

WiMacTel

Voice Services Provider to the Telecom Industry

WiMacTel is the industry leader of Operator Services, Directory Assistance, Message Relay Services (TTY and IP Relay), Calling Cards, Long Distance, Billing, PIC Care, 800 Resporg and Voice Intercept.

Service provider to over 1,200 Telecom and 200 Hospitality/Health Care clients. Telecom clients include ILEC's, CLEC's, ISP's and Telecom Management Companies.

WiMacTel's network, platforms and call centres are hardware, network and geographic redundant providing 99.999% availability. All connectivity options are supported via dedicated SS7, MPLS, SIP-WAN, SIP-IPSEC VPN, CAS MF, Toll Free and DID.

Call centres are located in Calgary, Omaha and Manila providing best in class performance metrics: Average Speed of Answer, Abandoned, Average Handling Time and highest Directory Assistance lookup % in the industry.

WiMacTel provides multilingual automated and live operator functions supporting all CRTC/FCC regulated call types, emergency call handling and busy line verification/interrupt.



- **Regulated and Non-Regulated**
- **Multilingual Live and Automated Operator Services**
- **Directory Assistance**
- **Message Relay Services**
- **Emergency Call Handling**
- **Busy Line Verification / Intercept**
- **Calling Cards**
- **Domestic & International Long Distance**
- **Billing Services**
- **PIC Care**
- **800 Resporg**
- **Voice Intercept**
- **99.999% availability**
- **Quality focused servicing ILEC, CLEC, ISP, Telecom Management Companies**
- **Extensive R&D capability**

WiMacTel offers Telecom Carriers a Managed Partnership enabling Cost Reductions without Sacrificing Quality of Service