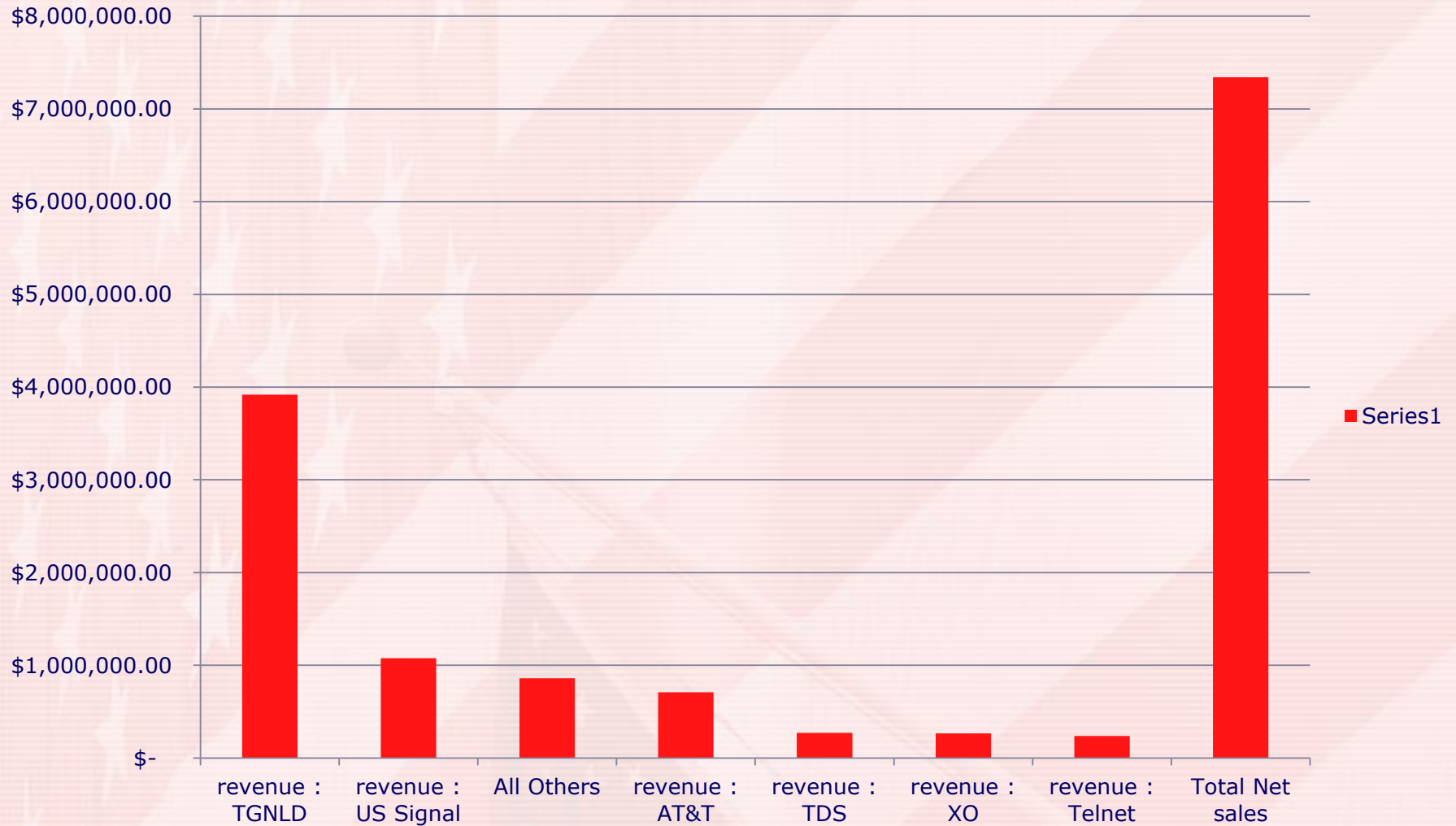




2011 Summary

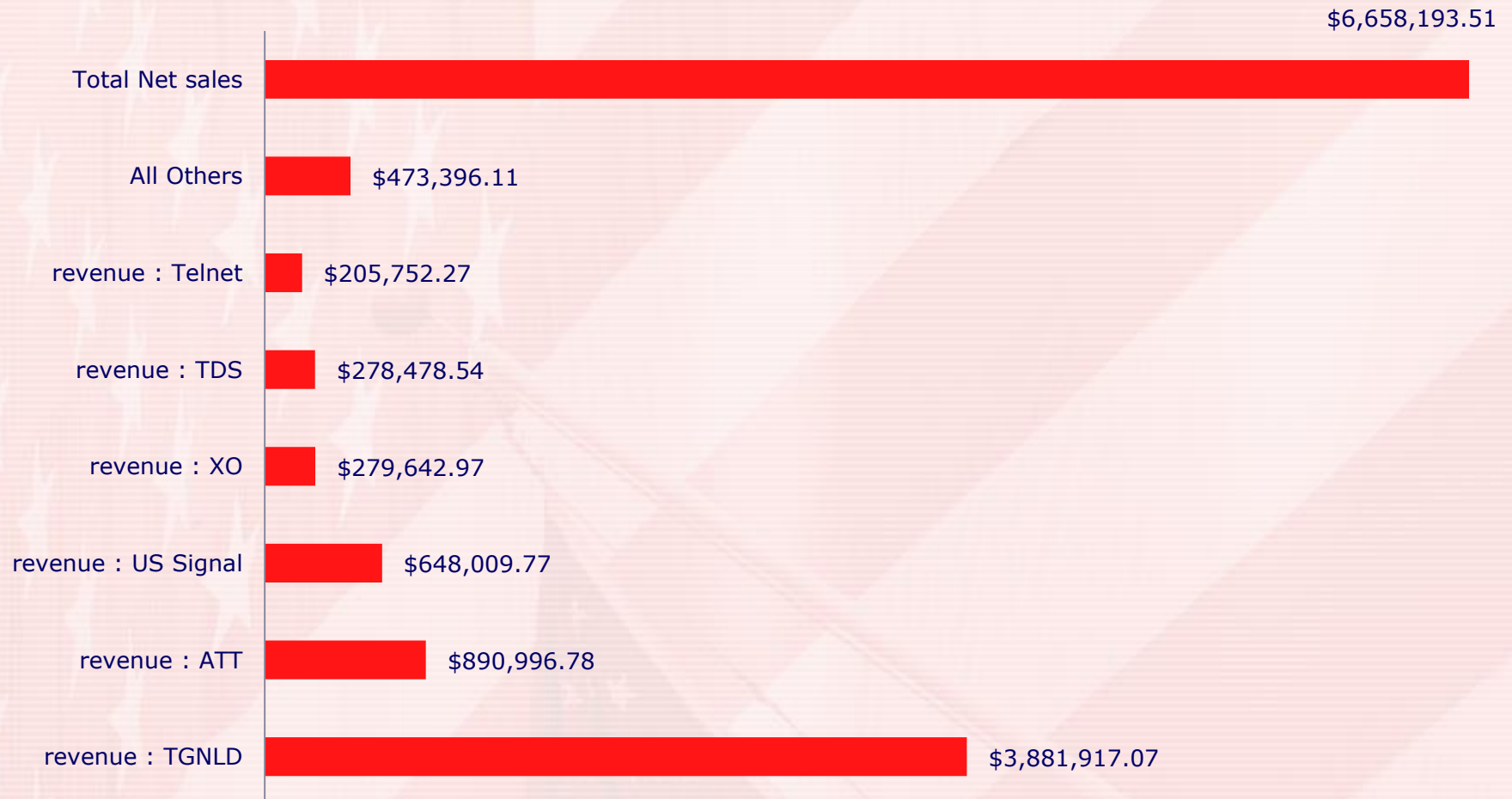
110% GROWTH!

2011 REVENUES



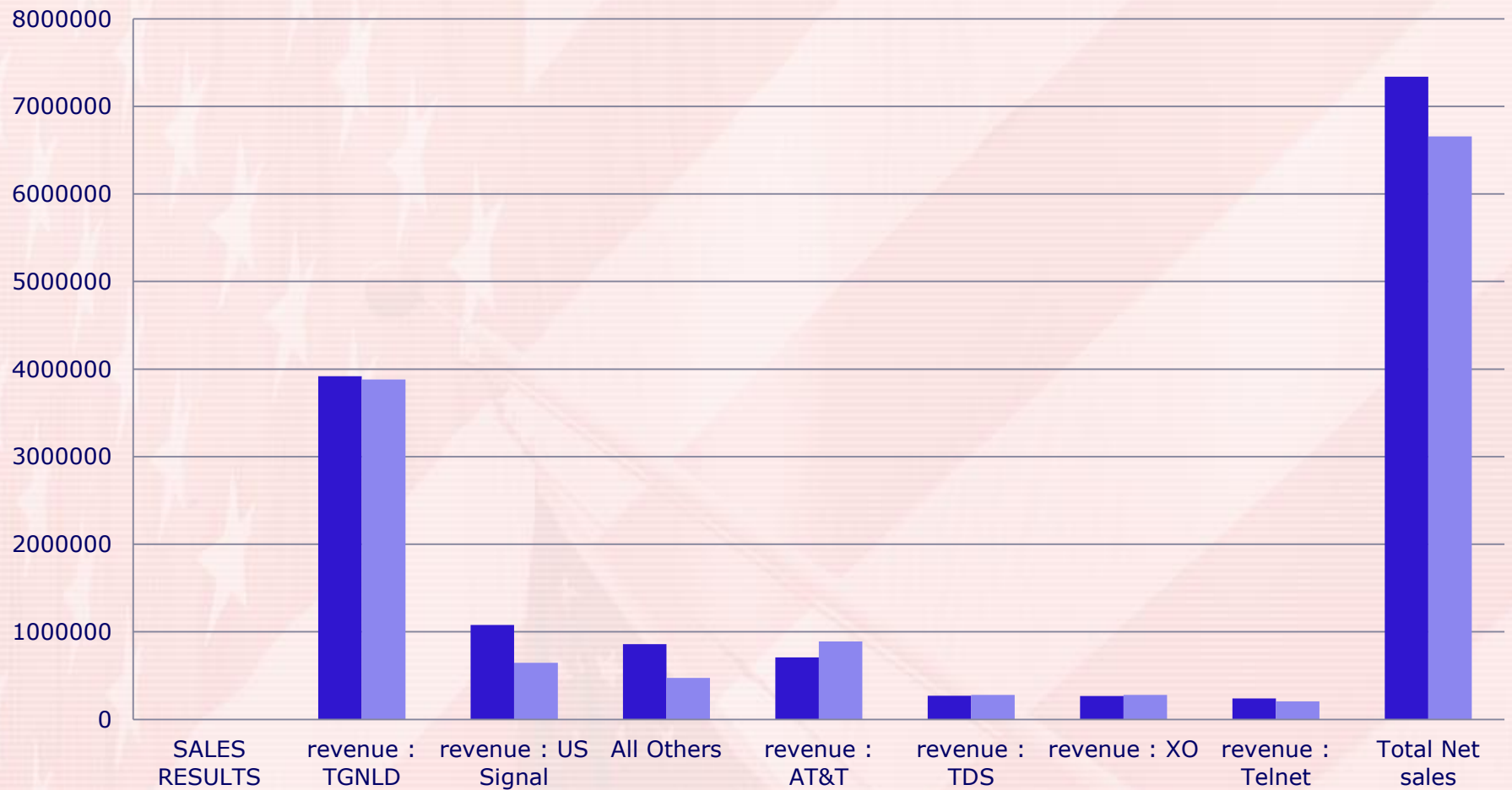
2010 REVENUES

2010 REVENUES



2011 VS. 2010

2011 VS. 2010



2011 VS. 2010 PERCENTAGE GROWTH

SALES RESULTS		2011	2010	
revenue : TGNLD	\$	3,919,601.56	3,881,917.00	101%
revenue : US Signal	\$	1,077,111.96	648,009.00	166%
All Others	\$	859,147.76	473,396.00	181%
revenue : AT&T	\$	709,144.35	890,996.00	80%
revenue : TDS	\$	270,435.41	278,478.00	97%
revenue : XO	\$	266,627.00	279,642.00	95%
revenue : Telnet	\$	238,095.98	205,752.00	116%
Total Net sales	\$	7,340,164.02	6,658,193.00	110%

Agent Support Contribution

CHANNEL MANAGER	
YTD Total	\$944,941
ADPM Support	
YTD Total	\$493,281
SE Support	
YTD Total	\$442,877

Telegration Channel Updates That Impact You

- AT&T Mobility Opportunities Gaining Mindshare with Agents!
- TGNLD PRI Opportunity! -Negotiated with Verizon Wholesale 20% Residual Comp Producing more Agent Sales!
- 3 years in New Home in October! Company goal to be perceived as top Master Agent in Midwest-Made Channel Partners Top 50 Award in 2011!
- Expanded 2,500 Square Feet for Customer Service Growth!
- New Providers- Continue to add Each Year! This council meeting concentrated on National Providers.
- Comcast & Cable Companies Metro-E and Transactional Growth Expecting \$200,000 in NMR by Year End 2012

Telegation Channel Updates That Impact You

- Added 1 more Mobility Specialist; Adding 1 More Sales Engineer in 2012; Brandon Burchard Promoted to Dir. Of Sales Engineering; Jeremi Hunter promoted to Vice President of Operations; and Most Likely adding 1 more to Channel Support Staff in 2012
- Added a Corporate Account Manager to help agents impact sales revenues in 2012-take advantage of Bandwidth Growth, Customer Mobility Apps, Renew Accounts with Providers & Minimize Churn
- SE's to Work up market with Agents to identify, qualify and close more data networks, Hosting and Cloud opportunities and increase TGNLD Support
- WebEx implemented for SE & Mobility training & Customer Conference calls for Ongoing training and Onboarding

Telegration Channel Updates That Impact You

- INCREASED automation with Weekly Funnel updates and automated email for all note updates from Order Fulfillment Staff
- Cable Company momentum will continue in 2012; Buckeye, TWC, Charter and Comcast Spiffs TBA
- Increased Provider Commitment for support, Agent Council, & hosting agent events in 2012
- Telegration One on One Rewards Card Program with Quarterly Payouts available to all Agents
- Join us in Acapulco, Mexico in 2013 "Fiesta in La Villa!"

Agent feedback & Improvements

- Overall Relationship scored 8.5
- Ease of Business 7.2
- Portfolio of Products 9.0
- Overall Quote Process 7.3
- Products and Spiffs 8.5
- Share Point 8.2 (but over half Don't know)
- TGN Website 8.2
- TGNLD & TGNLD Prime 6.2
- Customer Service & Order Fulfillment 7.9
- TGN Employees you can depend on 8.1
- Customer Service Escalation Support 7.5
- Use Customer Service on Web Site 7.5
- Customer Service Web response 8.8
- Familiarity with Provider Compensation 8.5
- Commission Process & Support 8.2

Action Items from last year's Agent Council Event

- Educate on Share Point
- Educate on Mobile Web Site
- Educate on our Quote, Service & Commission Process (4000+ in 2011)
- Keep Improving Customer Service & Order Fulfillment
- Improve communications, i.e. Constant Contact, Texting
- Invest in Technology
- Add More Training
- Individualize Support
- Document all Advisory Council Concerns and provide Updates
- Keep working on all tasks to improve (ONGOING)
- **Use Advisory Council Feedback**

Current Telegration Action Items

ITEM	ASSIGNED TO	COMPLETION DATE
SET UP VENDOR MEETS AT HQ TO REVIEW PROVIDER STRATEGIES	EXEC TEAM	Q1
LEAD MANAGEMENT SYSTEM FOR DIRECTS AND AGENTS	EXEC TEAM	Q1-Q2
CHANNEL SUPPORT - ADD ANOTHER CSM	EXEC TEAM	Q1
FINALIZE AND SEND OUT 2013 AWARD TRIP QUALIFICATIONS	EXEC TEAM	Q1
SPRING INTERNSHIP - MARKETING	EXEC TEAM	Q1
IPOINT PROGRAM TRACKING AND MEASUREMENT FOR Q1- ALSO SET UP Q2 IN MARCH	EXEC TEAM	Q1
RESEARCH BRIGHTHOUSE AGREEMENT	EXEC TEAM	Q1
ADVERTISING STRATEGY 2012	EXEC TEAM	Q1
COORDINATE CUSTOMER SERVICE DEPARTMENT MOVE	EXEC TEAM	Q1
SALES ENGINEERING HEADCOUNT	EXEC TEAM	Q1
ATT 2011 MOBILITY AUDIT	COMPENSATION DEPARTMENT	ONGOING
RESIDUAL EXCEPTION REPORTS - TRACKING DOWN TGN AND AGENTS COMMISSION	COMPENSATION DEPARTMENT	ONGOING
MOBILTY BUS PLANNING FOR 2012- ONBOARDING/AGENT	MOBILITY TEAM	Q1
COMMUNICATION/TRAININGS/QUOTA/PRODUCT STRATEGY	MOBILITY TEAM	Q1
PDF (how to accept an AMB form for ATT Mobility)	MOBILITY TEAM	Q1
AGENT DASHBOARD PROJECT	TECHNOLOGY	ONGOING
TRAIN "AGENT" ORDER ENTRY STAFF ON COMCAST WEBTOP	CSM'S	Q1
BI-WEEKLY CONFERENCE CALL WITH COMCAST TO ENSURE ORDERS ARE MOVING	SERVICE DEPARTMENT	ONGOING
HEADCOUNT ADDITION (SEVICE DEPARTMENT)	SERVICE DEPARTMENT	Q1
BASE MANAGEMENT - IDENTIFYING UPCOMMING EXPIRATIONS BY CARRIER FOR AGENTS	CAM DEPARTMENT	ONGOING
COMMUNICATION VIA CONSTANT CONTACT AND SHAREPOINT ANNOUNCEMENTS	TGN TEAM	ONGOING

Current Telegration Action Items

AT&T ACTION ITEMS-FROM 2011 MEETING	ASSIGNED TO	COMPLETION DATE
IMPROVE RELATIONSHIPS WITH TGN AGENTS	EXEC TEAM	ONGOING
RAMP-UP NEW TSE (ENGINEERING SUPPORT)	SE TEAM	ONGOING
IMPROVE ON BUDGETARY QUOTE TOOLS (FASTER TURN AROUND)	SE TEAM	IN PROCESS
IDENTIFY HOT PRODUCTS (MOBILITY)	MOBILITY TEAM	ONGOING
STRATEGY ON ATT ONLY ACCOUNTS (PROTECTED BASE)	EXEC TEAM	IN PROCESS

2012 AGENT COUNCIL ACTION ITEMS

- I WILL BE LOGGING AGENT FEEDBACK OVER THE NEXT FEW DAYS
- ADDING TOPICS TO COMPANY ACTION ITEMS
- REPORT PROGRESS/ACTION TAKEN TO ALL AGENTS THROUGH COMPANY NEWSLETTER AND EMAIL NOTIFICATIONS
- WE LISTEN AND WILL TAKE ACTION...!!!

2011 Telegration Goals

- ▶ Use TSO to Exceed Customer and TGN Executive Management Expectations for Customer Response Times, Customer Communications and Order Fulfillment
- ▶ Raise perception levels to be known as the “Top Back Office” of all Master Agencies in our Markets
- ▶ Process and Install all provider services by required customer timeframes by controlling the pre- and post- sales order communications and fulfillment
- ▶ Foster Team TGN atmosphere daily through mutual respect, integrity, teamwork and treating others like you want to be treated.
- ▶ Master Base Management in 2011 to increase sales from existing customers, retain customers and renew customer agreements to ensure long term stability and revenue protection.

Submitting a Request For a Quote and or Proposal for your customer

Telegation

• LOGIN • CONTACT INFO • HOME

saving money | products & services | customer service | corporate info | employee & agent tools | agent program

Employee & Agent Tools: It's better here

Provider Login: Click on any logo below. [Forgot Password?](#)

search

- Sales Engineering Data Request Form
- LD Special Pricing Request Form
- AT&T Mobility Request Form
- Customer Service Form
- Technology Request Form
- Commissions Request Form
- Referral Partners Lead Form
- CRM
- Sharepoint
- TGN APPS Server

TELEGATION, INC.
Agent Power

at&t Solution Provider

XO COMMUNICATIONS AUTHORIZED AGENT

US SIGNAL AUTHORIZED AGENT

TelNet Worldwide

TNCI AUTHORIZED AGENT

Level (3) Business Partner

TDS metrocom AUTHORIZED AGENT

PAETEC

Cavalier AUTHORIZED AGENT

Global Crossing Global Channel Partner Program

CBEYOND AUTHORIZED RESELLER

123NET

MASERGY Global Certified Partner

grid4 communications

TIME WARNER CABLE Business Class

BUCKEYE TeleSystems

- Submitting a Request for Customer Service or Order Fulfillment Updates

Telegation

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[Sales Engineering Data Request Form](#)
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[Commissions Request Form](#)
[Referral Partners Lead Form](#)
[CRM](#)
[Sharepoint](#)
[TGN APPS Server](#)

Employee & Agent Tools: It's better here

Provider Login: Click on any logo below. [Forgot Password?](#)

search

Submitting an AT&T Mobility & App. Request Pricing Form

The screenshot shows the Telegration website interface. At the top, the word "Telegration" is displayed in a large, bold font. Below it, a navigation bar contains several icons and labels: "saving money" (hands holding coins), "products & services" (circuit board), "customer service" (woman's face), "corporate info" (magnifying glass), "employee & agent tools" (gears), and "agent program" (keypad). A secondary navigation bar includes "LOGIN", "CONTACT INFO", and "HOME".

On the left side, a vertical menu lists various forms: "Sales Engineering Data Request Form", "LD Special Pricing Request Form", "AT&T Mobility Request Form" (highlighted with a blue box and an arrow), "Customer Service Form", "Technology Request Form", "Commissions Request Form", "Referral Partners Lead Form", "CRM", "Sharepoint", and "TGN APPS Server".

The main content area is titled "Employee & Agent Tools: **It's better here**". Below this title, a link reads "Provider Login: Click on any logo below. Forgot Password?". A search bar is located in the top right corner.

The central part of the page features a grid of logos for various providers and partners, including:

- TELEGRATION, INC. (with AT&T Solution Provider logo and a callout box for "Telegration Agent Power")
- XO COMMUNICATIONS AUTHORIZED AGENT
- US SIGNAL AUTHORIZED AGENT
- TelNet Worldwide
- TNCI AUTHORIZED AGENT
- Level (3) COMMUNICATIONS Business Partner
- TDS metrocom AUTHORIZED AGENT
- PAETEC
- Cavalier TELEPHONE Authorized Agent
- Global Crossing Global Channel Partner Program
- CBYOND AUTHORIZED RESELLER
- 123 NET
- MASERGY Global Certified Partner
- grid4 communications
- TIME WARNER CABLE Business Class
- BUCKEYE TeleSystems

Submitting a Request For Telegation's Long Distance Special Pricing for your customer

Telegation

• LOGIN • CONTACT INFO • HOME

Employee & Agent Tools: **It's better here**

Provider Login: Click on any logo below. [Forgot Password?](#)

search

- Sales Engineering Data Request Form
- LD Special Pricing Request Form**
- AT&T Mobility Request Form
- Customer Service Form
- Technology Request Form
- Commissions Request Form
- Referral Partners Lead Form
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- Sharepoint
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TELEGATION, INC.
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CBEYOND AUTHORIZED RESELLER

123 NET

MASERGY Global Certified Partner

grid4 communications

TIME WARNER CABLE Business Class

BUCKEYE TeleSystem

Submitting a Request for Commissions, or Questions about your Statement?

The screenshot shows the Telegation website interface. At the top, the word "Telegation" is displayed in a large, bold font. Below it, a navigation bar contains several icons and labels: "saving money" (hands holding coins), "products & services" (gears), "customer service" (woman's face), "corporate info" (magnifying glass), "employee & agent tools" (gears), and "agent program" (keypad). A secondary navigation bar includes links for "LOGIN", "CONTACT INFO", and "HOME".

On the left side, a vertical menu lists various forms and tools: "Sales Engineering Data Request Form", "LD Special Pricing Request Form", "AT&T Mobility Request Form", "Customer Service Form", "Technology Request Form", "Commissions Request Form" (highlighted with a blue box and a blue arrow), "Referral Partners Lead Form", "CRM", "Sharepoint", and "TGN APPS Server".

The main content area is titled "Employee & Agent Tools: **It's better here**". Below this title, it says "Provider Login: Click on any logo below. Forgot Password?". A search bar is located on the right side of this section.

The central part of the page features a grid of logos for various providers, each with the text "AUTHORIZED AGENT" below it:

- TELEGATION, INC. Agent Power
- at&t Solution Provider
- XO COMMUNICATIONS AUTHORIZED AGENT
- US SIGNAL AUTHORIZED AGENT
- TelNet Worldwide
- TNCI AUTHORIZED AGENT
- Level (3) COMMUNICATIONS Business Partner
- TDS metrocom AUTHORIZED AGENT
- PAETEC
- Cavalier TELEPHONE Authorized Agent
- Global Crossing Global Channel Partner Program
- CBEYOND AUTHORIZED RESELLER
- 123 NET
- MASERGY Global Certified Partner
- grid4 communications


Don't forget TGN Mobile site!




"It's **mobile** here"

*Telegation helps me be productive – even on the road. As one of their independent agents, I can submit sales and service requests to Telegation's mobile website using my SmartPhone. Anywhere. Anytime. I just set up the process and Telegation's mobility specialists take care of the rest. In fact, I just closed a 245 unit mobility sale of the latest AT&T devices and made a great commission.

And because Telegation's experienced support staff takes care of all account administration and maintenance – things like changes, adds and deletions – I can spend almost all my time selling! Want to be a part of one of the fastest growing telecommunications services providers in the nation? Visit www.telegation.com or call the Telegation Alliance Support Team at 1-888-TEL-GRTN.



 **AT&T** BY THE WAY

www.telegation.com

Telegation

TSO & TCO Management Tools

- All TGN Website Requests generate automatic email distribution emails & Assigned Tasks until closure
- All TGN Website Requests generate funnel reports for us to manage our business of providing support and communicating status back to the agents
- Management very involved in Process

These folks did not Miss the Boat!

Celebrity **X** Cruises®
Designed for you™



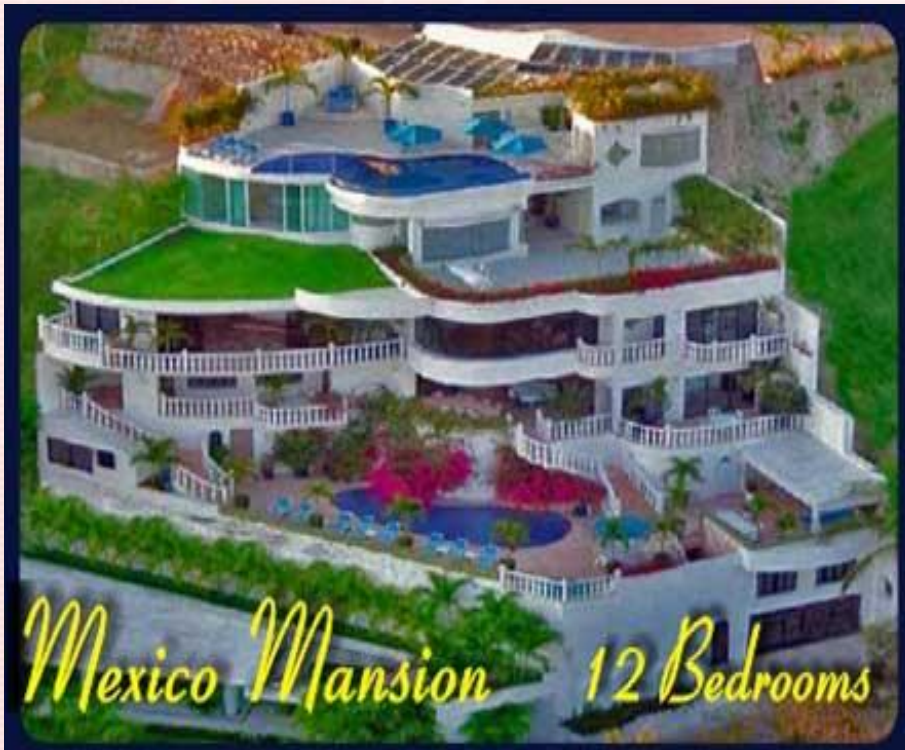
Our 2011 Cruise Winners!!

- Congratulations!!!
- We would like to recognize the following agents: Breakthrough Consulting Group, TelDesigns, Simplicity, CMI Services and CMS.



Join us in Acapulco, Mexico
in 2013

“Fiesta in La Villa!”



**2012 Telegation Agent Award Trip
“Don’t Miss the Fiesta in La Villa!”**



**QUALIFICATIONS-Hit any of the 4
Gates Below!**

- \$100,000 New Upfront Revenue Company or
- \$75,000 Individual Agent
- 200 AT&T Mobility Units
- 8 New TGNLD PRI's
- \$25,000 New Monthly Revenue

2013 Dates of the Trip: February 16th – February 20th



SEE YOU THERE!!



2012 I-POINT REWARDS CARD Q1 CONTEST



Dates:
January 1st – March 31st.
2012

2012 I-POINT REWARDS CARD Q1 PRODUCT FOCUS AND PAYOUT

- **Comcast Metro – E -Payout \$50**
- **Telegation PRI – Payout \$50**
- **AT&T Mobility over 100 units sold –Payout is \$150**
- **NMR sold over \$15,000 Payout - \$150**
- **XO Individual Sales sold over \$5,000 NMR – Payout is \$150.**
- **AT&T Individual Data Sales sold over \$5,000 NMR – Payout is \$150**
- **AT&T IP Flex Sales - Payout is \$50**

RULES FOR CONTEST

I-POINTS EARNED WILL BE PAID OUT
APRIL 30TH AS LONG AS:

- Sales are installed and confirmed.
- I-points not paid on rejected or non serviceable orders.

