

Telegration Prepares for Changes in Master Agency for 2010

INSIDE
THIS ISSUE:LETTER 2
FROM THE
PRESIDENTAT&T LOA
REQUIRE-
MENTS 3SE REQUEST
PROCESS 4ALLIANCE
CHANNEL
DIRECTORY 5AT&T MOBILITY
INCENTIVE
CONTEST 6SPECIAL POINTS
OF INTEREST:

- New LOA requirements for AT&T
- December Password for AT&T
- Alliance Channel Directory
- Holiday Observances
- AT&T Mobility Incentive Contest

Telegration Prepares for Changes in Master Agency for 2010 and Expects Busy Finish to 2009 Sales Year

The holiday season comes upon us fast each year. However, sales activity is peaking during the fourth quarter as the economy in Michigan and elsewhere settles down from the housing and auto crisis. Agents are seeing customers plan for 2010 and making year-end decisions that are helping sales peak again after a late summer/early fall slowdown. We expect to remain busy until the end of this year supporting our Alliance Partner Channel as well as preparing for growth in 2010.

A major change in 2010 will see Telegration benefiting from AT&T's ASP program migrating to a Master Agency model that will have the majority of the current ASP's roll up to select companies like Telegration. ATT's 2010 business model fits our company perfectly. We will turn 20 years old on March 4th, 2010. Our history over the last 20 years has shown that we have maintained top AT&T sales performances with service, support and technical ability to remain at the top of the AT&T channel. From the days of Michigan Bell to Ohio Bell to Ameritech to SBC and finally AT&T we have maintained our integrity and commitment to being one of the best

AT&T solution providers ever to partake in the AT&T channel. Our 17 year run as a 5 Star solution provider will go down in history as the longest run ever as the program was replaced by AT&T as the Master Solution Provider program in 2009.

Our Master Agency will bring a lot of new relationships with current AT&T ASP's as well as bring back some old faces to work with us again. I am excited for 2010 not only for the AT&T Master Agency model that will clearly benefit my company

TELEGRATION IS PLEASED TO INTRODUCE YOU TO OUR
NEW CHANNEL MANAGER, IAN BRANAM

Telegration is pleased to introduce Ian Branam as our new Alliance Channel Support Manager.

Ian Branam is the Alliance Channel Support Manager based in Clawson, MI. Ian has been with Telegration since 2001. His jobs have included

Customer Outreach Representative, Customer Service and SWAT Team. Ian has received numerous sales awards and recognition certificates for outstanding performance. In his current role, Ian will be responsible for managing the daily support of

our Agent Channel, providing quotes, proposals and assisting in appointments as needed. Ian brings a wealth of industry knowledge and is trained on all of our internal processes.

PRESIDENT'S LETTER CONTINUED

and allow us to support our agent channel better but also to continue growing our relationships as a master agency with our other providers. We've paid almost \$30 Million in commissions over our 20 years in existence and we have exceeded \$120 Million in revenue over our company life-cycle.

We have made significant inroads and great relationships with our Providers over the last few years. We are building a significant base of customers for higher end LD customers and other services with TNCI and benefitting along with our agents from the Agent Equity Plan with TNCI. I recently attended a planning session with other key Master Agencies with TNCI to develop new markets to roll out TNCI's integrated product line in early 2010. Our membership with the Agent Alliance as a

Board Member has benefited us and the other 17 Master Agencies that make up our group by allowing us to share each other's product lines and garner increased compensation from key providers such as TNCI and Global Crossing. We are benefitting from key providers such as US Signal, Tel-Net and XO where we have specialized our agreements to give our agents a choice of upfront commission plans with smaller residual or a higher residual plan. We have secured agreements with Time Warner and Comcast and many other providers to offer a strong product line. Finally, our strong sales engineering support continues to land large commission deals for our agents in the data and internet arena.

I look forward to my Vice

President and General Manager Dan Williamson and my Director of Sales Jeremi Hunter working with me in 2010 to expand support and service levels for our agents. Our service and commission areas are strong and prepared for growth in 2010. We look forward to working with all of our agents to help them increase revenues and sales results with us in 2010. We are in a great position to make 2010 a breakthrough year for our company as we enter our 20th year.

I sincerely want to thank all of our agents for your business and commitment to Telegation. Have a wonderful holiday season and a great finish to 2009.

May 2010 be your best year ever!

Denis Raue, President



"We are in a great position to make 2010 a breakthrough year for our company as we enter our 20th year."

Denis Raue

NEW CHANNEL MANAGER CONTINUED...

Ian has also worked for Computer Wholesale Distribution as a Purchasing Manager and served as an Aviation Hydraulic Mechanic during his time on the USS Eisenhower while serving our country in the US Navy.

Ian lives in West Bloomfield, MI with his wife, Barbara and their six children. When not working, Ian likes to spend time with his family, watching movies and listening to music.

He can be reached at (248) 284-6740 or via email at ibranam@telegation.net



AT&T LOA REQUIREMENTS

Field Advisory:

URGENT - LOA Requirements - MW Orders Updated Requirements

Channel Managers -

Please share this important message with all of your SPs that are placing orders for Legacy S services in the MW.

We understand that MW Care Center has been rejecting some order requests that do not have the Standard LOA attached to the request. We have worked with the MW Care Center to ensure that everyone is on the same page regarding order requirements - attached standard LOA vs. a note.

Please ensure that All Solution Providers that are placing orders in the Midwest are following the be-

low requirements:

If LOA is handled via Voice Recording, new or existing service:

* Place the following note in the order's Note Section in SOE:

"Voice Recorded LOA on file"

* USE THIS EXACT VERBIAGE!

If the LOA is not handled via Voice Recording:

NEW Service Installs:

Standard LOA MUST be attached

1. Existing Customer request: Place the following note in the order's Note Section in SOE: "LOA on file"

* USE THIS EXACT VERBIAGE!

The "Limited Letter of Agency to Access Customer Information" LOA is NEVER acceptable for Orders - new or existing.

Thank You!

Beth A. Hoppe

Small Business Solutions & Alternate Channels AT&T Services, Inc

312-220-8047

Please be sure to include an LOA on every order for AT&T.

If you have additional questions or would like to discuss this process please contact the Alliance Support Team at 1-888-TEL-GRTN



SOLUTION PROVIDER CHAMPION



"Please be sure to include an LOA on every order submitted to AT&T"

TELEGRATION HOLIDAY HOURS

In observance of the upcoming holidays, Telegation will be closed on the following dates:

November

Thursday, November 26th

Friday, November 27th



December

Friday, December 25th

(Christmas Day)



January

Friday, January 1st

(New Year's Day)





Did you Know?

All pricing/proposal request should be submitted by accessing our online pricing request tool on our website.

[http://www.telegation.com/
SalesEngineerForm.aspx](http://www.telegation.com/SalesEngineerForm.aspx)

Once a request is submitted online, our team has a commitment to our agents that all pricing and/or proposals will be returned to you within 24-48 hours of receipt.

Contacts and Area of Responsibility Information

alliancesupport@telegration.net

888-TELGRTN

248-284-6549 (fax)

Contact	Title	Phone	Email	Area of Responsibility
Denis Raue	President and CEO	248-284-6701	draue@telegration.net	CEO
Heather Conaway	Executive Assistant	248-284-6705	hconaway@telegration.net	Assistant to CEO, Order Entry and Portal Mgt.
Ian Branam	Alliance Partner Support Manager	248-284-6740	ibranam@telegration.net	Alliance Partner Support for Agents
Marjorie Kast	Assoc. AP Distributor Mgr	248-284-6727	mkast@telegration.net	Alliance Partner Support for Agents
Brandon Burchard	Sales Engineer	248-284-6716	bburchard@telegration.net	Pre and Post Sales Support for Data Services
Russ Ruebensaal	Sales Engineer	440-268-9041	rruebensaal@telegration.net	Pre and Post Sales Support for Data Services
SERVICE 1-800-860-8881				
Linda Martin	Service Manager	248-284-6721	lmartin@telegration.net	Order Provisioning and Service
Shanita Mills	Team Leader	248-284-6758	smills@telegration.net	Team Leader Customer Service
Louisa Halmi	Service Representative	248-284-6762	lhalmi@telegration.net	Order Provisioning and Service
Betty Ulbrich	Service Representative	248-284-6554	bulbrich@telegration.net	Order Provisioning and Service
Noelle Raue	Mobility Specialists	248-284-6759	nraue@telegration.net	Order Provisioning and Service
Bonnie Houseworth	TGNLD Support Rep	248-284-6757	bhouseworth@telegration.net	Customer Retention & New TGNLD Orders
COMMISSIONS				
Debra Hutcherson	Director of Commissions	248-284-6709	dhutcherson@telegration.net	Commission Inquiries, Disputes and Compensation

www.telegation.com

TELEGATION, INC.

905 West Maple Road
Clawson, MI 48017

Phone: 888-TEL-GRTN

Fax: 248-284-649

E-mail: alliancesupport@telegation.net

AT&T DECEMBER PASSWORD IS CONNECTICUT

“ I T ' S B E T T E R H E R E ”

AT&T Mobility Holiday I-Points Contest

\$50 per
AT&T Mobility
Activation

All orders submitted prior to
December 31, 2009 will be paid out on
January 1, 2010

