



Commitment to Reliability

Since 2013, Telzio has been focused on efficiency and performance in building the best VoIP platform on the market. As a result, you benefit from the best technologies and strictest security measures.

100% Proprietary & Built In-House

Rather than license parts of our product from others, we built our own technology. Since day one, our developers built the Telzio platform with enterprise-grade reliability and quality of service in mind, while focusing on a simple user interface ideal for small business users. Our entire platform was built from the ground up by our own developers/founders. Everything from the backend systems to the UI you see on the Telzio Dashboard was designed and developed in-house. This enables us to provide our customers with carrier-grade reliability and outstanding QoS at all times.

Carrier-Grade Quality of Service

Telzio's technology was built from scratch to ensure carrier-grade reliability for business communications. Our globally distributed network routes calls dynamically around broken links, while redundant data centers and production environments ensure continuity. Throughout the communications platform we architected, we provide end-to-end quality of service and deploy state-of-the-art technology. We diligently focus on delivering quality of service with intelligent call routing and 24/7 monitoring across all elements of our platform.



End-to-End Security

Telzio's top-level security team implements the highest standards in security measures and automated procedures for 24/7 accuracy, and we proactively monitor and optimize our systems constantly. Our enterprise-grade security is architected to protect your data and the privacy of your communications. Our redundant network and infrastructure are protected with multiple layers of physical and logical security, and our data centers are audited regularly to ensure compliance with PCI DSS Level 1, ISO 27001, GDPR, and CSA standards. Through analytics-based, automated fraud detection and mitigation, we provide you with the peace of mind you need.

GDPR Compliance

Telzio is committed to offering services and resources to our customers to help them comply with privacy and GDPR requirements. We know privacy and data security is critical to your business. That's why Telzio gives you ownership and control over your customer and call data by design through simple, but powerful tools that allow you to determine how long the data is stored on our platform.

Superior User Experience

Sophisticated, enterprise-grade communications do not have to be complicated to implement as a custom solution today. We designed our platform with the user experience in mind at every step. Whether you are an administrator configuring the system or adding a line, or an employee changing your individual settings, our service requires no training or IT expertise to use. Telzio users are empowered through an intuitive, easy to navigate, and seamless multi-device experience.



Fast Deployment

Our solution is easy to implement, and many customers go live before their free trial has even ended. Our dedicated account specialists are there with you every step of the way to ensure a no-downtime, worry-free transition to the Telzio system.

End-to-End Monitoring

Telzio continually monitors the end-to-end performance of our network to ensure KPIs and availability remain at peak levels. Globally, we have alarms in place that alert us of any issues across the platform.

Real-Time System Tracking

Our public status page allows users to check the overall health of the Telzio system 24/7. You can confirm in real time that your phone system is up and running, and monitor the resolution status of system-wide issues. We demonstrate our commitment to transparency and reliable uptime by displaying this information publicly at all times.

Disaster Recovery

The Telzio platform has been architected to support failover conditions in case of emergency. Telzio provides real-time disaster recovery by automatically switching active services from one data center to another. Thanks to redundant internet connections, our call flows, voice, SMS, fax, voicemail, and conferencing services can all continue to operate without interruption.

Multiple Layers of Security

Telzio gives you added peace of mind by implementing vigorous security measures at every level of our architecture and processes, including the physical, infrastructure, host, data, application, and business processes.

Infrastructure Security

Telzio offers the following infrastructure safeguards:

- Network and applications: firewalls and session border controllers
- Technology: intrusion-detection systems and fraud analytics
- Administrative functions: multiple authentication levels
- Operational functions: monitoring, system hardening, and vulnerability scans

Physical and Environmental Security

The Telzio platform is deployed across rigorously-audited data centers, protected by the most robust electronic prevention systems, on-site engineering specialists, and security guards. The geographic diversity of our locations minimizes the risk of data loss and service interruption due to catastrophe.

Proactive Fraud Mitigation

Telzio prevents toll fraud through access control, detection controls, and usage throttling, and gives you granular control over who gets to make international calls and to where. Our security experts actively monitor account activity to detect irregular



calling patterns and prevent fraudulent charges. Automated monitoring systems ensure that no potential fraudulent activity gets overlooked.

Backup Recovery Systems

Natural disasters, power outages, and malicious network attacks can cause communications downtime that frustrates your customers and threatens your bottom line. Our network is fully redundant in every location we serve, providing a truly global infrastructure that ensures business continuity for your organization.

Dedicated to Quality of Service

At Telzio, quality of service drives all of our architecture and technology decisions. Every aspect of the Telzio platform is designed to provide your company with the highest-quality business communications possible.

Contact us with any questions.

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