

## FOR IMMEDIATE RELEASE

### Broadvoice Makes a Major Investment in Customer Service

Los Angeles, CA, Dec. 13, 2016 - [Broadvoice®](#), an award-winning provider of hosted voice, unified communications (UC) and SIP trunking services for businesses, is making significant further investment into its service capabilities by greatly expanding staffing in its Service Delivery departments as part of a company-wide initiative to deliver an amazing customer experience.

Cynthia Henderson, recently promoted to Senior Manager of Service Delivery at Broadvoice, now spearheads a new service department, which dovetails with the company's rapid growth and expanding footprint. The effort will result in customer-centric service coordination, from quote to close, along with an attitudinal mission that puts the customer first for the entire relationship lifecycle.

"We want to deliver an amazing experience each and every time a customer interacts with us," she said. "When you work with Broadvoice, we want you to hear and feel that we care. Our job is to go the extra mile to exceed your expectations."

Broadvoice recognizes that ensuring an amazing experience for all customers and partners takes a deep company-wide commitment that involves every single staff member from the executive suite all the way down to entry-level customer service representatives.

"We are dedicated to this initiative from the top down," said George Mitsopoulos, Broadvoice COO. "It's no secret that the telecom industry isn't renowned for customer service. Our investment in this cross-company effort is at the heart of how we want to continue growing this organization—we want to differentiate ourselves by raising the bar for the industry."

The roll-out of the service initiative comes amid a period of intense growth for Broadvoice, which has seen 167% growth in the last three years. It also was recently named to the annual Inc. 500|5000, a ranking of the nation's fastest-growing private companies.

Broadvoice offers a flexible, smart portfolio of IP-based voice and data offerings, backed by its enterprise-class, geo-redundant IP telephony platform. This includes a full UC suite and cloud PBX services, including unlimited voice calling plans for businesses, throughout the continental United States and Canada.

For more information on the Broadvoice Partner Program, please call 866-634-1394, or visit [broadvoice.com/partners](http://broadvoice.com/partners)

#### About Broadvoice

Headquartered in Los Angeles, Broadvoice is a premier provider of cloud phone service, contact center solutions, collaboration and conferencing. Utilizing the latest cloud communications technology, Broadvoice helps businesses achieve higher call quality and faster internet speeds while reducing overall costs and improving efficiency. The company continuously delivers a full suite of secure, reliable, real-time communication solutions that help businesses connect with customers anywhere, any time and with any device. Broadvoice has been ranked in the Deloitte Technology Fast 500 and Inc. 500 Fastest Growing Private Companies in America. Visit [Broadvoice.com](http://Broadvoice.com) to learn more.

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