



## Why Buy Telnes

### The Best Support--period

Free your time to focus on your business not trouble.  
99.5% Customer Retention

### Highly Competitive Prices

Save money over the competition

### Service Portfolio

- Reliable Networks
- Complete solutions
- Custom MPLS Networks
- Data, Network & VoIP

### Fast Installations

2-3 week T1 Installations

### Custom Networks

Telnes designs Managed Networks including MPLS to your business' needs

### Network Coverage

Service offerings in all 50 States

### Telecom Association Awards

#### 2008 Members Choice:

- Data Internet
- Managed Services

#### 2007 Top Five:

- Data & Broadband

## Company Overview

Telnes Broadband is a privately held Nationwide Internet & Managed Service Provider focused on 100% customer satisfaction. Telnes services are exclusively distributed by agent partners. Founded in 2003, Telnes provides Internet access in all 50 United States with over 1,200 local service technician partners. Our services connect offices, provide access to the Internet and manage/secure networks.



"Customer support isn't what we do..  
It's what makes us who we are."

Our philosophy: "Everything we do is built upon making the customers' experience better." We focus on providing our customers and partners with direct access to knowledgeable staff. Every business decision we make is centered around improving the experience of our customers and partners.

### Provisioning Managers

Each installation is proactively managed and worked daily by a project manager. Having a dedicated project manager creates accountability, expedites installs and provides better service for customers and agents alike.

### Dedicated Engineers

Technology requires support. We provide customers with a team of professional network engineers to assist with any issue that may arise. This eliminates escalation queues and call centers that create frustrations. A dedicated engineer manages each case open to close. Live Support 24x7x365

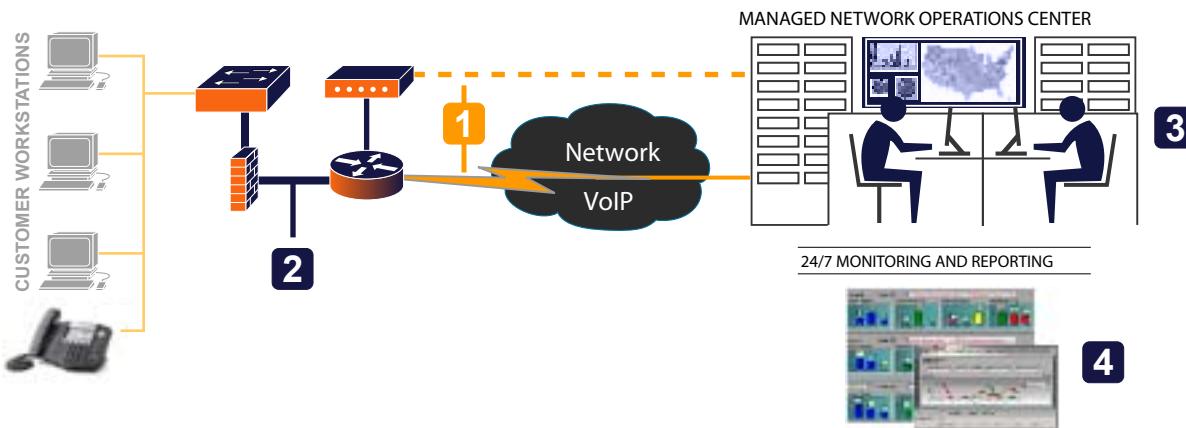


We want to know about problems instantly and deliver rapid solutions. Our LinkWatch service monitors each data circuit 24/7 for up-time, latency, bandwidth utilization and packet delivery. We even monitor each VoIP call for quality. If there is a problem, we automatically open a case and assign a dedicated engineer to resolve the issue.

"We strive to do more than what our Contracts, Service Level Agreements and guarantees say we will--that's the difference."



## Service Delivery and Portfolio



### 1 INTERNET, MANAGED NETWORKS & VoIP CONNECTIVITY [ T1, NxT1, VoIP, DS-3, etc ]

Telnes offers a wide variety of data and VoIP services utilizing many of the largest network backbones. Services include:

MPLS | DIA T1 | Bonded T1 | DSL | Ethernet | DS-3 | Private Lines | SIP Trunking | Hosted IP-PBX

### 2 MANAGED NETWORK SERVICES

Telnes delivers customers with network devices as fixed rate monthly managed services. Services include flexible equipment options from the top brands, setup consultation, systems configuration, advanced monitoring, support, management, monthly reporting and an online performance portal. Popular Managed Services Included:

- Managed Router: Makes it easy for customers to connect their network to unmanaged circuits  
ex. Managed T1 Gateway Router or VoIP QoS Router
- Managed Firewall: 24/7 Network protection with advanced routing: NAT, ACLs, etc.  
Many Options: VPN, Content Filtering, Intrusion Prevention and more
- Managed Switch: Allows customers to connect a high volume of devices to a network

### 3 MANAGED NETWORK OPERATIONS CENTER

Core of IT support. This houses Telnes' engineering staff, monitoring applications, management tools and systems used to deliver 24/7 Managed Network Services.

### 4 NETWORK MONITORING AND REPORTING

Telnes monitors the health and performance of managed devices and Internet connectivity 24/7. Customer monitoring policies track utilization, uptime and even employee Internet abuse-depending on the service. Alerts fire based on thresholds and events. This helps you with capacity planning, faster resolutions and proactive problem detection. Telnes' online web portal allows you to track performance and view valuable network information.