



[VANTAGECARE COMPLETE PROGRAM]

A Total Solution that Makes Sense for Your Business

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networks

Today's advanced communications and networking solutions offer organizations great opportunities to conduct business in new ways, enabling them to replace traditional methods of owning and operating assets. These technologies although very powerful, can be complex to manage, especially with the increasing responsibilities IT organizations must tackle every day. Businesses expect their IT organization to add increasing value through innovative new solutions and services that will allow them an advantage over their competitors, however adding staff to accomplish this is not always a viable option.

Many forward looking organizations have found a solution to this challenge – Infrastructure-as-a-Service. Advantel Networks VantageCare Complete Infrastructure-as-a-Service provides busy IT organizations a way to partner with a trusted technology provider, to deliver critical value-add solutions that your business

demands - without compromising quality, control or operating budgets. The VantageCare program ensures a fixed monthly operating cost to manage a variety of your solutions, allowing you to create a reasonable budget you can stick to. We tailor our extensive portfolio of products and services specific to your needs, mitigating your asset ownership risk, and enhancing your services delivery to reduce overall costs. Advantel Networks allow you to do more with less – a winning formula for success!

Through our highly trained and certified professional staff and expert resource tools, Advantel Networks offers a full spectrum of services based on ITIL consistent elements, and designed specifically to meet the needs of your business. Advantel Networks Managed Services framework addresses three key components of service delivery including Strategy, Infrastructure, and Support.

VantageCare Benefits

Mitigate Risk

Deploy new technology and applications in a converged solution with confidence by utilizing our expert personnel and specialized tools and technologies. We continuously invest in products, tools, training, and technologies to keep up with the most current technologies deployed across a rapidly evolving telecommunications industry.

Flexibility of Scale

Choose the right solution and level of support that best meets your business needs.

Reduce your costs

Advantel Networks' tools, scale, processes, knowledge, and experience relieve you of the need to staff and train additional support personnel and the ongoing investments needed to maintain the latest network management tools and technologies.

Improve System Availability, Reliability, Security and Performance

Automation of event and alarm correlation helps enable rapid identification of events within your IP Telephony platform, communication applications and data network.

Increase Productivity and Flexibility of Your In-house Resources

Advantel Networks establishes delivery processes to meet your operational requirements for change management with defined service levels. You no longer need to manage your infrastructure platforms at the functional level with in-house IT resources.

Maximize Your Investment

Free up capital investment funds to focus on your business's core competencies and minimized wasted technology expense.

Best is a practice.

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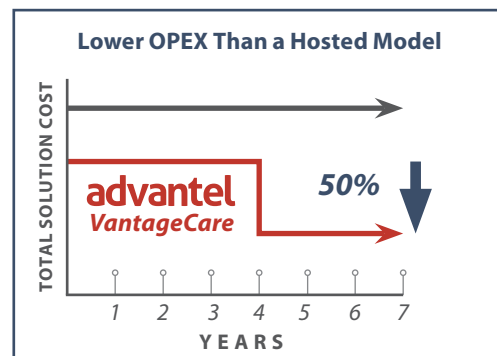
Infrastructure-As-A-Service and Managed Services

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advantel VantageCare Complete

- Maintenance Support Services (Hardware and Software)
- 24x7 Support
- Full System Insurance
- VantagePoint Remote Service Monitoring
- Telecom Expense Analysis and Management
- Advantel Networks Portal Access
- Networks Assessment and Network Health Checks
- Unlimited Remote Support (MAC, Advanced Config. Review, etc)
- Software Release Management including all Major Software Upgrades
- Carrier Services Interface
- Configuration Management
- Capacity Management
- Online End User Training

Services Overview

Implementation Services

Advantel Networks knowledgeable, certified professionals will design your solution to both fit your budget and future needs.

Professional Services

Our Professional Services team has the expertise and experience to help you develop and integrate the right solutions for your organization.

Network Solutions

Advantel Networks combines our decades of data and voice networking experience and capabilities with key strategic partnerships to deliver unsurpassed, innovative, and cost-effective solutions for our clients.

Monitoring and Managed Services

All of our products are supported by a range of maintenance and service options that ensure you get the most from your systems and services very day.

Turnkey Solutions

In order to provide a total communications solution to your business, we bring multi-vendor products together to complete your solution. We believe long lasting relationships with the right partners is key in providing the right solutions to our valued customers.

VantageCare: Continuous, Cost-effective & Complete



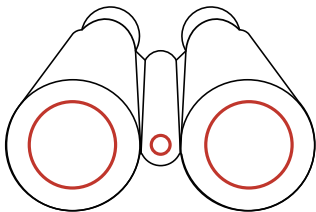
24x7 Support

Advantel Networks has invested in a support infrastructure necessary to service mission-critical organizations such as police departments and hospitals. We are providing access to this investment as part of the standard offer.

Full Service Insurance

On average an insurance policy charges \$1.50 per \$1,000 of value per month for insurance. On a \$10,000 system, this would be a \$15 per month additional cost when you purchase or lease a traditional system. Additionally, all commercial insurance policies have deductibles and add to the expense and in essence decrease your coverage.

With VantageCare Complete, we assume the risk of loss for the equipment for the full term of your engagement. No additional insurance is required. You pay no deductibles in the event of a loss. None of your time or money is spent filling out tedious insurance paperwork.



VantagePoint Remote Service Monitoring

Advantel Networks is able to provide an improved level of monitoring and management to your enterprise via our VantagePoint Enterprise Services Platform, utilizing the Secure Remote Access Gateway. This platform provides secure, real-time, proactive monitoring/management of converged communications systems. Capabilities include system monitoring, fault management, performance trending, and real-time root cause analysis of the communication domain, integrated with powerful diagnostic tools. This comprehensive service is delivered from our Network Operations Centers and is capable of managing your global communications domain.

Advantel Networks services platform is a unique combination of world class management products combined with the VantagePoint platform, allowing unparalleled knowledge and management of events within your communication domain. The services platform uses intelligent agents and gateways to provide:

- Secure connectivity
- Element collection and management
- Event aggregation and filtering
- Automated workflows
- End-to-end problem management

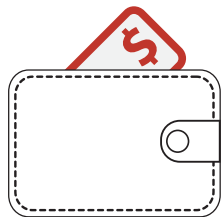
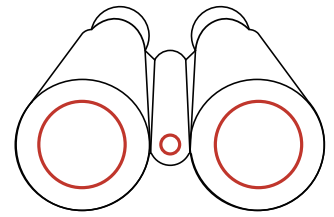
Components in the communication domain that VP is capable of monitoring and managing include network components Juniper, Avaya, Cisco, Brocade, Aruba, Meru and others, such as, routers, switches, hubs, and network enabling devices (DHCP, DNS, Directory, TFTP servers, and so on), security elements (Directory, AAA, Firewall, Intrusion Detection/Prevention), a variety of applications served from Linux and Windows based servers and Avaya's full suite of communication applications, PBXs, Servers and Gateways.

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VantagePoint Remote Service Monitoring (cont'd)

The visibility of all network components to Advantel Networks, including Network Carriers, such as AT&T or others that may be under contract to manage these components, provides value-added root cause analyses for the contracted monitoring and management of the IP Telephony components across the communication domain, thus providing unparalleled end-to-end converged communication support to you and your organization.

Advantel Networks VP Remote Access Gateway provides secure access and visibility of all of your network components under monitoring/management across its converged communication domain. The Remote Access Gateway receives events from devices in this domain for continuous, real-time analysis and also provides other functionality critical to the management of the communications domain. For example, our solution gives you the capability of enforcing your own security policy within its network. This level of intelligent monitoring greatly increases the ability for problems to be detected before they become service affecting thus increasing the uptime for the entire converged communication domain. It also provides a staging point for software/firmware configuration updates to be made in accordance with your change management policies.

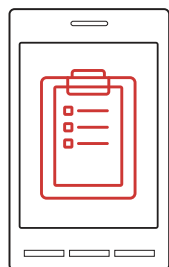


Telecom Expense Analysis and Management

Carrier services such as local and long-distance, wireless, and internet access can be a challenge to understand and manage. This is an opportunity to learn how to improve the effectiveness of your telecom investment, while reducing costs. Advantel Networks has the expertise necessary to inventory all of your voice and data circuits, compare your current monthly operating costs with alternative solutions, and provide a written assessment identifying findings and suggested courses of action. Allowing Advantel Networks to manage your Telecom operating costs prevents unnecessary overhead, improves productivity, ensures reliability, and optimizes your capabilities for future growth.

Advantel Networks Client Portal Access

Our password-protected client portal empowers you with unprecedented control of real-time access to up to the minute information. Advantel Networks Client Portal enables you to submit service tickets directly through the web access around the clock.



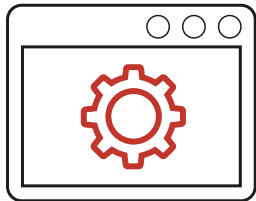
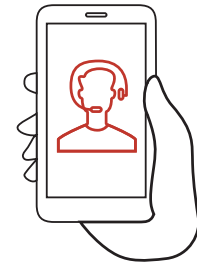
Network Assessment and Health Checks

To ensure your network is ready to provide the best possible service, a network assessment is included in the VantageCare Complete offer. The service is optimized to determine if your network is ready to support many of the Unified Communications and Collaboration applications offered by Advantel Networks. In addition, you will receive actionable recommendations for improving your network's functionality, performance and efficiency, along with reliable benchmarks for comparative equivalents for future initiatives.

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System Administration Help Desk

Advantel Networks System Administrator Help Desk service is available to your system administrators when they need help! The service is designed to help your administrators walk through issues, provide advice on best practices, clarify system features and functionality along with help get out of trouble if they get stuck! This service is staffed Monday through Friday by subject matter experts from 8am – 5pm pacific except for issues deemed an emergency.



Remote Station Move, Add, Change (MAC) Help Desk

In addition to System Administrator Help Desk, Advantel Networks also included unlimited remote station Moves, Adds, and Changes (MAC) support for the life of the contract. Offloading MAC support from your administrators is extremely useful and will help your organization save time and money. The service objective is to complete the MACs by 5:00 p.m. the next business day, if the request is received by 3:00 p.m. local site time. MACs can be called into the Help Desk or logged via your Client Portal access.

Software Release Management

Upon Completion of your VantageCare Complete contract term, you'll have the option to renew your contract an additional 36 months at 50% of the rate you have are paying. All of the benefits from you original contract are locked in for up to eight years.

Updates are facilitated via a secure and structured process utilizing our VP services platform. Execution of the update includes device specific back-ups, implementation of the update, plus testing and monitoring to confirm service has been successfully restored. Depending on your specific environment, SRM generally covers minor and major releases. Minor releases are evaluated continually and applied as needed to ensure optimal performance and major releases are typically applied on an annual basis and are provided as part of your VantageCare Complete service.



Carrier Service Interface

Trunking and Carrier services can be included in your VantageCare Complete solution to meet your business needs. If you have an existing service contract or would like to retain your existing phone numbers, internet access, etc., this can all be accommodated under VantageCare Complete solution. Additionally if you would like for new service, or features of your current service (ex. retain your existing phone numbers) ported over to the latest connection options these can also be achieved under the VantageCare Complete solution. This is part of the many benefits of VantageCare Complete.

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Configuration Management

Your system configuration files are backed up and securely stored remotely to ensure maximum system integrity. This provides maximum assurance that information is secured in the event of system problems or failures. Configuration Management is available up to 1GB of maximum storage and 36 months of archiving.

Capacity Management

To ensure the capacity of the infrastructure, application components and service is able to deliver agreed service level targets. The primary elements will include Activity, Asset, Performance, Security reports.



Online End User Training

To ensure the capacity of the infrastructure, application components and service is able to deliver agreed service level targets. The primary elements will include Activity, Asset, Performance, Security reports.

Single Point of Contact

Advantel Networks will function as a single point of contact for all manufacture, service provider and adjunction relationships to eliminate finger pointing and simplify your management of the solution. Advantel will provide service desk with access to a toll-free number and a web support portal for all operational support during contracted hours of coverage.

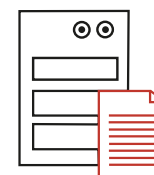


Guaranteed Renewal Options

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Guaranteed Rates for Expansion

You are provided with a common expansion equipment list that can be added to your contract at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance, and other VantageCare Complete solution provisions, remains the same regardless of the cost of equipment, labor, interest or even the months remaining on your contract for up to eight years. This is far more simplified than traditional purchases or lease recast that are time consuming and costly to incur.



Contact Us

For more information on Advantel Networks' VantageCare Complete Program, call us today or log onto our website at www.advantel.com