



Group of
GOLD LINE GL

GL® | Group of
GoldLine

Company Presentation



Connecting you to what matters.

Connecting you to what matters.





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Established in **1991**

Privately owned

250+ employees

Product portfolio:

Telephony | WebTV

Web2Print | Solutions

Annual Revenue:

Over \$220 Million

Vision:

A more united world

Mission:

Using innovative technologies to erase borders and bring people together

Diversity at GL:

Our strength and inspiration.

- Employees from all over the world.
- Customer Support available in multiple languages 24/7

**Connecting the Global Diaspora
Home**

Connecting you to what matters.



Lines of Business



TELEPHONY

Long Distance Experts



WEBTV

Streaming Leaders



WEB2PRINT

Digital Printing Specialists



SOLUTIONS

Creative IT Business Solutions



Telephony

LONG DISTANCE EXPERTS

- First and original GL line of business
- The foundation on which GL's vision of connecting customers to what matters was built
- Comprehensive suite of home, office & mobile services
- Competitively-priced local & long-distance products/services
- LD Apps for Smartphones
- 24/7 Customer Support in multiple languages
- Over 100 Gold Line and private-label brand phone cards
- 2 billion minutes of long distance calls annually
- 70% Canadian market shares for prepaid long distance calling



STREAMING LEADERS



- Multicultural streaming platform
- Available on all platforms – Set-top-box, Smart TVs, Blu-Rays, iOS® & Android™ Smartphones & Tablets
- More than 900 Live TV Channels
- Hundreds of ethnic channels
- Thousands of radio channels
- On-Demand TV Series & Movies
- 72hr Playback
- PVR on GLBoxHD

iOS® is a trademark of Apple Inc.
Android™ is a trademark of Google Inc.

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WebTV

STREAMING LEADERS

GL[®]Signage.com

- Interactive digital signage
- Upload your creative content
- Manage your campaign
- Distribute to any screen
- Your message, your brand, your way
- Unlimited screens
- Local or global reach
- Easy to use platform
- Immediate and dynamic

GL[®]AdExchange.com

- Targeted advertising
- Pay-Per-View advertising guarantees you only pay for ads that have been seen
- Unmatched cultural reach!
- Dedicated Account Managers available to assist you to reach your goals
- Easy online campaign setup and registration
- Optimum return on advertising spend (ROAS)
- Detailed campaign analytics



CREATIVE IT BUSINESS SOLUTIONS

GLPBX[®]

- Hosted telephony service that allows businesses to transition from managing costly premises-based phone systems to having it run from the cloud
- GLPBX can support all of your telephony requirements
- Provides opportunity to reduce costs
- Support business with the most current features
 - Hunt group & answer group
 - Call Forwarding
 - Free local, Canada and USA calls
 - Call recording
 - Enhanced voicemail service
 - Call queue
 - Call restrictions (International block, etc.)

Connecting you to what matters.

A photograph of a call center environment. In the foreground, a woman with long brown hair is smiling and talking on a headset. To her right, a man with a beard is also smiling and on a headset. In the background, another agent is visible at a computer. The image has a semi-transparent dark overlay at the bottom where the text 'Solutions' is placed.

Solutions

CREATIVE IT BUSINESS SOLUTIONS

GL CaaS

- Contact Center as a Service (CCaaS) is a cloud-based customer service software that is delivered through the cloud, as a hosted solution, supporting voice, chat, text and email interactions.
- Multi-tenant Secure PCI Compliant Architecture
- Recording (voice & agent screen) and Quality Monitoring
- Real-Time and Historical Reporting
- Outbound Dialer Options
- Agent Anywhere
- Scalable/Burstable Agent Seats

GL CSR

- Multi-lingual Customer Service
- Multiple onsite reps + unlimited number of “work from home” CSRs
- Providing Help Desk, Marketing, Sales Campaigns, Tech Support and Customer Analytics
- Integrates fully with external apps
- 24/7 Support
 - Incoming & outgoing calls, chat, email & social media



Connect with Us



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