		✓
Trunk licenses for outside calls		✓	✓

Mobile Softphone

The **Teo Mobile Softphone** empowers the mobile workforce with enterprise Presence, IM, Voice, and Conferencing integration accessible from iPhones, iPods, iPads, and Android devices. Make and receive calls using your office phone number from your smartphone. Publish your own presence status, and know the presence status of anyone in the organization in real time. Instant Message other UC users. HD video premium feature is available in-app.



Mobile Softphone



Teo Softphone apps are available for iPhone, iPad, and Android devices.

FEATURES

- Single number reachability across all devices
- Make calls using your office number instead of your mobile number
- Remote presence management
- Presence-based call routing
- View presence status of other extensions or buddy list
- Keep your monile number private
- Unified call activity log with your other Teo devices
- Single unified voicemail box for all of your devices
- Simultaneous ring
- Instant messaging
- Multi-party conferencing and group calls
- Create groups from buddy list or corporate directory
- Ad-hoc group call with selected members
- Participants: Click to join now/ later
- Deskphone/Mobile phone interworking
- Seamless data roaming and handoff (between WiFi and cellular networks)
- Corporate directory lookups
- Search by last name, first name
- Call features such as Call Waiting, Call Forward, Call Transfer, Do Not Disturb, Call Hold, Call Mute, Redial last number, and more
- Enterprise extension - Caller ID display
- Enterprise dialing (3-, 4-, 5-digit dialing)
- Visual voicemail indication
- Incoming call screening & routing control
- Call logs and call history
- Buddy list
- Optional HD Video calls

End Points

Please note all product data sheets, installation guides and mannuals can be found online at **https://teotech.com/support/#Downloads**

Digital Forest Line Cedar+

Product Data Sheet
Installation Guide
User Manual



Digital Forest Line Fir Essential

Product Data Sheet
Installation Guide
User Manual



IP Phone 9104

Installation Instructions
Quick Reference



IP Phone 9102

Installation Instructions
Quick Reference



IP Phone 4104

Installation Instructions
Quick Reference
User Guide



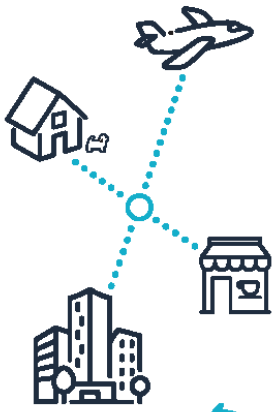
For more, see the **Network Administration Guide** or visit **https://www.teotech.com/support/#Downloads**

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Collaboration

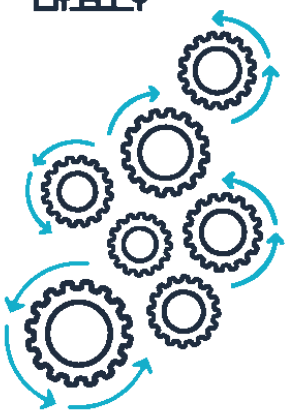
Westelcom enables productive, intelligent, secure collaboration for your team—anywhere, anytime, on any device—with Office 365 and high-quality cloud-based solutions for file storage, document sharing and co-authoring, chat and video conferencing, and integration with your favorite third-party apps.

With Microsoft Teams, we help your team stay connected, collaborate seamlessly, and simplify work in a secure and compliant way—all in one place.



Meet and collaborate seamlessly as a team from anywhere.

Microsoft Teams delivers online meeting essentials plus AI-enabled features to help optimize meetings, reduce fatigue, and include everyone. Native features that work together seamlessly support remote end-to-end collaboration, so users can chat, call, share files, search, manage tasks, and co-author as a team before, during, and after meetings. This means your users don't lose productivity working across multiple interfaces and you save on the added complexity and maintenance of a multi-vendor solution.



Make work easier with integrated apps, bots, and automated workflows.

Microsoft Teams helps minimize disruptions, save time, and make work easier by enabling users to bring the apps they use most—across chats, channels, and meetings—directly into Teams. These rich platform capabilities mean users have more ways to work together, not just meetings. Low- or No-code tools from Microsoft that integrate easily into Teams empower users to digitize everyday tasks and automate complex processes, so they can focus on valuable work—no matter if it is before, during, or after a meeting.



Protect users and data so you can work with confidence.

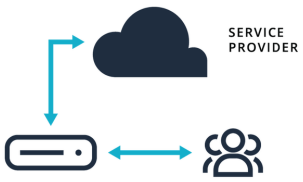
In Microsoft Teams, protecting your users and data is a key priority, built into the product. Critical native security features, that some other solutions lack, help prevent data loss, stop users from opening malicious files or links, or regulate access based on risk level, helping to keep your users and IP safe. But don't just take our word for it—we back our promise with strong contractual commitments for your peace of mind.

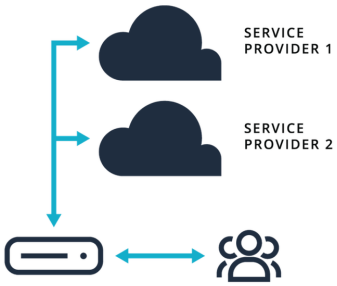
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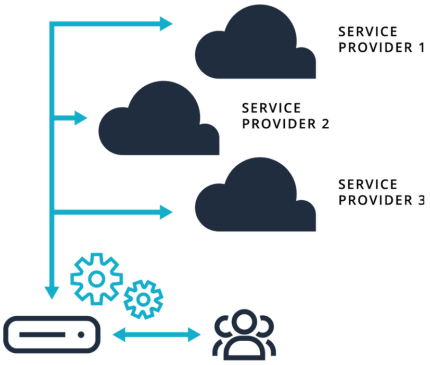
SD-WAN

Westelcom has the ability to purchase, install, and combine networks from multiple carriers to provide one geo-diverse and redundant network between multiple branch locations. Our carrier engineering group will assist your business with designing, engineering and installing a carrier grade SD-WAN solution.

Enhance levels of resiliency, efficiency, reporting, security and application visibility that Mission-Critical businesses require.







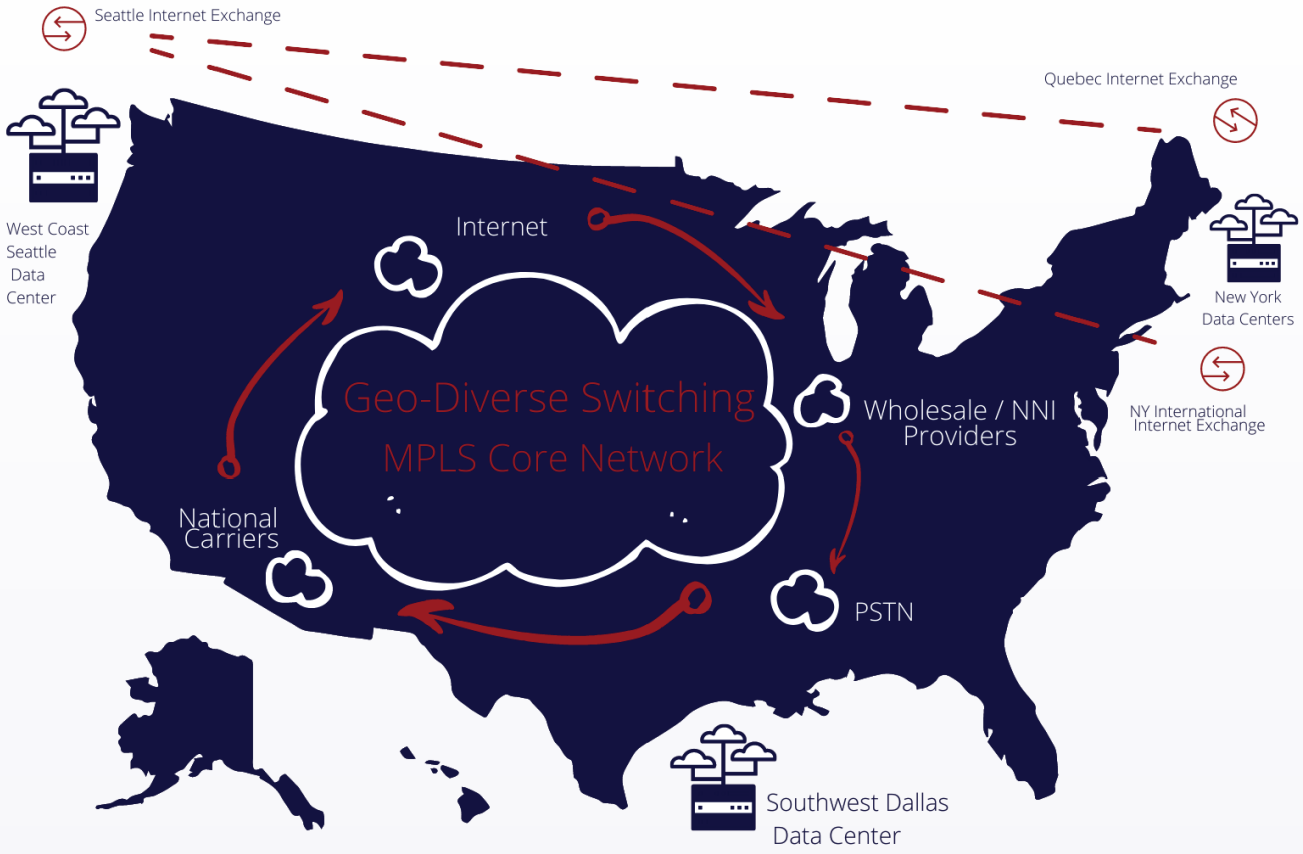
	Traditional	Backup	SD-WAN
Connectivity	1 Active MPLS or Broadband	1 Active MPLS, 1 Backup Broadband	Combo of MPLS, broadband, and LTE that is load balanced &bonded
Security	Dedicated lines; internet traffic is backhauled to Service Provider	Dedicated lines; internet traffic is backhauled to Service Provider	Very high. Embedded security with firewalls, AutoVPN, and segmentation
Cloud Access	Backhaul to data center and then to cloud	Backhaul to data center and then to cloud	Direct access to cloud option using cloud gateway. Offloads cloud applications from core network
Configuration	Manual configuration	Manual configuration	"Zero Touch Provisioning" allows no need to perform manual configuration
Quality	Dedicated connections maintain high QoS	Dedicated connections maintain high QoS	Business policies define acceptable levels of performance and route traffic accordingly
MGMT	Decentralized control of devices	Decentralized control of devices	Centralized control of devices
App Visibility	Low visibility of performance	Low visibility of performance	Deep application visibility
Disaster Recovery	Manual recovery	Manual recovery	Real-time connectivity to DR sites

Westelcom®

Colocation & Data Center

With multiple accessible, state-of-the-art facilities with backup power, redundant internet connectivity, and perimeter security, our colocation and data center services allow you to increase connectivity, avoid downtime and loss of critical data, and take advantage of public peering and carrier connections.

Westelcom owns and operates five data centers near major metropolitan areas and Carrier Colocation Centers with meet-points in NYC, Boston, Syracuse, Albany, and Montreal, all directly connected to Google, Amazon+, and Microsoft Cloud platforms.



- Outage protection
- Business continuity
- IT cost reduction strategy
- Massive bandwidth availability
- Flexible power arrangements
- Budget-sensitive pricing

- Video and fire monitored
- Steady connectivity with redundant generator backing
- Environmentally controlled with consistent humidity and temperature control

- Fully diverse fiber-optic based facility
- Cloud and hosted offerings
- Direct access to multiple Email, Web and Fiber Optic Internet providers

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Contact Center as a Service (CCaaS)

Our Contact Center as a Service (CCaaS) solution is a flexible, cost-efficient, cloud-native alternative to on-premises contact centers that gives companies the freedom to break free from complex, expensive on-premises solutions and concentrate on what is important to the business: their customers.

In partnership with TalkDesk, Westelcom's CCaaS solution joins all the parts of an on-premises contact center, such as the interactive voice response (IVR), computer telephony integration (CTI), communication channels, contact center analytics, and more into a single solution delivered on the cloud. CCaaS allows companies to move away from siloed software and support a customer-centric approach with an omnichannel contact center platform.

A traditional on-premises contact center has to accommodate everything—workforce, software, hardware, and more—in a physical location. CCaaS hosts everything in the cloud.

	On-Premises Contact Center		Westelcom CCaaS
COST	Upfront costs include: Hardware, software, servers, licenses, maintenance.	vs.	**No upfront costs.** Pay as you go, scalable pricing models.
HARDWARE	Computers, headsets, servers, switchboards, cables, and more.	vs.	Minimal hardware: Internet connection, computers, headsets.
INSTALLATION	Takes several months—or even years.	vs.	**1-5 weeks—in some cases, days.**
MAINTENANCE	Requires a dedicated IT team.	vs.	**Westelcom provides 24x7x365 monitoring** through its Network Operations Center.
RELIABILITY	Dependent on the dedicated IT team.	vs.	**Built on Westelcom's carrier-grade fiber network** with diverse connectivity and redundancy.
SCALABILITY	Additional costs for upgrades and new features.	vs.	**No extra costs for upgrades and new features.**

Westelcom's CCaaS provides companies with an adaptable, cost-effective solution that brings extensive value to both employees and customers.

- ✔ Improves the **agent experience** by unifying all the tools and applications agents need on a single screen.
- ✔ Improves the **customer experience** by freeing companies to meet the demands of tech-savvy consumers through an adaptable customer service application with multichannel integration and omnichannel service.

Westelcom®

Web Hosting

PRICING TIERS Add 10 additional mailboxes to any package for $9.99 | Domain registration fee $14.95/yr.

1GB	10GB	50GB	100GB	Mail Only
5 Mailboxes	5 Mailboxes	10 Mailboxes	20 Mailboxes	10 Mailboxes
$9.95	$12.95	$24.95	$35.95	$9.99

Our hosting solutions are ideal for businesses with existing CLEC / ISP services and customers who have their own IT person or group to manage their hosting migrations and maintenance through Westelcom-provided portals. For customers who need help with their websites, Westelcom refers to third-party MSPs.

Web Hosting Includes:

- Unlimited Domain names and DNS hosting
- Built-In Malware / Virus protection
- SSL Certificate included
- Unlimited SQL databases
- HTML5 & Javascript & PHP supported
- DNS Self-management
- cPanel Control Panel (full self-management of space and services)

Mailbox Hosting Includes:

- Admin portal to add/remove users/mailboxes
- Each mailbox is 25G max capacity
- Built-in SPAM/Malware/Virus protection
- 2 factor authentication (optional)
- SSL / Secure mail transport
- Webmail
- Supports IMAP / POP3 / SMTP

Why not GoDaddy?

Customers who choose Westelcom over a third-party hosting service provider have the benefit of seeing all their solutions on one bill and dealing with the same trusted team that supports their CLEC / Internet services.

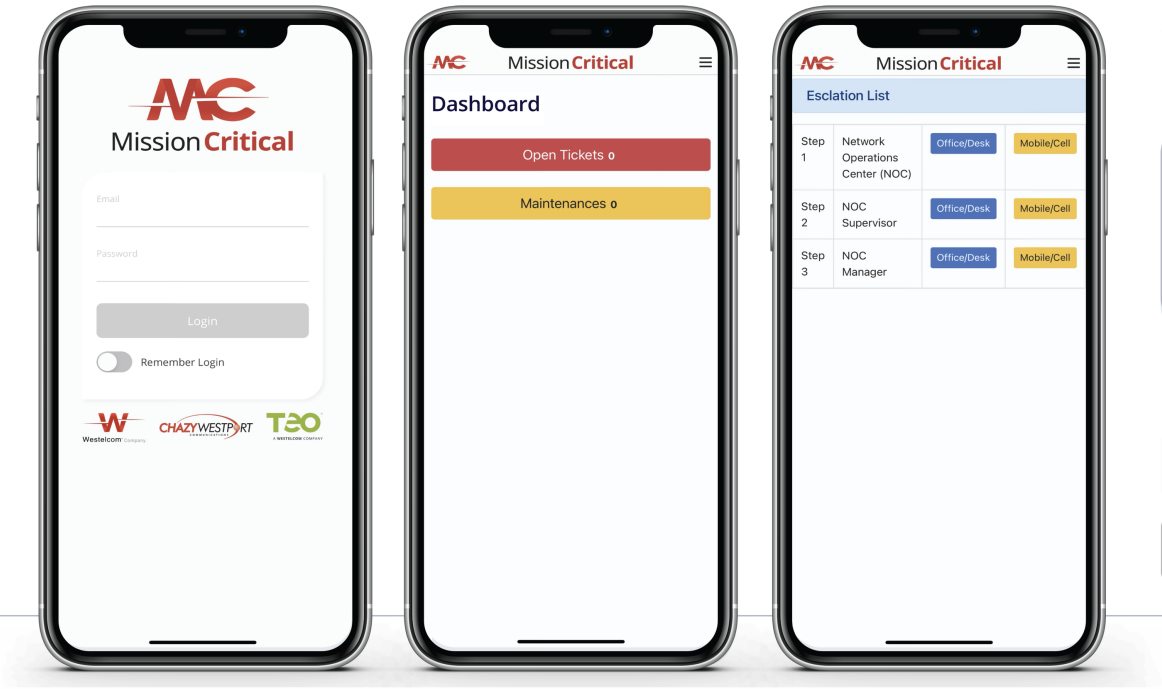
Why not Microsoft 365 instead of mail hosting?

Westelcom does sell 365 as well, but plenty of businesses are simple in email communication (They a few mailboxes to handle communication with their customers) and do not need to pay extra for the collaboration features in 365

Westelcom®

Mission-Critical Support

Westelcom's premier mission critical notification app, originally developed for the hospitals and medical facilities, is now available for use in your organization by request.



Access Mission Critical on the desktop at mc.westelcom.com

or download the Mission Critical app:

Available on the App Store

GET IT ON Google Play

Accessible via desktop or mobile app, Mission Critical lets you:

- Create support requests
- Receive mission critical notifications
- Monitor ticket activity
- Manage push notifications
- Monitor network up-time
- Review network maintenance updates
- Request service changes
- View Statistics and reports (usage utilization, traffic analysis)
- And more—we are continually enhancing and adding features!

To receive login credentials, contact the Network Operations Center at 1.866.482.5425 or sales@westelcom.com.

Westelcom Referral Program

Earn rewards by referring businesses to Westelcom...

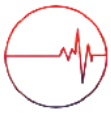
For each successful referral, you can earn a bonus of $100 for any sale generating $100-$500 in monthly recurring revenue and $500 for any sale generating more than $500 in monthly recurring revenue. To get started, simply submit the referral form at https://westelcom.com/refer/.

...for any Westelcom solution.



Internet Connectivity

Business-class internet solutions built on a carrier-grade fiber network with diverse connectivity and redundancy.



Business Voice & Phone

High-quality business PBX and VoIP voice services bring efficient communication to the entire team.



Unified Communications

UC capabilities enable organizations of all sizes to communicate with greater ease and better operational efficiency.



Collaboration

High-quality solutions for file storage, document sharing and co-authoring, chat and video conferencing.



Mission Critical App

Get immediate, convenient access to Westelcom network's connectivity status and performance.



Web Hosting

Web and mailbox hosting enabling migration and maintenance through Westelcom-provided portals.



Security

A complete, proactive security service with seven layers of protection and unlimited backup monitored 24/7.



Data Center & Colocation

Carrier-neutral data centers featuring state-of-the-art backup power, redundancy, and perimeter security.



SDWAN

Enhanced resiliency, efficiency, reporting, security and application visibility for mission critical businesses.



Contact Center as a Service (CCaaS)

A flexible, cost-efficient, cloud-native alternative to comples, expensive on-premises contact centers.

For Westelcom Referral Program terms and conditions, visit **https://westelcom.com/referralterms/**.

Industry Solutions

Healthcare

Westelcom has provided mission critical services to the health care industry for over 12 years.

View testimonial

Education

Westelcom has vast experience providing custom solutions to school systems, colleges and universities.

View testimonial

Government

Westelcom provides solutions to over 20 villages, towns, cities, and counties throughout Northern New York.

View testimonial

Financial

A leader in telecommunications services for financial institutions throughout Northern New York.

View testimonial

Non-Profit

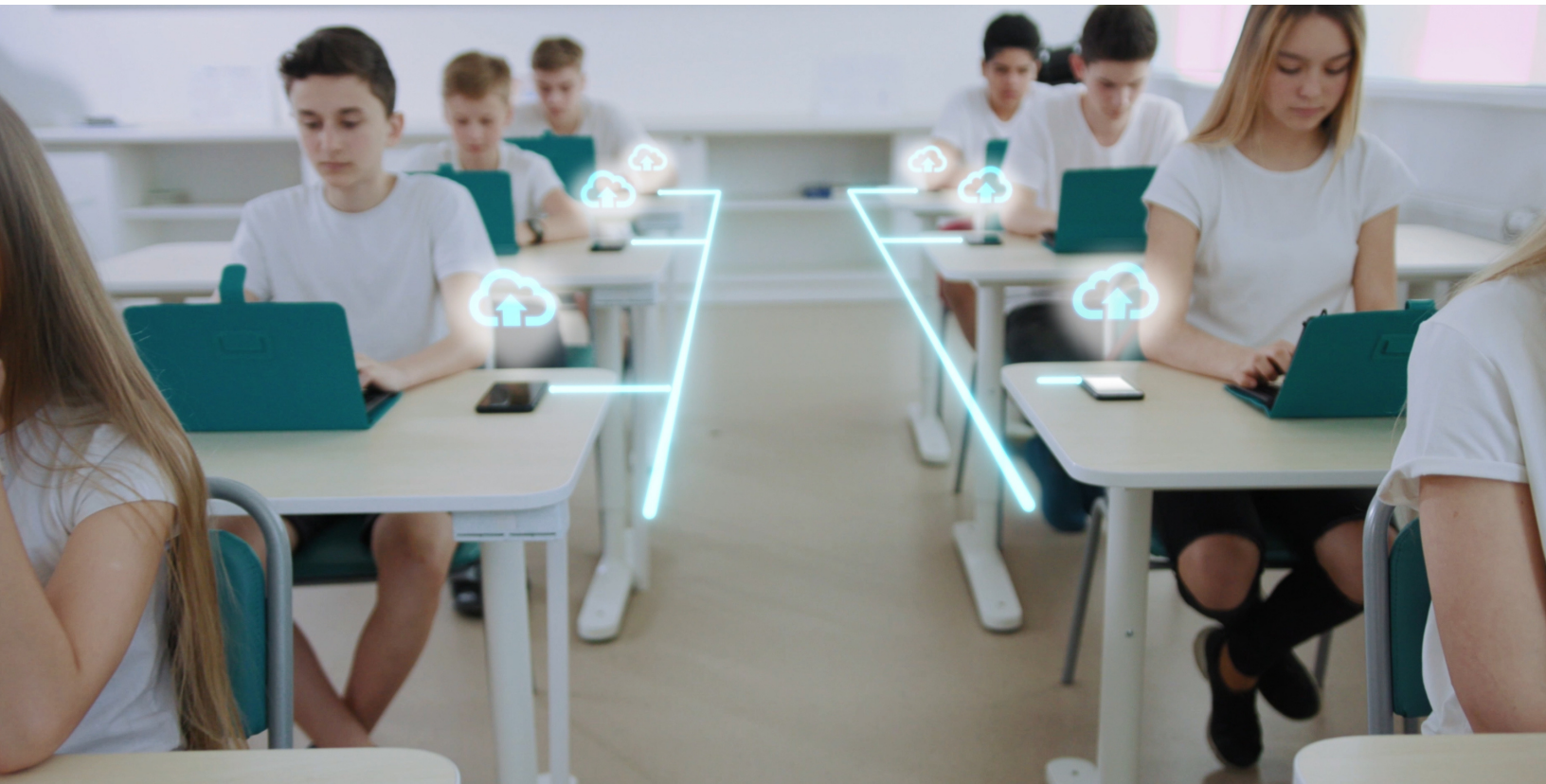
We are the number one provider of telecommunications services to non-profits in Northern New York.

Get the case study

Small Business

Westelcom solutions improve margins and reduce the cost of infrastructure and maintenance of legacy systems.

View video



Mission-Critical Communications Solutions

Small Business

At Westelcom, we work to design, deliver, and support mission critical communications solutions for our customers. Our information and communications technology serves a wide range of vertical solution offerings, supporting dedicated and hybrid architectures including value-based network innovation, deployment, and network operations excellence.

Voice Services

Our high-quality voice services provide a wide array of features to hospitals, governments, manufacturing Þrms, media, and thousands of small businesses.

SD-WAN

Our SD-WAN solutions provide the enhanced levels of resiliency, efficiency, reporting, security and application visibility mission-critical businesses require.

Data Connectivity

Our carrier-grade network provides high-speed Internet service via a local and regional fiber backbone with diverse connectivity and redundant switching and routing platforms.

UC Solutions

Unified Communications enable organizations from small businesses to enterprise, to reliably communicate with greater ease and better operational efficiency.



Increased Productivity and Efficiency is Within Reach for Businesses of Any Size.

The small business landscape has changed enormously in recent years, creating new challenges as well as enormous potential for your small business to reach new customers. Now is the time to boost productivity and efficiency for your employees while providing a more synced-up customer experience.

Cloud technology and a dedicated secure network can improve margins with a huge reduction in the infrastructure and maintenance costs of legacy systems. The Westelcom telecommunications platform will keep your organization running smoothly, allowing you to focus on driving your business forward.

Mission-Critical Communications Solutions

Financial

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Providing Financial Institutions the Digital Workspace to Excel In.

The Westelcom team specializes in providing mission critical network services with high levels of network security to financial institutions throughout Northern New York.

In today's globalized economy, financial institutions are working in uncharted territory responding to a myriad of trends—from aging populations to new international borders and heavy compliance regulations. Now it is more important than ever to ensure that your customers' data is secure and protected—and it is paramount your institution communicates rapidly and reports effectively while maintaining the strictest compliance and securest environment.

Mission-Critical Communications Solutions

Government

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Strength is in Innovative Technology Solutions.

The Westelcom team has years of experience helping government and municipalities plan and make the best technology decisions based on their unique budgeting and buying challenges.

We can provide public sector organizations greater flexibility to deliver more efficient and accessible communication and collaboration solutions that take advantage of the opportunities around cloud technologies and help deal with the risks involved with the digital transformation of government today.

Partner with us for all your telecommunication needs! Our team will customize a secure, reliable, state-of-the-art system tailored to your specifications. We will save you time and money, allowing you to focus on taking care of business rather than managing your IT infrastructure.

Mission-Critical Communications Solutions

Education

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Building the Foundations of Digital Transformation.

Educational institutions today require secure and reliable telecommunication systems to support learning objectives. However, with budgets tightening and aid unreliable, we know educational institutions are always looking to save money.

The Westelcom team brings vast experience providing customized solutions for K-12 and institutions of higher learning. Our team will review what products and services you have, what you need, and work with you to find savings on solutions designed with scalable bandwidth, speed, security and accessibility.

Mission-Critical Communications Solutions

Healthcare

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Helping the Healthcare Industry Stay Secure and Compliant.

Westelcom has been providing mission critical telecommunications services to the health care industry for over 12 years. Today, our company serves 10 regional hospitals and over 120 health care offices throughout its service territory.

The Westelcom team understands the needs of the health care industry, and we are focused on providing the highest quality service possible in order to protect our customer's critical telecommunications infrastructure.