

“We are so glad to have switched to Broadvox Hosted Communications ourselves and are proud to offer it as a solution to our customers.”

– SCOTT LANGDON  
OWNER  
CONNECTIVITY SOURCE

## Working With Partners To Drive Business Forward

### The Situation:

Connectivity Source is a full service Master Telecommunications Agency representing over 30 telecommunications companies nationwide. Founded in 2001, Connectivity Source is one of the top Master Agencies in the southeast, with multi million dollars in revenue annually and hundreds of agents. Since 2010, Connectivity Source has partnered with Broadvox. Originally offering Broadvox SIP Trunks, Connectivity Source has now expanded its product offerings to include Broadvox Hosted Communications. Committed to practicing what they preach, Connectivity Source recently installed Broadvox Hosted Communications in their own office and loves the solution. “We used to have daily dropped calls – often every hour or two,” said Scott Langdon. “Our Broadvox Hosted solution is 1,000 times better!”

### The Solution:

## Broadvox Hosted Communications

Since switching to Broadvox Hosted Communications, Langdon admits they have had “zero complaints” with their new solution. Aside from the clear call quality and the lack of dropped calls, Langdon and his team are really enjoying the robust feature set. Voicemail to Email and Fax to Email are two features that they never had before but now don’t understand how they could ever live without them. “It seems so simple, but they really do make our daily communications so much easier,” Langdon said. The Broadvox Communicator is another tool the Connectivity Source team is finding invaluable. Langdon explains: “I’ve installed it on my Android, my work computer, and my home computer. It gives me a seamless appearance so customers can’t tell if I’m in the office or not. It’s perfect.” One-touch dialing from a computer, presence, and the simplicity of sharing a desktop for presentations and collaboration are a few of the benefits Langdon and his team are enjoying with Broadvox Communicator. “We didn’t have all of this functionality before – how did we manage without it?!”



## Company Overview

Connectivity Source is a full service Master Telecommunications Agency representing over 30 Telecommunications companies nationwide. Founded in 2001, Connectivity Source is one of the top Master Agency’s in the South East, with multi million dollars in revenue annually and hundreds of agents.

Since 2001, Connectivity Source has become one of the premiere Master Agents within the United States. Connectivity Source specializes in cable, Integrated Access, and SIP services.

## The Broadvox/Connectivity Source Partnership

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Connectivity Source loves Broadvox as a partner, too. The payment structure, timeliness of payments, and high-quality account managers are a few things that help Broadvox stand out from the rest. “It’s really a seamless, flawless program,” said Langdon.

Recently, Connectivity Source had a customer experiencing issues with their cable solution provided by another provider. This customer was frustrated and the issue escalated quickly. Broadvox, who provides this customer’s voice service, was the first to identify the underlying problem and worked directly with the cable provider to ensure the issue was handled quickly and efficiently. “This is just one example of the way Broadvox goes above and beyond to satisfy our customers,” said Langdon. “We always hear extremely positive feedback from our Broadvox customers which makes us look really good.”

## In The Partner’s Words: Seamless Order and Implementation Process

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*“The whole process with Broadvox was professional and quick. Placing our order was seamless. Our Implementation Coordinator was highly qualified and managed a smooth and efficient installation process. Everything was so smooth and fast – and we were installed right on time.”*

## Happy as a Customer and a Partner

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*“Selling something you don’t use is really hard. We are so glad to have switched to Broadvox Hosted Communications ourselves and are proud to offer it as a solution to our customers.”*

## Broadvox Partner Advantages

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Broadvox, at the forefront of the VoIP industry since 2001, is committed to our Partners’ success. Over 4,000 Partners enjoy these Broadvox advantages:

### Payment Options

Earn either a generous one-time payment per sale or choose ongoing residuals. The choice is yours.

### Flexible Support

Use our online sales and quote tool – or we can integrate with your existing system.

### Robust Product Portfolio

Voice, broadband and IT services. Combine services or choose a la carte, including bring-your-own-broadband Hosted Voice and SIP Trunking.

### Training Options

Comprehensive training and support resources – online or on-site.

### Technical Sales Expertise

Broadvox accepts only the best. Our expert sales agents are respected in the industry. We support the “trusted advisors” and take pride in our relationship with you.

### Complete Channel Commitment

With an expert account team distributed across the country and a centralized call center, we’re always available to you.

### Seamless Onboarding

When you decide to work with Broadvox, you’ll determine how you want to be paid and trained, then we’ll provide sales support, access to our portal, customizable sales materials and anything else you need to succeed.