NIB offers comprehensive, multi-channel call center capabilities and customized solutions leveraging its nationwide infrastructure, state-of-the-art facilities, and highly skilled workforce. NIB is an industry leader that helps organizations fulfill their missions while creating U.S.-based jobs for people who are blind.

### Call Center Capabilities

<table>
<thead>
<tr>
<th>Call Center Capabilities</th>
<th>Call Center Differentiators</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 24/7 Support</td>
<td>• 75+ years of experience</td>
</tr>
<tr>
<td>• Inbound/Outbound Support</td>
<td>• Nationwide footprint</td>
</tr>
<tr>
<td>• Multi-Channel Centers</td>
<td>• Highly skilled, low turnover workforce</td>
</tr>
<tr>
<td>• Back Office Handling and Fulfilment</td>
<td>• ISO 9001/2008 certified</td>
</tr>
<tr>
<td>• Standardized Training Curriculum</td>
<td>• Meets HIPPA standards</td>
</tr>
<tr>
<td>• Bilingual and Multi-Language Support</td>
<td>• Custom solutions</td>
</tr>
<tr>
<td>• Cloud or On-Premises Capabilities</td>
<td>• Competitive pricing</td>
</tr>
</tbody>
</table>

### Call Center Operations NAICS Codes

- 561421 561422 541612 524114

### CLIENTS AND PAST PERFORMANCE

#### U.S. Air Force Mobility Command (AMC) Switchboard
**Handle inbound calls from military personnel**
- Combined 17 switchboards to one centralized call center for AMC/ACC
- Reduced call volume from 4 million to 2.4 million annually
- 80% of calls answered in 30 seconds or less; 99% answered within two minutes
- 24/7 operation
- Consolidation resulted in $5 million in savings for the Air Force
- Performed work since 2002

#### U.S. Department of Transpiration (DOT), Federal Motor Carrier Safety Administration (FMSCA)
**Handle inbound and outbound calls from new entrant drivers registering with DOT for safety training/inspections**
- Bilingual call center support
- 80,000+ inbound calls handled annually
- 30,000+ outbound calls placed annually
- Exceed customer quality goal of 90% with 98% every year
- Performed work since 2011

#### U.S. Environmental Protection Agency (EPA) – National Lead Information Center
**Information center for questions from federal, state and local governments, the general public, and private sector about lead-based paint and lead poisoning**
- Multi-channel call center – inbound calls, letters, fax, and email requests
- Multi-lingual support
- 100,000+ contacts handled annually
- 1.2 million documents fulfilled annually by back office

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