

2010 New Developments



TELEGATION, INC.

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UPDATED
BUSINESS
TALK PLAN

- **ATT Voice Renewals** are a thing of the past. In other words, no commission payouts. Upgrade these clients to ATT IP Flex and get paid “Big Upfront Commissions”!
- **ATT Data Services** can still be renewed. In other words, they do pay commissions.
- Telegation has added the **IPHONE** to our product mix, yes you call sell it! Ask us how....Big Commission \$\$ on ATT Mobility sales, don't leave it on the table.
- Telegation adds an immediate EMAIL response system for Customer Service Requests (CSR). Each time a status changes on a submitted service request, the agent and or customer will automatically be emailed an update. All notes will be attached on the response.
- Telegation adds an immediate EMAIL response system for Sales Engineering Requests. Each time a status changes on a submitted Sales Engineering Request, the agent will be updated immediately. I.e. Assignment, Received in Process, Quote Sent...etc. All notes will be attached on the response.

- TELEGRATIONS SHAREPOINT – Are you using it? If not, you’re missing out! Our administrative staff keeps all the latest information on each carrier we represent housed within this portal and much more.... It’s extremely valuable and right at your fingertips. Coming soon.....Commission Statements On-Line through Sharepoint!!!!
- New Carriers added to the Telegation, Inc. Portfolio: Truly a “ONE STOP SHOP”
 1. ONE COMMUNICATIONS
 2. FIRST COMMUNICATIONS
 3. NITEL
 4. NEW EDGE NETWORKS
 5. CHARTER BUSINESS
 6. BUCKEYE TELESYSTEMS



It is our goal at Telegation, Inc. to never stop looking for ways to improve our internal processes that affect our agent base in a positive manner. The top of our list is always response times, especially in the areas of Customer Service, Quote Turn-around/Proposal Support and Commission Investigations.

Lastly, it is important to listen to our customers, you the agent! Feel free to call me directly at 248-284-6794 and provide me feedback/suggestions in any areas of our business.

Telegation, Inc. had outstanding sales months in March and April in the agent channel and for that I thank all of you. Continued success for the rest of 2010! Let’s do it again in May.

Sincerely,

Daniel G. Williamson

General Manager

Telegation, Inc.



Attention Agents:

Telegation, Inc. has the ability to now sell the
AT&T iPhone.

For more information, please contact alliance-support@telegation.net



© 2007 Apple Computer, Inc. All rights reserved.

Telegation, Inc. now represents...



First Communications, Inc. is a leading integrated telecommunications carrier in the Midwestern United States. Founded in 1998, First Communications has built a highly scalable telecommunications platform, infrastructure and support system, which represents a combination of world-class technology, and cutting-edge product offerings. After acquiring numerous companies beginning in 2004, First Communications, Inc was founded in 2007. First Communications' family of companies has over 214,000 customers and owns and operates network comprised on 4,500 route miles of fiber which offers industry leading low latency and long haul routes unique to most other carriers. First Communications is led by a strong management team that has operated telecom companies throughout all cycles of the telecommunications market.

First Communications features the following Products:

- First Connect Local T1 - 0 to 24 Unlimited Local Voice Lines; LD Call Packs Available (no voice Apps); Voice, Fax, Modem and CC lines allowed; Equipment - Adtran 624 - No Alarm Lines
- First Connect DT1 - Includes 1 Voice Line; Used Primarily for Data; Cannot be bonded; Equipment—Adtran 604 or 608
- First Connect ISDN PRI - 23 Unlimited Local Voice Trunks; Called ID on BTN; Ability to trunk 2 PRI's together; Fax lines allowed; No Alarm Lines; No Equipment
- First Connect One Rate T1 - Long Distance T1; Called ID on BTN; One local line included; Low Long Distance Rates; No additional local trunks or DID's allowed; No Bonding; No equipment
- Essential T1 - Voice & Data; Minimum of 4 lines; Maximum of 18 lines; Ability to Bond T1's up to 6Meg; Fax lines allowed; No modem or alarm lines; Equipment - Adtran 600
- Essential PRI - Voice & Data; Ability to bond PRI's up to 4.5 Meg; Caller ID on BTN; No faxes on Essential PRI; No Credit Card, Modem or Alarm Lines; Equipment - Cisco 2400 or 900 Series Adtran



For more detailed information on products and promotions please refer to SharePoint.

SharePoint —> Carriers —> First Communications



First Communications Q2 Promotion

Spring into action during Q2! First Communications is more flexible than ever. We've developed solutions that can be customized for our customers and now our promotions work the same way! **Hit your goal out of the ballpark!**

Deal ARPU from \$350 to \$500...

Give your customer ONE FREE MONTH
or receive a \$100 Bonus

Deal ARPU greater than \$500...

Give your customer ONE FREE MONTH
or receive a \$250 Bonus



Promotion is only available for On-Net Circuits deals with 36 month signed contracts. Only MRC's apply towards the minimum ARPU requirements. This promotion cannot be combined with any other offers. Special pricing requires approval. This offer expires on June 30, 2010. Additional restrictions may apply.



“ASK THE ENGINEER”



Question:

I have a customer that has an existing AT&T PRI that is coming off of contract. Now that we are not being paid by AT&T for renewals of PRI's, what options do I have for upgrading the customer? And how do I, as an agent, get paid?

Answer:

AT&T's IP Flex Reach is an Integrated T1 with dynamically allocated bandwidth, which provides a full 1.5Mbps internet connection when no voice traffic is being used. The IPFR can be provisioned with either Analog/PRI or SIP handoff for the voice traffic. Each voice call path utilizes 32K of bandwidth, includes unlimited local calling, and on-net calling (IP Flex to IP Flex), and includes 300 minutes of off-net (long distance) calling per call path ordered with the IPFR (6 call paths minimum).

Below is a break down of a cost comparison for a company with an AT&T PRI with unlimited local calling with 5000 minutes of Long Distance and 1.5Mbps of Internet access.

Current Solution			
1	AT&T PRI w/ Unlimited Local	\$ 460.00	\$ 460.00
6000	Long Distance Minutes	\$ 0.04	\$ 240.00
1	AT&T 1.5Mbps MIS	\$ 470.20	\$ 470.20
			\$1,170.20
Proposed Solution			
	AT&T IP Flex Reach		
1	1.5Mbps Access/Port	\$ 257.40	\$ 257.40
22	Call paths, Include Unlimited Local	\$ 30.78	\$ 677.16
	Long Distance Included 300 minutes/call path	6,600	\$ -
0	Long Distance Overage	\$ 0.04	\$ -
			\$ 934.56
Savings			
	Monthly Savings		\$ 235.64
	Annual Savings		\$2,827.68
	Three Year Savings		\$8,483.04
Agent Commission – 65%			
	MRC	\$ 934.56	
	Term (36 Months)	\$33,644.16	
	11%	\$ 3,700.86	
	Bonus 1.25	\$ 4,626.07	
Commission Paid to Agent - 65%		\$ 3,006.95	



Big Wins Bring Great Success

Level 3 to provide Gigabit Internet Access for Nations Largest Online Mortgage Lender

The nation's largest online mortgage lender, recently announced plans to move its headquarters to downtown Detroit. As the planning stages began, they had to determine the best possible solution for Internet access and looked to one of Telegration's top partners for the right solution.

Telegration sales engineers and our partner's account team began investigating options that would deliver high quality bandwidth with capabilities to scale up to a full Gig of Internet access and meet the client's requirements of providing true diversity from LEC facilities. After investigating several carriers that could potentially meet the client's needs, we determined that Level 3 would provide the most cost effective solution, and as luck would have it, also had fiber within a few thousand feet of the new headquarters. We immediately scheduled meetings with their IT staff and Level 3 engineers to design a custom solution that would provide "last mile" diversity via a new entrance into the building, and scalable bandwidth that would range from 600MB to 1GB.

After several site visits, meetings with the client, and some delays along the way, the team finally proposed that Level 3 would build fiber into the new HQ and provide "burstable" Internet access on their tier 1 IP backbone. We knew the pricing was competitive and the overall design would meet the client's needs and beat out any competition within the metro area...now we just had to sell the solution to the client.

After many conference calls and two months of legal negotiations, we finally secured a 36 month agreement for Level 3 to provide the service. The overall solution was just what the client was looking for and they might not have found it without working closely with partners like Telegration and Level 3.

This goes to show that the sky is truly the limit in this business, and hard work and perseverance go a long way when trying to win business that can be a true "game changer" for your person and financial success. We look forward to many more success stories like the one above and who knows; maybe you will have a success to share with us next month...

MAKE IT HAPPEN

"There are three ingredients in the good life: learning, earning and yearning."

- Christopher Morley

XO SIP SERVICE



What is SIP?

SIP stands for Session for Initiation Protocol. It is an IP telephony signaling protocol that is used to establish, modify, and terminate voice, video, and data sessions. The SIP protocol describes the communication required to establish a phone call through the internet. Instead of the signaling being done in the core of the public switched telephone network by way of SS7, it is accomplished at the edge of the network through a small SIP client that resides on a customer's access device. SIP offers many distinct advantages that can be used to develop significant end-use applications

Customer Benefits

SIP is the "glue" that supports applications such as Unified Communications (UC). UC provides applications such as unified messaging, instant messaging, presence, and document sharing. These applications can assist businesses in facing the critical challenges of improving efficiency, reducing costs, collaboration with employees and partners, and improving customer service.

Importance of SIP to Customers

SIP removes the need to manage a separate device for the protocol conversion of TDM to IP. SIP also means that customers no longer need a costly PRI card in their PBX.

SIP provides the benefits of lower capital costs, providing better throughput on existing bandwidth by eliminating bandwidth consuming protocol conversions and the benefit of Virtual Telephone Numbers (VTNs).

XO SIP Product Description

- The XO IP Flex Voice over IP solution combines voice, Internet access and web hosting on a single access line connection.
- Dynamic bandwidth allocation allowing the full use of the IP circuit to support data traffic when voice lines are idle.
- Free local calling.
- 5-48 voice lines or 72 Voice Grade Equivalents.

Standard features such as call CF-busy, CF Don't Answer, Call Hold, Caller ID Name and Number, etc, and numerous optional features.

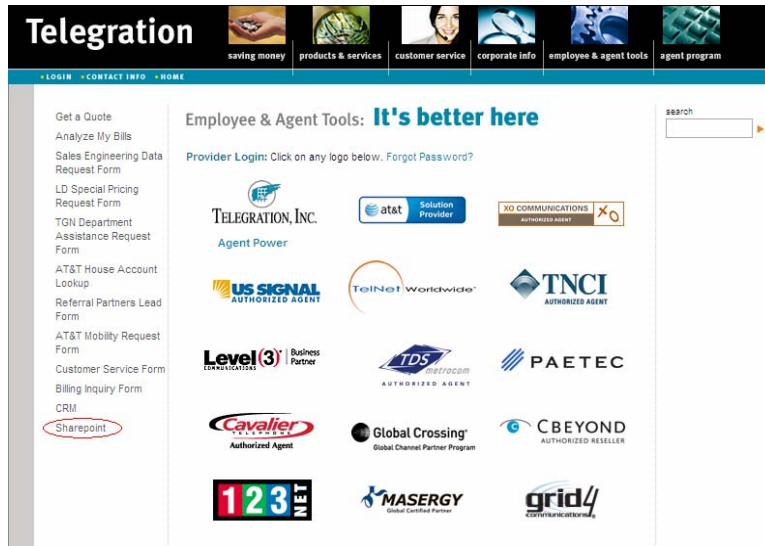
Customers have the flexibility of selecting bandwidth requirements (1.5, 3.0, 4.5 Mbps or 10 Mbps, calling plan bucket minutes (2 K mins to 40,000 K mins), and options that are needed.

Please contact your Telegration Sales Engineer to discuss further XO SIP capabilities.

TELEGATION AGENT SHAREPOINT

Submitted BY: Monica Sikora

Telegation, Inc. has been diligently working day in and day out to make your Agent needs met quickly and efficiently. In lieu of this process several members of the Telegation, Inc. Our staff have created an internal program that allows you to capture Telegation, Inc. in one snap shot. SharePoint is Telegation’s internal website that stores anything you may need in terms of products, promotions, and eventually, once the program is even more ramped up you will be able to check your own commissions and order statuses. SharePoint is quick, easy and very user friendly. In order to access SharePoint you must go to www.telegation.com and on the bottom left there is a “SharePoint” tab.



You will then be prompted to the login page and your login is your email address and the password “telegation”

For example:

Login: Msikora@telegation.net

Password: telegation

Once you are in then you are free to browse.

Telegation Agent and Employee Tools	Updated ATRT Promo Matrix 03/10/10 by Heather Conaway	3/11/2010 1:20
Documents	Updated AT&T Promo Matrix 03/10/10	
Carriers	Replacement Verizon 2010 Agent Commission Updates by Heather Conaway	3/20/2010 4:25
Directories	Verizon Master Comp	
General Forms	Global Crossing Upcoming Promotion (GC is planning on rolling out) by Heather Conaway	2/23/2010 10:12
ONBOARDING	Thanks for the time today. I wanted to roll out what I am calling the "elephant spiff" and would like to have the Alliance participate in it. I will send out the "official document once it is created, but in essence the below will explain it at a...	
Alliance Partner Contracts	Updated Alliance Promo Matrix @ by Heather Conaway	2/23/2010 10:11
50% Agent Packages	123net SPFFS by Heather Conaway	2/14/2010 7:06
60% Agent Packages		
65% Agent Packages		
70% Agent Package		
75% Agent Package		
Industry Articles		
Promotions		
Master Commission Plans		
Lists		
Team Calendar		
Alliance Partner Contacts		
Corporate ID Lookup Tools		

Agent Incentive Update
February 6th, 2010

****SharePoint is updated daily and it would be beneficial if you logged in each day to find out new products, promotions, paperwork, etc.****

IMPORTANT AT&T COMP CHANGES IN T2!

URGENT COMPENSATION ANNOUNCEMENT:

AT&T WILL NOT BE PAYING ON RENEWAL ORDERS WITH AN APPLICATION DATE ON OR AFTER JUNE 1, 2010.

2010 2ND TRIMESTER SPIF AND CRITICAL FOCUS BONUS PROGRAM

From May 1, 2010, through August 31, 2010, authorized Alliance Channel Solution Providers are eligible to earn a 2nd Trimester SPIF and/or Critical Focus Bonus on qualifying New Sales of the Services listed below when sold specifically to customers in the National Business Markets (NBM) or Regional Local Business Markets (RLBM) segments.

2nd Trimester Critical Focus:

- 25% increase of base rate for qualifying **New Sales** of:
- Access lines
- DSL

2nd Trimester Strategic SPIFs:

- 25% increase of base rate for qualifying **New Sales** of:
- Business in a Box High Speed Internet Access (BiB HSIA) – Technology Migrations are not eligible.
- IP Flex – Technology Migrations are not eligible
- The Monthly Recurring Revenue per device for the TeleNav or Xora application

PLEASE CONTACT THE ALLIANCE SUPPORT TEAM WITH ANY QUESTIONS AT **888-TEL-GRTN** OR VIA EMAIL AT:

ALLIANCESUPPORT@TELEGRATION.NET

2010 COMMISSION CALENDAR

To: AGENTS
From: DEBRA M. HUTCHERSON
Date: 1/14/2010
Re: COMMISSION DATES

COMMISSIONS WILL BE RUN ON RUN DATES AND CHECKS WILL BE MAILED ON CHECK DATES.

<u>RUN DATE</u>	<u>CHECK DATE</u>
JUN 09, 2010	JUN 18, 2010
JUL 09, 2010	JUL 16, 2010
AUG 09, 2010	AUG 20, 2010
SEP 09, 2010	SEP 17, 2010
OCT 11, 2010	OCT 15, 2010
NOV 09, 2010	NOV 19, 2010
DEC 09, 2010	DEC 17, 2010



UNDERSTANDING YOUR COMPENSATION

**REVISED COMPENSATION AGREEMENTS
HAVE BEEN SENT OUT! IF YOU HAVE NOT
RECEIVED YOUR REVISED AGREEMENT
PLEASE EMAIL:**

ALLIANCESUPPORT@TELEGRATION.NET

**AND A MEMBER OF THE ALLIANCE SUP-
PORT TEAM WILL ENSURE YOU RECEIVE
THEM. WE CAN ALSO BE REACHED AT
888-TEL-GRTN (835-4786).**



AT&T Updated BusinessTalk Rate Plans

Effective Apr 4, certain BusinessTalk rate plans will be updated for your Small Business Customers now offering one new price point and an additional new plan for the largest BusinessTalk customers! These exciting revisions offer a very competitive solution and price, now targeting BusinessTalk customers with 2-50 CRUs.

Key Highlights

- We have reduced our BusinessTalk 6000 plan by 9% now positioning this plan at \$265 MRC for the primary line.
- We have added a new largest tier, BusinessTalk 30,000, due to the great demand for our highest BusinessTalk MRC rate plans. The MRC for this plan is \$1600.00 for the primary line.

Family Name	Primary Line MRC	MOU	Overage	Roll over	Add a Line	User Caps	N&W	M2M or PTT	AMB discount	Bill Codes M2M / PTT
Business Talk	\$60	700	\$0.45	Yes	\$9.99	5	Yes	M2M or PTT	Yes, primary	BTM060/BTPA60
Business Talk	\$80	1400	\$0.40	Yes	\$9.99	5	Yes	M2M or PTT	Yes, primary	BTM160/ BTPB60
Business Talk	\$100	2100	\$0.35	Yes	\$9.99	5	Yes	M2M or PTT	Yes, primary	BTM260/BTPC60
Business Talk	\$140	3000	\$0.25	Yes	\$9.99	5	Yes	M2M or PTT	Yes, primary	BTM360/ BTPD60
Business Talk	\$190	4000	\$0.25	No	\$9.99	8	Yes	M2M or PTT	Yes, primary	BTM460/BTPE60
Business Talk*	\$265	6000	\$0.25	No	\$9.99	10	Yes	M2M or PTT	Yes, primary	BTML60/BTPL60
Business Talk	\$415	7,500	\$0.25	No	\$9.99	15	Yes	M2M or PTT	Yes, primary	BTM660/BTPG60
Business Talk	\$535	10,000	\$0.25	No	\$9.99	20	Yes	M2M or PTT	Yes, primary	BTM760/ BTPH60
Business Talk	\$795	15,000	\$0.25	No	\$9.99	30	Yes	M2M or PTT	Yes, primary	BTM860/ BTPI60
Business Talk	\$1,075	20,000	\$0.25	No	\$9.99	40	Yes	M2M or PTT	Yes, primary	BTM960/ BTPJ60
Business Talk	\$1,600	30,000	\$0.25	No	\$9.99	50	Yes	M2M or PTT	Yes, primary	BTMK60/BTPK60

*See myCSP for rules and restrictions.



Product Overview

PAETEC's Dynamic IP

"I trust PAETEC. They are always there to help and provide technical assistance. It is a true partnership."

Jim Clancy
VoIP Customer
VP of IT, Cornerstone Group

What is Dynamic IP?

PAETEC's Dynamic IP service provides cost efficiency, combined with the flexibility to optimize your bandwidth – without investment in expensive network upgrades or increased IT support. Our expert professionals can assist in planning your IP migration by offering flexible VoIP solutions with the equipment, access, applications, and feature alternatives you need to achieve operational and capital efficiencies, as well as productivity improvement.

Dynamic IP offers flexible and affordable options:

- **Dynamic IP Trunks (SIP Trunk Group)** enable true bandwidth allocation for data and voice, while leveraging your existing voice equipment or the newer IP PBXs.
- **Dynamic IP Lines** provide the same bandwidth allocation in a line configuration with a feature set to work with your existing PBX or Key System. You can also leverage the secure Web portal to manage calling features at the user level, from any Internet connection.

Key Facts:**Provides True Dynamic Bandwidth**

- No pre-set limit on voice lines
- Both data and voice can use the entire bandwidth as needed

Supports SIP Protocol with G.711 or G.729 Compression**Offers VoIP Equipment Programs**

- IAD Rental Program available for a single, low monthly fee that supports both Cisco and ADTRAN IADs
- Equipment for Services (EFS) also available for router and PBX needs

Solution Features & Benefits:

Converged Data and Voice Networks - Seamlessly merges your voice telephony and data technology onto a single network, providing simplicity and reduced costs.

Inter-Office Communications - Provides IP communications and requires no changes to your existing business phone numbers. You will also cut calling costs with free calling between company locations served by PAETEC IP voice services.

Grow at Your Pace - Works seamlessly with your existing telephone equipment or telephony systems, allowing you to IP-enable your network at your pace.

Bandwidth Optimization - Secure IP connection with Quality of Service (QoS) that guarantees voice quality while maintaining the flexibility to optimize bandwidth.

Virtual Telephone Numbers

- **Office Relocation** - For businesses relocating outside their rate center, but within the same LATA.
- **Market Expansion** - For businesses wanting a presence outside their physical location.
- **Phone System Centralization** - For businesses with an IP-based phone system that provides dialtone to multiple locations.

Telegation

AGENT TRAINING



If you are interested in training for any of the carriers listed below , please circle your choice and fax this document back to (248) 284-6549 - ASAP to confirm a scheduled time.



Agent Company Name

Agent Name

Phone Number

Email Address
