



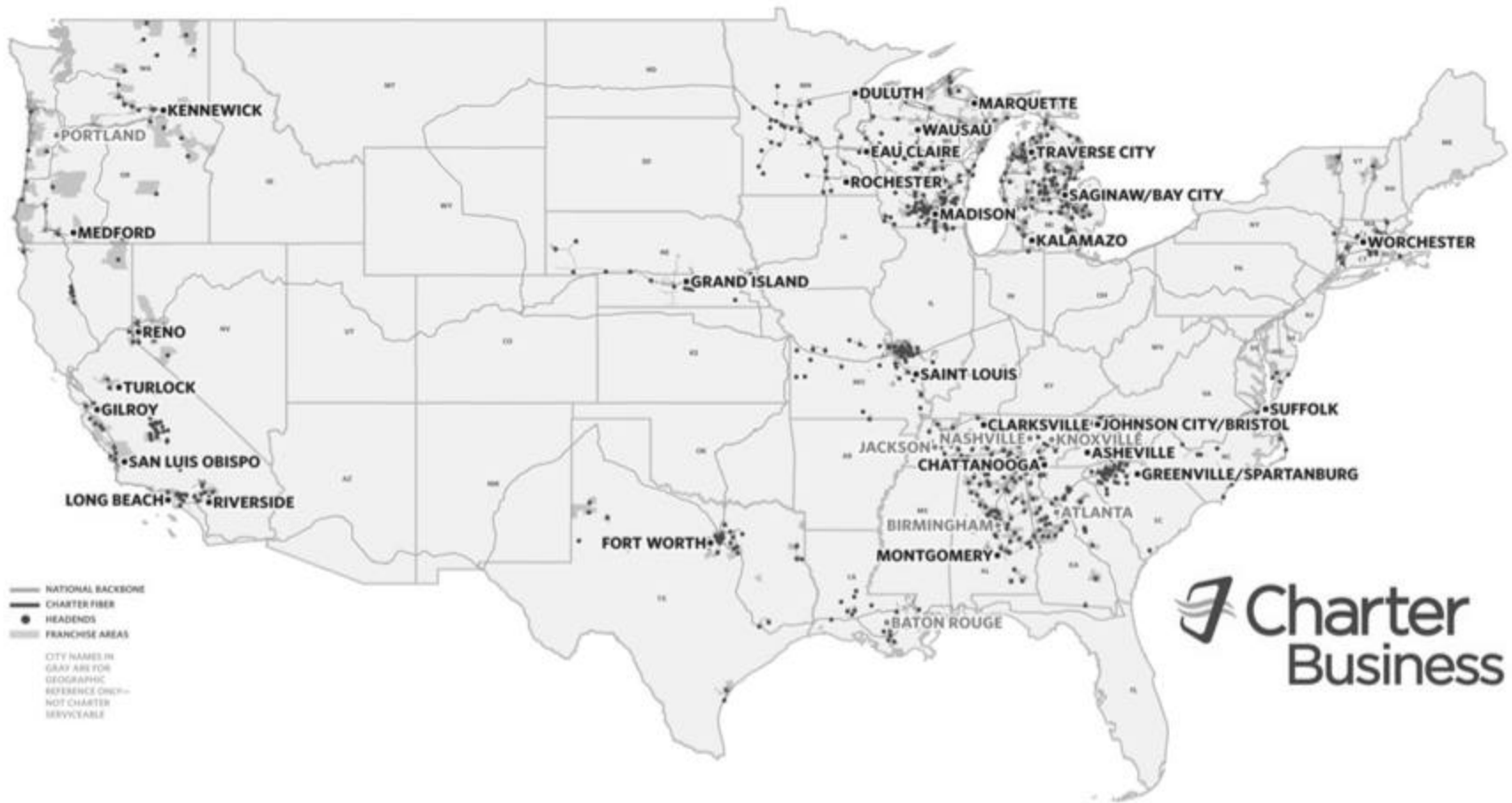
**Charter Business “Channel Partner Program”
Telegation Agent Advisory Council**

2012

Session Initiation Protocol (SIP) Trunk



CHARTER BUSINESS® NETWORK MAP



Visit Charter-Business.com for more information.

© 2010 Charter Communications. Services not available in all areas. Fiber and franchise areas depicted in map are approximate and subject to change. Published 05/2010.

Opened phone center for agent responsiveness



» Here is how to use the Channel Partner sales support system

» **Call: 888.362.4802**

» **log into your personalized Web Portal**
www.charter-business.com/partner/your agency name here

Use this number for:

- » Order entry
- » Site survey requests
- » Proposals
- » Contracts
- » Additional sales support



Session Initiation Protocol (SIP) is an alternative to the TDM (time division multiplexing) T1 PRI protocol, which is used to set up telephone calls between a Customer's PBX/phone system and Charter's phone switch/feature server.

SIP trunking will provide an alternative to T1 PRI services for those Customers who have an **IP PBX** with the ability to use SIP Trunking.

Terms and Definitions



Term	Meaning	Definition
eSBC	Enterprise Session Boarder Controller	eSBC is the equipment at the Customer premise when installing SIP Phase II. This equipment will provide: the CB demarc and has the capability of gathering statistics including call quality statistics. The capability of the eSBC is similar to a network based SBC, but the eSBC is much smaller. SIP Phase 1, Phase 2, and Phase 3 calls will also be sent through a Network SBC, but that will be transparent to the Customer.
PBX	Private Branch Exchange	A telephone switch located on a business' premises that serves a particular business or office. A PBX typically connects the business' internal phones to the public switched telephone network (PSTN) through a PRI/Trunking service provider.
PRI	Primary Rate Interface	Dedicated access lines that allow Charter to provide Telephone service to larger businesses. These access connections will normally be connected to a customer's PBX.
SIP	Session Initiation Protocol	The method in which Charter can set up telephone calls on the Internet. SIP trunks are the IP-version of PRI services, which serve customer's TDM-based PBXs
SIP Trunk Set		SIP Trunking will be sold in increments of 4 SIP Trunks. This will be called a SIP Trunk Set.
SIP Trunk Group		SIP Trunking Sets can be combined into logical groups (similar to multiple PRI's) and will be called a SIP Trunk Group.
TDM	Time Division Multiplex	A multiplexing technique whereby two or more channels are derived from a transmission medium by dividing access to the medium into sequential intervals. Each channel has access to the entire bandwidth of the medium during its interval. This implies that one transmitter uses one channel to send several bit streams of information

Phase I: Moving PRI from Legacy to Broadsoft

Note: We will stop selling legacy and begin selling the Broadsoft platform during this phase. At this time, there is not a schedule of when we will be converting current PRI legacy customers to Broadsoft.

Phase 2: SIP Trunking on Broadsoft (fiber)

Phase 3: SIP Trunking on Broadsoft (Coax)

Phase 4: Additional Features to be added such as Auto

Attendant, unified communications and others (virtual features applied to DID's)

Note: Phases 1 & 2 launches will begin in 2011 and will be completed in 2012, Phase 3 will be launched in 2012, and Phase 4 is TBD at this time.

Central States and WI are the two KMAs launching on 11/23/11

Overview

- Review the Rate Card for SIP and features
- Know our target market
- Understand why customers are switching or are interested in SIP
- Know the benefits of SIP



CB Voice Services National Rate Card (Fiber)



Charter Business Voice Services National Rate Card [Fiber]

Effective 11/22/11

Charter Business Voice Trunk (Unlimited LOCAL Calling Only)	MRR					
	Month-to-Month	12 Months	24 Months	36 Months	48 Months	60 Months
PRI - Trunk Group (23 Trunks) (Up to 10 Toll-Free numbers per Trunk Group)	\$450, ICB	\$450, ICB	\$450, ICB	\$450, ICB	\$450, ICB	\$450, ICB
End User Common Line Charge (EUCL)	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00
SIP Trunking - Pack (4 Trunks) (Up to 2 Toll-Free numbers per pack)	\$70, ICB	\$70, ICB	\$70, ICB	\$70, ICB	\$70, ICB	\$70, ICB
End User Common Line Charge (EUCL)	\$6.50	\$6.50	\$6.50	\$6.50	\$6.50	\$6.50
Direct Inward Dial (DID) Numbers						
Up to 10 DID Block	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00
Up to 20 DID Block	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00	\$5.00
Up to 100 DID Block	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00	\$20.00
Long Distance Pricing						
	Minutes Included	Monthly Recurring Charge	In-package LD Rate per Minute	Overage Rate per Minute	Interstate/Intrastate Split	
					Interstate 64.9%	Intrastate 35.1%
LD Default	0	\$.07/min	\$.07/min	\$.07/min	N/A	N/A
1,000-Minute LD (per account)	1,000	\$31.99	\$.032/min	\$.04/min	\$20.76	\$11.23
2,500-Minute LD (per account)	2,500	\$78.40	\$.031/min	\$.035/min	\$50.88	\$27.52
5,000-Minute LD (per account)	5,000	\$144.00	\$.029/min	\$.030/min	\$93.46	\$50.54
10,000-Minute LD (per account)	10,000	\$256.00	\$.026/min	\$.027/min	\$166.14	\$89.86
20,000-Minute LD (per account)	20,000	\$400.00	\$.020/min	\$.021/min	\$259.60	\$140.40
40,000-Minute LD (per account)	40,000	\$720.00	\$.018/min	\$.018/min	\$467.28	\$252.72
75,000-Minute LD (per account)	75,000	\$1,350.00	\$.018/min	\$.018/min	\$876.15	\$473.85
100,000-Minute LD (per account)	100,000	\$1,700.00	\$.017/min	\$.017/min	\$1,103.30	\$596.70
200,000-Minute LD (per account)	200,000	\$3,200.00	\$.016/min	\$.016/min	\$2,076.80	\$1,123.20
500,000-Minute LD (per account)	500,000	\$7,500.00	\$.015/min	\$.015/min	\$4,867.50	\$2,632.50
Product Management approval required before contracting with any customer that expects to use greater than 1 million minutes per month						
Installation						
	Month-to-Month	12 Months	24 Months	36 Months	48 Months	60 Months
PRI	\$900.00	\$600.00	\$300.00	No Charge	No Charge	No Charge
SIP Trunking	\$300.00	\$200.00	\$100.00	No Charge	No Charge	No Charge

CB Voice Services National Rate Card (Fiber)



Additional Services		Monthly Recurring		
Toll-Free		\$1.00		
Private Number		\$5.00		
Additional Yellow and/or White Page Listing		\$5.00		
Automatic Trunk Group Overflow		\$25.00 per Trunk Group (with no one-time fee)		
Automatic DID Overflow		\$25.00 per account (with no one-time fee)		
Additional Services		One-Time Charge	Additional Services	One-Time Charge
Service Add/Change Fee		\$10.00	Repair/Maintenance (Regular) - per visit	\$115.00
Directory Listing Change		\$10.00	Repair/Maintenance (Overtime) - per visit	\$175.00
Extended Referral Message (60 days total)		\$2.00	Repair/Maintenance (Premium) - per visit	\$230.00
Plant Construction		ICB	Block International	N/C
Reconnection (Non-Pay)		\$60.00	Unblock International	N/C
Reconnection Charge		\$30.00	Toll Restriction (block all LD)	N/C
Additional New Phone Jack		\$30.00	Block 3rd Party/Collect	N/C
Reconfigure an existing Jack		\$25.00	Caller ID (included)	N/C
Service Dispatch		\$45.00	PS/ALI (station level 911)	N/C
Disaster Recover		\$150.00		
Usage Based		Usage Fee		
Directory Assistance - Per Use		\$1.79		
DA Call Completion		Included		
Operator Services - Per Use		\$1.10		
Notes				
<ol style="list-style-type: none"> 1. International calls are blocked by default - they can be unblocked per customer request. 2. 900/976 is automatically blocked and cannot be unblocked. 3. Caller ID is automatically supplied at no additional charge. 4. Disaster Recovery assessment (applied similar to Truck Roll / Repair). 5. CB can only support NI2 as the Central Office switch type for all PRIs. 6. PS/ALI - Customer contract with Intrado for database service is required. 				

Quick Reference Guide

Confidential and proprietary

IP-PBX Certification



Priority	Vendor	PBX Model
1	Cisco	Cisco Unified Call Manager System version: 8.0.3.20000-2
2	Avaya	Avaya IPO v2 Firmware 6.0(8)
3	Asterisk	Asterisk 1.6.2.1 Managed by FreePBX 2.8.0 On Ubuntu 10.04 Linux: 2.6.32-26-generic #48-Ubuntu SMP UTC 2010 i686 GNU/Linux
4	Cisco	UC 320
5	Cisco	UC 500 Series
6	Avaya	Aura w/ Session Manager
7	Nortel	BCM
8	Mitel	5000
9	Mitel	3300
10	Mitel	SX-200
11	ShoreTel	ShoreTel
12	Fonality	Trixbox Pro
13	Panasonic	KX-NCP/TDE Series: KX-TDE100/200/600 and KX-NCP500/1000
14	Vertical	Wave IP 500
15	NEC	Spherical
16	NEC	SV8100/8300
17	Toshiba	Strata CIX Series
18	Interactive Intelligence, Inc. (I3)	CIC
19	Toshiba	Strata CIX Series
20	3com	3CX
21	Samsung	Officeserv 7000
22	Allworx	6x/24x
23	ESI	Communications Server 50/100/200/600/1000
24	Nortel	CS1000 with & without Avaya Session Manager
25	Nortel	Option 21 / 61 / 81
26	Microsoft	Lync 2010
27	LG Ericsson	iPECS
28	Talkswitch (Fortinet)	240vs
29	Digium	Switchvox SMB
30	Mitsubishi	OmniQuest ST251 Satellite Terminal
31	Adtran	NetVanta Series (assuming this is a given)

- Cisco, Avaya and Asterisk have been certified.
- Other equipment in process of being certified (no ETA)
- If a customer is ready to **sign** and has equipment that has not been certified, reach out to Product Management for next steps.

Customers

- Typical qualities for a great SIP customer:
 - Need to be located within the Charter footprint
 - Existing fiber customer or will be purchasing fiber
 - Currently has, or is looking to invest in an IP-PBX
 - Medium-sized business
 - 20+ employees
 - Need 8+ concurrent call paths
- Typically multi-site

They have an aging PBX and are looking for a long-term technology

- SIP is less expensive than PRI
- Disaster Recovery is more flexible and it can be put in the cloud or a data center
- Leverage fiber/Ethernet infrastructure for voice
- They want scalability, with SIP it is easy to add call paths based on company needs and not on fixed circuit requirements

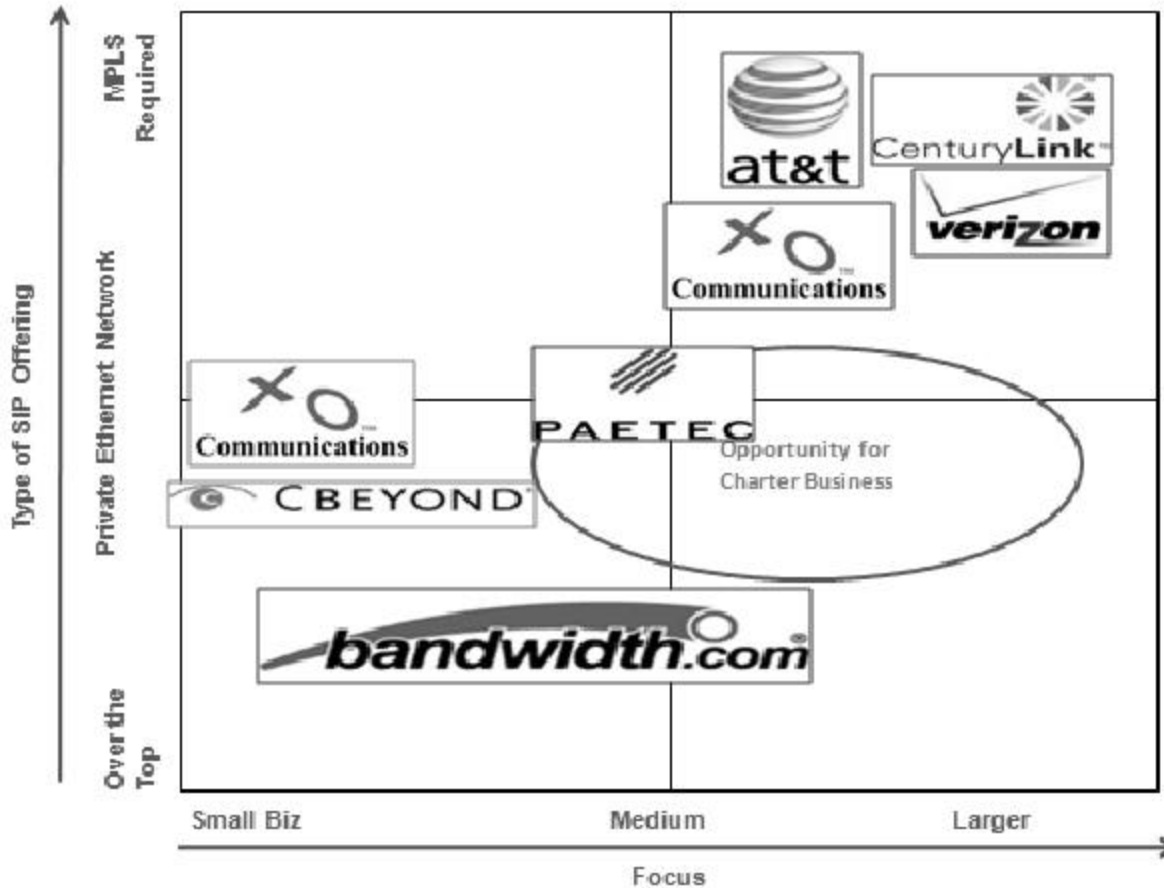
The Competition



Competitive Structure

VoIP Access and SIP Trunking Services Market: Competitive Structure (2010)*	
Number of companies in the market	More than 50
Types of competitors	<ul style="list-style-type: none"> • Traditional telecom carriers (ILECS) • Competitive Local Exchange Carriers (CLECs) • Cable Operators • Pure-play VoIP providers (Over the top VoIP Providers)
Distribution structure	<ul style="list-style-type: none"> • Direct sales is the leading channel for traditional telcos • Providers also leverage partners and agents, in addition to direct sales
Tiers of competition	Fragmented market with Cbeyond, Paetec, Verizon, Windstream and XO leading and AT&T, Bandwidth, Broadview, Level 3, CenturyLink/Qwest forming Tier 2
Key end-user groups	<ul style="list-style-type: none"> • The majority of customers are SMB, slow growth continues for large enterprises. Some concentration in verticals such as financial services, professional services (including real estate, law firms, architects), retail and other.
Competitive factors	<ul style="list-style-type: none"> • Pricing and bundling options • Geographic reach and network footprint • Performance SLAs, quality, availability and reliability of VoIP services • Channel partnerships • Knowledgeable sales force • Depth and scope of product portfolio

Competitive Landscape



We're happy with our current voice services. Why should we switch to SIP Trunking if we aren't having issues now?

You could save money by switching to SIP Trunking if you're currently paying for bandwidth you don't use.

If your company is planning to grow, SIP Trunking helps you grow efficiently by adding as little as 4 call paths at a time.

SIP Trunking makes managing your network easier – you'll be converging voice and data over your Ethernet connection so you'll only need to deal with one provider.

Do you have a plan in case your current services go down? SIP Trunking allows for disaster recovery, which means even if the network goes down, we'll reroute your calls and you'll still have a connection.

Switching to SIP Trunking is the first step for unified communications and will enable you to take advantage of advanced features now and in the future.

What about voice quality? I've heard about problems with quality, jitter and call completion when making calls over the Internet.

- The Charter network is owned, operated, and monitored by Charter personnel on a 24x7x365 basis providing you the services you need for your business
- Voice traffic traverses the Charter network not the Internet. Charter has complete control over managing capacity and voice traffic prioritization

What happens if the network goes down? Won't I lose both Internet and phone if I have SIP Trunking?

- Charter Business SIP Trunking includes disaster recovery – which means that if your network or connection goes down, we can reroute your calls through another location. There is an additional charge for this, but we will reroute either automatically or manually.





**Earn 2X payout for
new customer contracts**

- > Earn a one-time payout equivalent to one month MRR (24 mo. term or longer)**
- > Get another one-time payout equivalent to one month MRR**
once the customer is installed and billing is started



Thank You