



Customer Case Study

**CornerStone Telephone Company:**  
*E911 Support for Expanding Services*

vixxisolutions.com

**“VIXXI was instrumental in launching our hosted IP phone service. As our IP customers roam outside of our network footprint, VIXXI is able to ensure they remain E911-protected.”**

Don Walsh

COO

CornerStone Telephone Company

### **Company Profile**

CornerStone Telephone Company (CornerStone) is an integrated communications provider specializing in services for business customers. With revenues of \$30 million in 2008 and 2009 forecasted at \$40 million, CornerStone continues to post growth year over year.

CornerStone has over 50,000 access lines, providing local and long distance telephone service, high-speed Internet access, VoIP, security services and business telephone systems. The company services customers in New York, Massachusetts and Pennsylvania.

Established in 2001, CornerStone has over 115 employees and 10,000 customers. The company is headquartered in Troy, N.Y. with offices in Syracuse, Oneonta, Buffalo, New York City, and Poughkeepsie.

### **Business Situation**

CornerStone made the strategic decision in 2008 to expand their service suite with Hosted IP Telephone service.

In considering this launch, ConerStone knew they would need a way to provide 911/E911 support to nomadic customers when they are away from their primary business address.

As CornerStone already provides 911 service to customers using their own circuits, agreements and interfaces, they needed a 911 provider that could supplement their coverage in areas where they do not have the network presence to offer 911 service.

### **Solution**

CornerStone implemented VIXXI-Link, VIXXI's end-to-end 9-1-1 solution that comes with an easily integrated web-portal for real-time address validation of nomadic users.

The solution also offers dynamic geospatial routing, an industry first, which calculates the best PSAP route at the time of the call as determined by up-to-date x,y coordinates, especially critical for the changing location of roaming users.

### **Results**

With VIXXI-Link in place to support nomadic users, CornerStone's Hosted IP service was launched in November 2008, and an additional revenue stream was added in January 2009 via their associated softphone product.

CornerStone was impressed with VIXXI's pre-sales follow up and availability of technical and operational resources to field questions. Also valued was VIXXI's willingness to customize procedures to ensure network compatibility with CornerStone's Metaswitch. "VIXXI is completely organized with good processes in place," says Don Walsh.

With CornerStone's pending acquisition of Richmond Telephone Company and Richmond Networks, VIXXI will continue to support CornerStone's business expansion as Hosted IP services are offered in new markets.