



TeleMedium Enterprise VoIP Platform (EVP)





TeleMedium Introduction

TeleMedium is the industry leader, providing branded Voice over Internet Protocol (VoIP) solutions to Internet Service Providers (ISPs), cable companies, Competitive Local Exchange Carriers (CLECs), affinity groups, non-profit organizations and other Value Added Resellers (VARs) looking to enter the lucrative VoIP arena. Our hosted PBX, business, residential and call center solutions allow service providers to cost effectively, and reliably, deliver VoIP solutions without the burden of maintaining the costly infrastructure required to provide these services.

Our Products allow our Channel Partners to provide feature-rich voice services to their customers, constituents and affinity groups while adding a level of unique branding and marketing services to effectively increase their customer acquisition and retention. While other systems are typically tied to restrictive and costly third-party licensing agreements, TeleMedium can usually sell the service with system licensing well below the cost of our competitors' licensing alone. Our proprietary TeleTrunk Internet Protocol - Private Branch Exchange (IP PBX), operational support system (OSS), and billing support system (BSS) give unique Quality of Service, and support unprecedented flexibility to customize the solution to specific customer's requirements. Because our systems are developed internally, we never have to utilize third-party vendors to support or manage our product suite.

TeleMedium Enterprise VoIP Platform

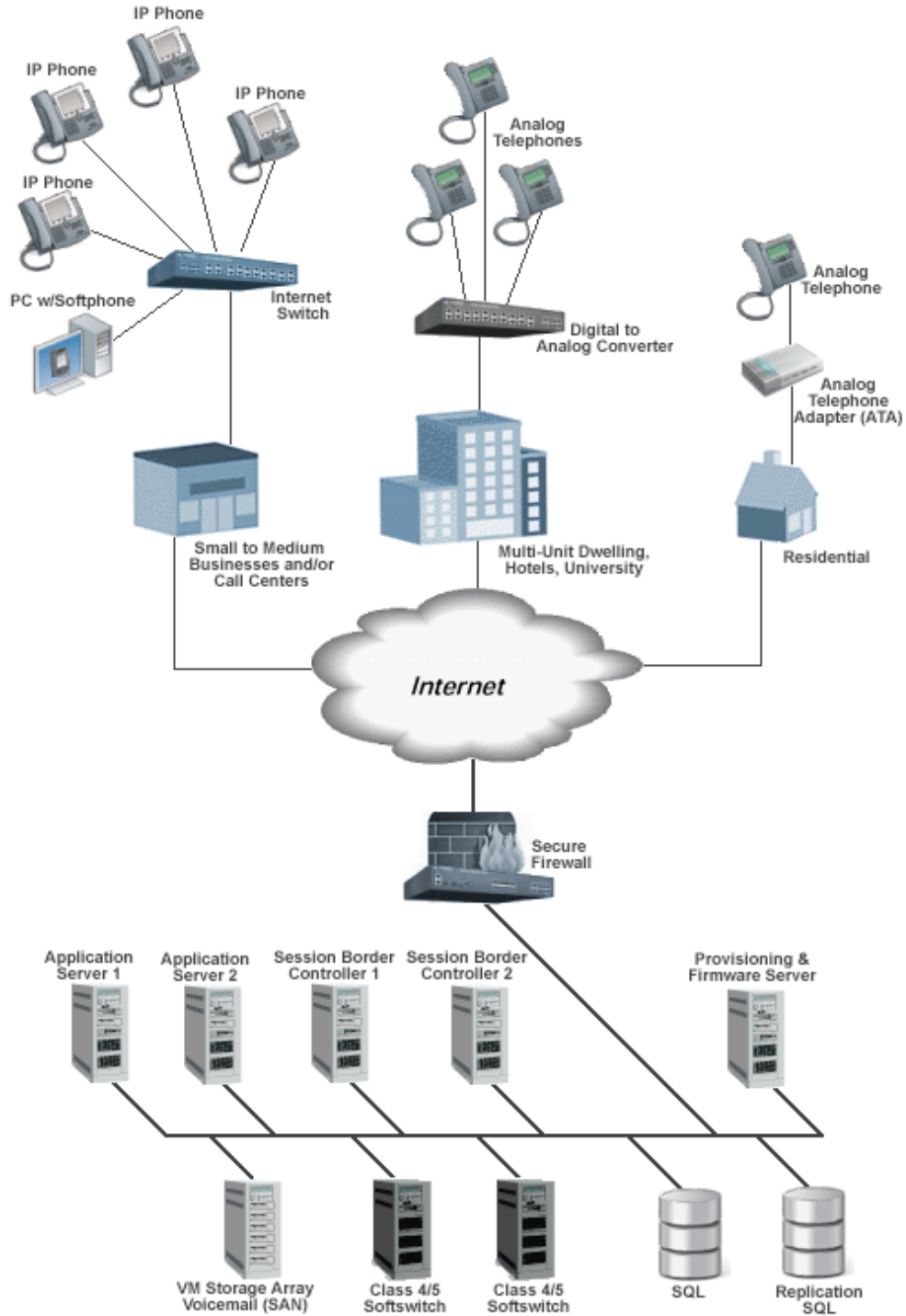
TeleMedium provides an enterprise level, carrier-grade managed VoIP communication platform. It is intended for Internet Telephony Service Providers (ITSPs) as well as multi-service providers of other bundled services like Internet connectivity, television, and mobile telephone.

Complete System Approach

TeleMedium's Enterprise VoIP Platform is a fully integrated system of hardware and software systems designed to function in unison as a complete VoIP business solution. Unlike other platforms, TeleMedium maximizes performance and functionality by eliminating the costly overhead associated with modularizing individual services for marketing or costly license masquerading. In other words, we offer a complete system approach rather than a series of independent standalone modules that must all be merged together ad-hoc to complete a system that still may not fully satisfy your business objectives. The Enterprise VoIP platform is made up of a series of tightly woven hardware and software systems and sub-systems integrated into one cohesive package. The hardware consists of Session Boarder Controllers (SBCs) Signaling gateways for redundancy and load balancing, Class 4/5 Softswitches, Application Servers, Database Servers, Voicemail Storage Array, Provisioning and Firmware Server, Secure Firewall with VoIP QoS, and has extensive failover redundancy. See illustration below.



TeleMedium Enterprise Level VoIP Communication Platform





Operational Support System/Billing Support System (OSS/BSS)

TeleMedium's proprietary Operational Support System/Billing Support System (OSS/BSS) is a multi-featured, fully integrated, private-label system that enables the ITSP to fully manage all key elements of their VoIP business. It provides complete support for Residential, SMB, Hosted PBX, and Call Center services without the need to purchase, install and manage add-on packages or licensing.

The OSS/BSS provides a single point of management for all user, billing and administrative features and functions. Access is provided through a secure interface where the operator can manage products, pricing, online signup, branding, billing preferences, customer data, provisioning, affiliate programs, and much more. The OSS/BSS also provides a secure branded interface for the customer to manage their calling features, account and billing information, view call detail records, manage toll pool funds, listen to voicemail recordings, make payments, view/search invoices, and more. For hosted PBX customers, the interface allows the operator to manage every aspect of their PBX, MDU, or call center application.

Standard Calling/PBX Features

TeleMedium's MVP is equipped with all the standard features that business demands and expects from a quality carrier-grade telecommunications provider. Most features can be managed through the secure web interface or through the phone or SIP device.

- Caller ID
- Call Waiting
- Call Forwarding
- Call Transfer
- Speed Dial
- Three Way Calling
- Anonymous Call Reject
- Redial, *69
- Email Notification
- Voice Mail w/ forward to email option
- Fax Extension
- Dial by extension (PBX)
- Call Conferencing (PBX)
- Unlimited Auto Attendants (PBX)



Enhanced Features

Beyond the standard features found on most PBX systems, TeleMedium provides a host of enhanced features only available on cost prohibitive PBXs such as:

- Time-of-Day Routing
- Caller ID Routing
- Detailed Call Reporting and Analysis
- Online Account Management Per Extension
- Anonymous Call Rejection or Send to Voicemail
- Toll Charge Restrictions
- Built in Conference Bridge - allows many users to call into conference room. Useful when a large number of callers need to be on a single conference call (company-wide, large sales calls, etc.)
- Toll Number Rejection or Send to Voicemail.
- Custom CRM Integrations through open standard SOAP APIs (may require certain hardware)
- Hunt Groups
- Remote agents
- Blast List (Simultaneous Call Forwarding) – the remote device that picks up first receives the call
- Find Me – sequential call forwarding
- Paging / Intercom
- Line Use Indicators
- Inbound Number Routing Customization
- Music on Hold
- Real-time ALI database Nomadic User e911 management via direct contracts and integration with U.S. FCC compliant carrier vendors
- Hierarchical View of PBX - allowed access grants users/administrators different rights and views
- Unlimited Lines – No one ever prevented from calling or receiving calls
- Customize Caller ID Displays
- Virtual Numbers
- Route Call by Caller ID – Automatically send specific customer to specific people or features when they call
- Per extension inbound/outbound call recording
- Manage multiple businesses from one PBX by routing different DIDs independently with multiple recording and complex decision tree matrixes
- Click-to-Call
- Integration with Salesforce.com –requires certain hardware
- Call Parking / Pickup
- MDU/Hospitality support for dialing Units by Unit number or front desk and other IVR functionality



Call Center Features

Available only as an add-on product from most providers, TeleMedium includes its Call Center application as a standard feature. Below are just a few of the features available.

- Multiple Call Queues
- Skill Set Routing
 - Multiple skill set assignments allows for agents capable of handling multiple types of calls that require specialized skills
- Web tools that allow management view of pertinent information for managing PBX
 - Real-time Statistical Information
 - Hold Times
 - Real-time Queued Calls
 - Inbound/Outbound Campaign Calls
 - Time on Hold
 - Disposition of Calls
 - Click-to-Callback Abandoned Calls
 - Agent Activities
 - Graphical display of statistical information in the form of charts
 - Monitor all Agents Assigned to Queues, On Call, in Do Not Disturb Mode, or Inactive.
 - Monitor all Queues
 - Monitor queues from anywhere in world through web application
- Call Recording
 - Per queue recording
 - Per extension inbound/outbound recording
- Predictive Dialing – with multiple campaign runs across a single set of agents

Import Dialing Numbers

- Control Dialing Rates
- Per Agent
 - CDR lookup and Recording w/filtering
 - Call Notes
 - Queue name inbound CID translation
 - Outbound Click-to-Callback last dial-in number translation
 - Virtual outbound caller ID
 - Screen POPs
 - Web embedded integrated softphone
 - Real-time embedded external CRM support from within a single user interface



Using TeleMedium's Call Center application, managing customer interactions have never been easier. The Call Center application will help you:

- Increase customer satisfaction with the ability to specifically customize customer interaction.
- Create knowledge groups, regardless of physical location, to route incoming calls directly to appropriately trained personnel. Agents can be stationed local or remote.
- Create custom messages for individual queues so customer information is pertinent to them.
- Enhance strategic customer relations by assigning priority to their calls.
- Maximize Quality of Service with precise real-time reporting and management.
- Pinpoint potential and actual call trends with customized CDRs.

Kiosk Payment Gateway

TeleMedium MVP provides a Kiosk style interface that allows the ITSP to setup multiple payment stations at various locations that have a PC and at least basic Internet access, including dialup. The Kiosk interface will provide a secure login and allow the operator post customer payments, apply funds to prepay and toll account balances, print invoices, and access basic customer information. For security, the payment Kiosk will never allow the operator to access account and financial information beyond simply accepting and posting payments.

API Integration

All features and functions of TeleMedium's OSS/BSS are accessible via a well implemented suite of tools that allow our Channel Partners to access any or all of their services using the industry open standard Simple Object Access Protocol (SOAP).

Device Provisioning and Firmware Management

TeleMedium's fully automated TFTP and Firmware management services currently support over 50 leading devices including Analog Telephone Adapters (ATAs), IP Phones, and Multi-Dwelling Unit (MDU) devices. This offers customers a true "plug and play" install experience and allows for automated firmware upgrades of their devices. Since we manage all firmware upgrades, customers are protected from all negative affects and potential downtime due to untested upgrades direct from device manufacturers. We also support seamless device migration paths away from costly proprietary systems and protocols such as Cisco's "Call Manager", and SCCP (Skinny).



Bring Your Own Carrier

Although TeleMedium leverages multiple large direct tier one carrier contracts to obtain premium domestic and international origination and termination pricing and coverage, we invite our partners to bring their own carriers and vendor relationships to maximize their revenue potential with their own vendor bundled services agreements.

TeleTrunk - Class 4/5 Soft Switch

TeleMedium's proprietary class 4/5 switch allows any ITSP to manage multiple hosted PBX, Call Centers, and other MDU (Multi-Dwelling Unit) clients from a single user interface on a single softswitch without ever having to restart the switch process. Unlike other solutions that load configuration data into memory, our solution is real-time without compromising existing client connections, device registration or processes. Our multi-threaded switch integrates our entire platform from a real-time data-driven environment eliminating the need to run multiple switch processes for multiple device connections and configuration or the headache of managing customer premise equipment (CPE).

Scalable and Flexible

TeleMedium's MVP was designed from the ground up to provide large enterprise scalability and still be flexible enough to provide the right solution for any organization regardless of size or call volumes. Advantages of our custom designed proprietary software:

- Custom in house software designed for scalability, flexibility, and manageability.
- Purpose built from the ground up instead of trying to integrate a series of "off the shelf" packages.
- Easy customization of features for specific company and customer needs.
- 100% Branded/Private-Label.
- Ability to easily integrate third-party applications.
- Carrier agnostic – our software is carrier independent and works with all major network carriers. This provides increased portability, reliability and helps the ISTP manage network carrier costs.
- Redundant failover for all essential services and data.
- Least Cost Routing (LCR) and multiple decision tree routing logic based on many criterion including price, time of day, or network availability.



TeleManage

TeleManage is an operational and maintenance level support service offered to customers of TeleMedium's Enterprise VoIP Platform. TeleManage is a complete system support and maintenance package that allows customers to take a hands-off approach to installation and maintenance of the system.

Managing the servers and OSS/BSS systems for the ITSP, TeleMedium takes the guesswork and headaches out of implementing a VoIP business. Managed services means from day one, your system is operational and you can go about doing what you do best--marketing your product. Our complete managed services ensure that your system will perform at peak efficiency and continue to work reliably. We work hard behind the scenes so you don't have to.

TeleCare

TeleCare is an operational and maintenance level support service offered to customers of TeleMedium's Enterprise VoIP Platform. TeleCare is purchased on an annual basis and covers remote monitoring and basic maintenance of platform servers and OSS. Services not covered by TeleCare are offered in our TeleCart services package.

TeleCare includes:

- 24/7 access to TeleCare support engineers.
 - Customers may contact our technical support team 24 hours a day, 365 days a year for all software and operational support related issues.
- Remote monitoring of all vital system functions.
 - System log files.
 - Data storage capacities/usage and system backup operations.
 - Hardware performance and failover sub-systems.
 - Firewall security and intrusion prevention and detection.
 - Traffic flow capacities and trend analysis.
 - Provisioning system.
- Resolution of carrier integration and network issues.
- Installation of all major software releases (usually done remotely), patches and maintenance releases to enhance system functionality, resolve system issues, improve overall system performance.

TeleCart

For customers with the advanced knowledge to manage their systems with minimal support from TeleMedium technical staff, we offer TeleCart services. This allows customers to choose only those services they specifically need assistance with. These services are typically charged at an hourly rate. Quotes may be offered for projects with variable timeframes like custom feature or function or application development.

Software installation – Enterprise VoIP Platform (travel related expenses not included)



Includes: installation of OSS and other software on servers, billing system setup and configuration, database setup and configuration, provisioning and firmware setup, firewall and security setup, softswitch and storage array setup. Usually requires between 30-40 hours.

Onsite System Installation and Network Configuration (travel related expenses not included)

Includes: installation and configuration of servers at customer facility, Internet connectivity and IP setup with broadband carriers, VoIP network carrier integration, etc. Typically requires between 44-60 hours depending on complexity of system and specifics environment.

Phone Support by TeleMedium Technical Engineers

Customers may contact our TeleCare support team 24 hours a day, 365 days a year for all software and operational support related issues. Phone support is provided on hourly basis with a minimum 1 hour charge. The TeleCare agent will work to quickly determine the nature of the issue and provide information to resolve the issue or will escalate it for further diagnosis and resolution. TeleMedium will resolve any operational defects in our software in a timely manner and at no cost to our customer.

Custom Development

TeleMedium offers design and development services to incorporate new or custom features, functions and applications. Services include concept analysis, application development and integration, API support and integration, custom reports and statistical analysis development, system expansion, and more...

For more information, or to place an order for TeleMedium's Managed VoIP Platform, please contact a TeleMedium sales representative today: 866-460-2841