

#### Caller ID for Toll-Free: Creating Brand Trust with TFN Identity

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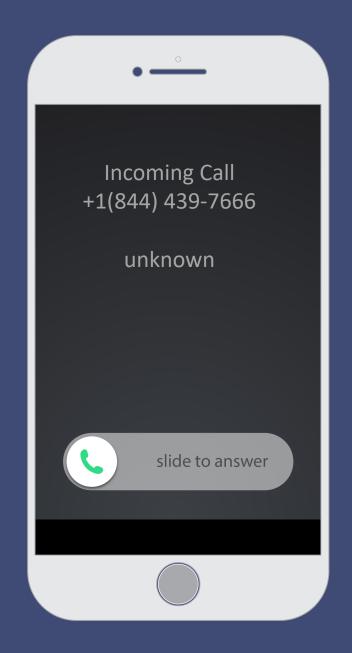
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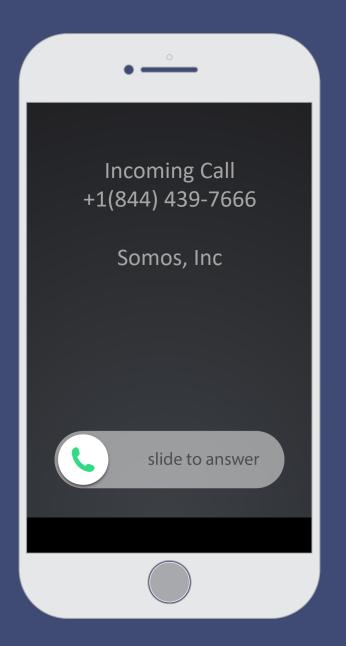


## What we will cover today

- 1. The Need for Trusted Caller Information
- 2. Caller ID Challenges
- 3. TFN Identity Benefits
- 4. TFN Identity Ecosystem
- 5. Live Demo
- 6. Q/A







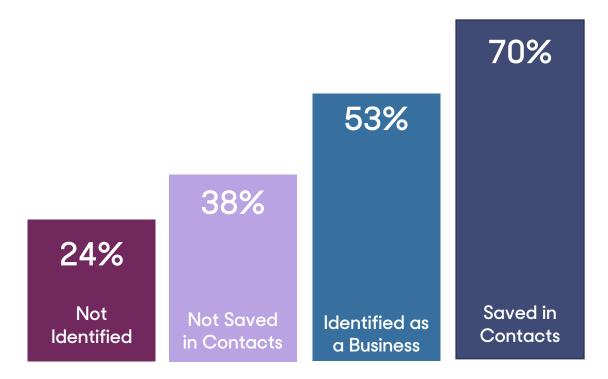


#### **Key Statistics** 75% consumers report missing important calls 8 billion 70% do not business to answer if consumer caller calls per number not month recognized \$1 Trillion consumer spend influenced by phone calls \$10.5B lost 1500+ to call robocalls scams in every 2018 second 88% of business calls go unanswered



#### Call Engagement

On average, a person receives 114 phone calls per month and only 43% are saved in their contacts



Pick-up Rate



**Call Duration** 



# TFNIdentity



#### Filling a Gap in the Market

- No centralized Toll-Free Number identity database
- Somos is positioned to provide a trusted, authoritative source for Toll-Free Caller Name
- Enable better customer engagement with trusted Toll-Free originated calls
- Contribute to curb fraudsters and spam in the market



#### **How Do You Benefit?**

#### Resp Orgs

- Additional Revenue Source
- More value for their customers
- Better data management
- Increased Toll-Free Number value

#### Carriers

- Better Quality data
- Reduced customer care calls
- Increased call completion rates

#### Brands

- Increased brand visibility
- Better user experience
- Increased trust



#### Caller ID Apps

- Complement CNAM information with Toll Free Data
- Increase call completion rates
- Enhanced customer engagement and interaction



#### **TFN Identity Ecosystem**

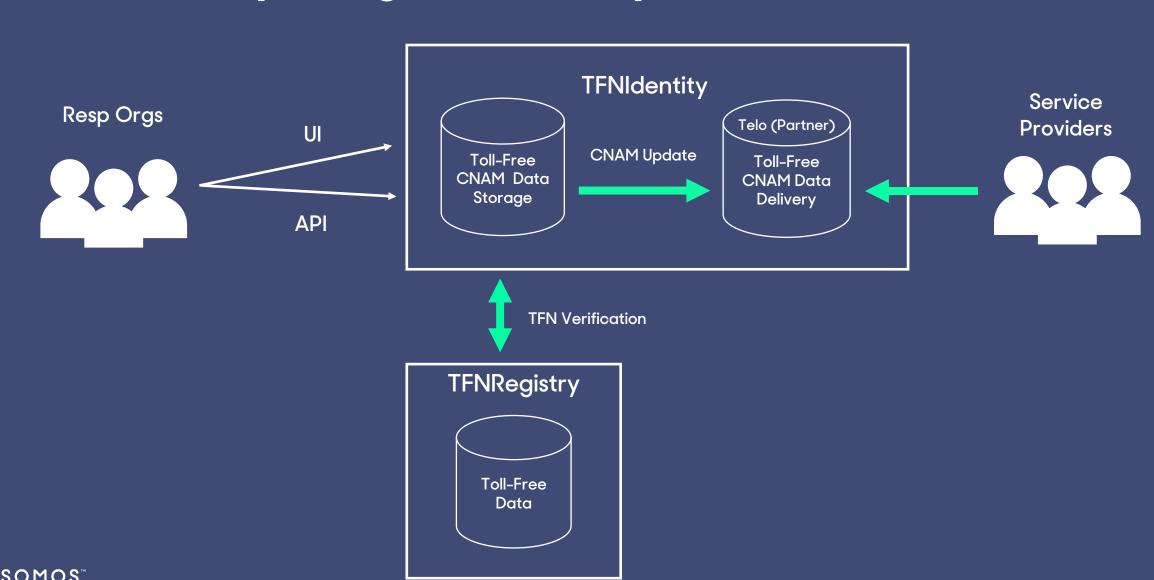
As a centralized repository for Toll-Free Caller ID information, TFN Identity is a storage solution that allows:

 Responsible Organizations (Resp Orgs) to store Caller Name information (frequently referred to as CNAM)

 Allow the caller name to be displayed when a customer receives a call from the enterprise's Toll-Free Number.



#### TFN Identity Integrated Ecosystem



## TFNIdentity

### Live Demo



#### Join the TFN Identity Beta Program Today!

Join the community of Resp Orgs that have already signed up and are part of our Beta Program for TFN Identity!

It's easy! Simply click the link below:

Register Here!

tfnidentity@somos.com



