

## CASE STUDY

# BILLION DOLLAR LOGISTICS FIRM

Negotiating Hosted VoIP MSA to Protect Uptime, Reduce Termination Exposure & Align Performance Obligations



## Industry

Logistics, Transportation & Global Supply Chain Operations

## Services

- Hosted VoIP contract negotiation
- MSA negotiation
- SLA restructuring & uptime protection
- Chronic outage remediation provisions
- Network deployment & testing contingencies
- Early termination fee (ETF) reduction

## CONTACT US

Bronston Legal is the trusted counsel of choice for MSPs, service providers, channel partners, and their customers nationwide.

Reach out today to learn more about how we can help you.

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## Challenge

A billion-dollar logistics company negotiating a nationwide Hosted VoIP Agreement faced significant contractual risks:

- Weak SLA protections for recurring outages
- No meaningful remedies for chronic service disruptions
- Contract obligations triggered before successful deployment
- Excessive early termination fees limiting flexibility

For an enterprise reliant on real-time communication across drivers, distribution centers, and corporate offices, unreliable VoIP posed serious operational and financial risk.

## Solution

Bronston Legal conducted a comprehensive review of the hosted VoIP agreement and strategically renegotiated key provisions to rebalance risk and strengthen accountability. The firm secured improved uptime standards and enforceable chronic outage protections, tied contractual obligations to successful deployment and performance validation, strengthened SLA remedies and significantly reduced early termination fee exposure to preserve flexibility.

## Result

The logistics firm obtained a materially stronger agreement that protected its mission-critical communications infrastructure while reducing long-term contractual liability. With enforceable performance standards, deployment safeguards, and greater contractual flexibility, the company mitigated operational risk and secured a service agreement aligned with real-world business demands.