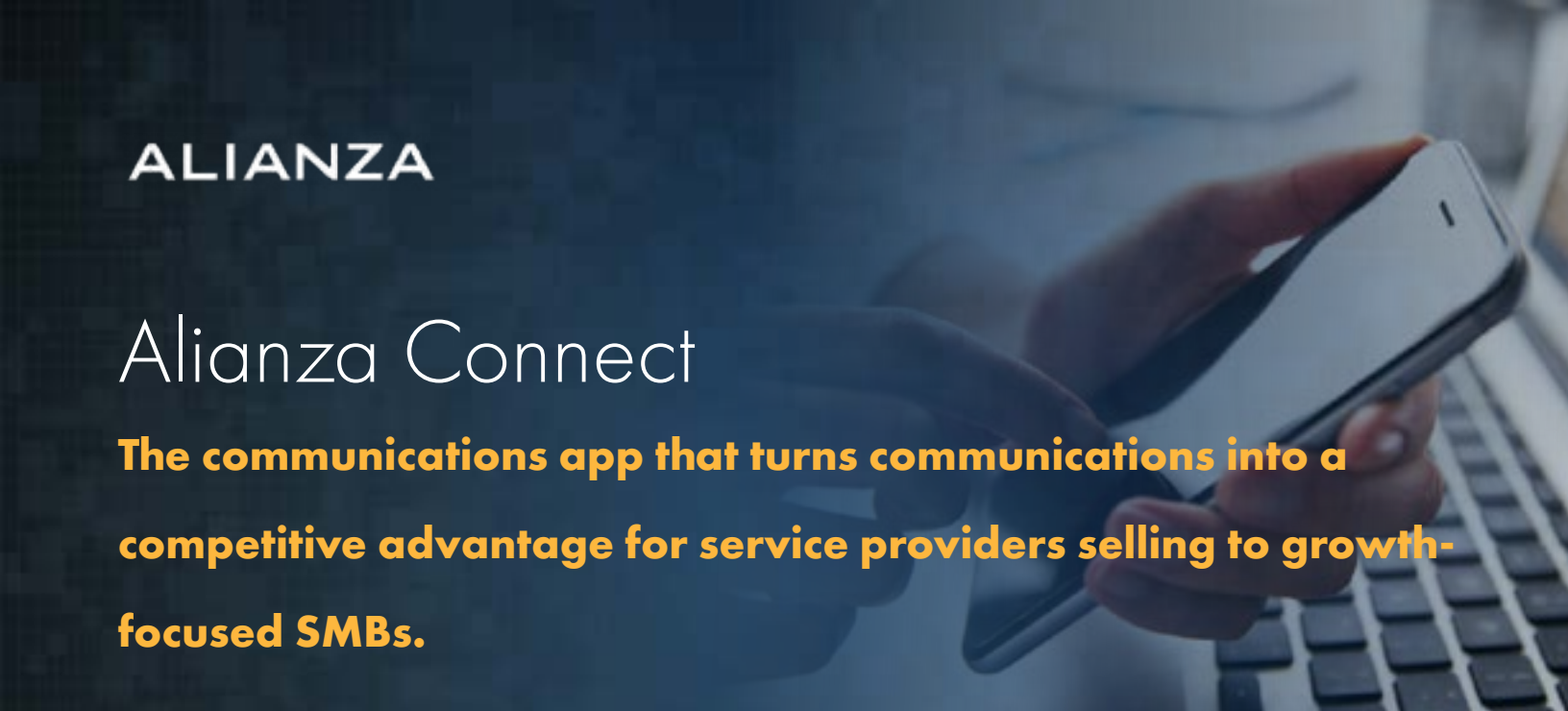




ALIANZA

Alianza Connect

The communications app that turns communications into a competitive advantage for service providers selling to growth-focused SMBs.

Micro-businesses and SMBs have outgrown the assumptions baked into traditional business phone solutions. Legacy offerings were designed around desk phones and key systems—hardware that most small businesses are now phasing out. **They need a communications app that works like the apps they already use every day: intuitive, device-agnostic, and designed for the way modern businesses communicate.** Traditional voice-first solutions stop at basic calling. Alianza Connect goes further with texting, meetings, and AI-powered call insights into one familiar experience.

Alianza Connect works on any backend infrastructure you have, supporting Alianza One, Alianza Fusion, Alianza Core. Offered as part of a bundled service with internet, security, and other connectivity—or as a standalone voice upgrade—Alianza Connect gives service providers a way to deepen customer relationships and increase customer lifetime value.

SMB-Focused & AI-Driven

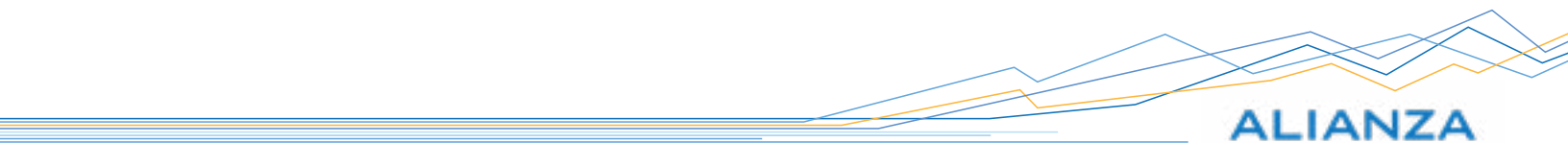
At launch, Alianza Connect delivers a calling-first experience built for how small businesses actually work.

Calling-First Experience

Visual voicemail, call pull, cellular handover, call recording, and call continuity—all the fundamentals SMB users rely on, wrapped in an interface that doesn't require a training session.

AI-Powered Call Insights

Searchable call transcription and AI-generated call summaries eliminate the need to hunt for notes after a call. AI summaries automatically record essential points and action items.



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Flexible Branding

Service providers choose their level of customization:

Select Branding: Control the logo displayed on login and about screens, favicon on the browser tab, and policy URLs for Terms of Service, Help Center, and Privacy Policy. The app icon and developer name remain Alianza Connect.

Complete Branding: Full control of the user experience—service provider's branding throughout and separate app store listing so Alianza completely invisible to the end user.

Conversational Texting

Calls aren't the only way micro-businesses connect with customers. Conversational texting is built into Alianza One deployments in the US and Canada, giving service providers an easy way to expand communications without another app. Business owners can manage texts like calls, with context at a glance and no app switching. 10DLC registration is required for US messaging.*

*Planned for 2H 2026.

Specifications

- **Call Insights.** AI transcription, call summaries, and action items
- **Audio Codec Support.** G.711 u/a, G.729, G.722, OPUS, SILK
- **Device and OS Support.** Windows, iOS, macOS, Android
- **Languages:** English, French, and Spanish
- **Phone Features.** Make, receive, record; concurrent call management; headset device management; call display; call hold and waiting; call transfer; conference (3-way); voicemail; local call recording and playback
- **Security and Notifications.** Signaling and media encryption (TLS & SRTP), Push Notifications for Android and iOS

Built for How SMBs Actually Work

Modern businesses operate differently than the traditional office phone model assumes. Work happens on the go—in trucks, at client sites, in home offices. Conversations with customers are the core of the business, not a peripheral function, and SMB owners need searchable context: what was discussed last time, what's pending, what needs action. Access context on demand with per-call exports of transcripts, summaries, and action items let SMBs access exactly the conversations they need, when they need them—focused retrieval instead of data overload. Teams that benefit most are those already managing complexity across customer interactions and need communications that scale with their growth.

Law & Professional Services

Lawyers, consultants, and accountants use **call recordings and AI summaries** to build case files, flag action items, and download a per-call summary, transcript, and action items without the friction of manual notetaking.

Retail & Hospitality

Shops, salons, and restaurants benefit from **call history and AI insights** into customer patterns—what issues come up most, which resolution paths work, personalization opportunities for repeat customers.

Trade & Field Services

Plumbers, electricians, and contractors juggle job scheduling, customer callbacks, and work orders. A communications app with **searchable, downloadable transcription** turns every call into an archive of job details and customer preferences.

Designed for Seamless Transition

Alianza unifies MaX UC and Cymbus UC into a single app store listing—Alianza Connect—streamlining download and discovery. End users sign in once with existing credentials (no new account setup), and the app immediately displays the branding and interface they expect. MaX UC users see MaX UC and Cymbus customers see Cymbus, and . One unified codebase powers the app, personalized based on service provider and branding selections. Service providers control the transition pace: rollout by tenant or business unit at their own speed, with no forced cutover.

Alianza Connect will replace Cymbus app store listings across iOS, Android, macOS, and Windows and the Cymbus app will automatically update to Alianza Connect for existing users. The switch is complete when they log in with their usual credentials.

Ready to Get Started?

Alianza Connect is currently in Beta and entering Controlled Availability in late Q4 2026. Register your interest using this form and be among the first to receive updates and learn when access expands.

Alianza delivers full-stack, cloud-native communications network services with carrier-grade infrastructure and support to advance network modernization for service providers.

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