



Telegation

It's better here

It's better at Telegration because we guarantee:

The highest level of customer service in the industry

A full line of services by the industry's best providers

Scheduled reviews of your communication services for no charge on an on-going basis

Recommendations in simple to understand language

Confidentiality with any proprietary information we are given

A downward pricing spiral with guaranteed flexibility through a wide variety of calling plans

Team members that confirm and coordinate all work with you and your hardware vendor if necessary

Easy to understand invoices

Free network design and configuration of data, voice and Internet services with the assistance of highly skilled network engineers

Better Choices. Better Rates. Better Customer Service. That's the Telegation Difference.

In a world of “me too” providers, Telegation is unique. We're different because since 1990, we've been offering a better, broader choice of products, services and capabilities from some of the most respected telecommunications companies in the industry.

Telegation is proud to be an Authorized AT&T® Midwest 5-Star Solution Provider and an alliance partner with an ever-growing number of leading independent telecommunications companies, including Broadwing, US Signal, XO Communications, Global Crossing and TDS Metrocom. Whether it's local, long distance, voice, data or video, Telegation can meet the needs of your business.

Telegation also differentiates itself by offering one of the lowest rates in the industry guaranteed – for local, long distance, Internet access or data services – and the flexibility to match the ever-changing telecommunications industry.

It's better here because if rates go down, so will yours. When new features become available, you'll have the freedom to add them to your service. When a new product is launched, you'll be able to migrate to it.

It's a fundamentally different business philosophy than the majority of telecommunications providers – and it's one of the main reasons for our success.

What also makes Telegation different – and better – is a level of personal care and attention that seems to have been forgotten in our highly competitive industry.

It's better here because our service begins even before you become a Telegation customer. Before we recommend even a single product, our experienced sales representatives and network engineers thoroughly analyze your telecommunication requirements, so we can make the best recommendations based on what your “true” needs are.

Telegation's unbiased consultative approach can lead to considerable cost savings, since many businesses don't require all the services they currently have or think they need.

After you become a valued customer, our team of fulfillment coordinators will work hand-in-hand with our alliance partners' fulfillment personnel to speed up installation, reduce contract errors and maximize your cost savings. What's more, Telegation will continue to proactively monitor your account to keep you informed as beneficial new products and services become available.

Better Local Calling

Telegration customers benefit from Telegration's great rates and customer service in local markets nationwide. Telegration offers local voice and data services to customers anywhere in the U.S. through our alliance partners, including AT&T, Bell South, Verizon, Sprint EMBARQ Local, Qwest, and many others. You can also have Telegration review your current local services for additional savings opportunities anywhere in the USA.

Telegration offers local voice and data service nationwide through the following major providers:

- AT&T
- Bell South
- Broadwing
- Global Crossing
- Qwest
- Sprint EMBARQ Local
- TDS Metrocom
- US Signal
- Verizon
- XO Communications

Telegration Local Access

Services include:

- POTS (Plain Old Telephone Service)
- Centrex Services
- Integrated Access Services
- PRI Service
- PBX Trunks

Telegration constantly monitors the pulse of the telecommunications industry in order to make the latest products and services available to Telegration agents and our customers. That means you will always be able to take advantage of the latest technologies at the most competitive prices no matter where your business takes you.

Better Network Consulting Services: Design, Deliver, Manage

With network engineers deployed in all markets, Telegration can meet all of your network needs – from a simple evaluation to a complete design and implementation.

Telegration's network engineers are proactive in providing personalized support to our customers, especially in the evaluation and ordering of complex services such as Internet Access, ADSL, MPLS, Integrated Access, PRI and network upgrades.

Our network engineers are experts in their field and trained to handle every aspect of your project – from design and vendor coordination to reviewing orders for accuracy before submission.

Our engineers also check that your lines are provisioned correctly so that you can avoid extra charges and billing errors. The bottom line: Telegration ensures that your project is completed efficiently and correctly.

Telegration Network

Services include:

- Point-to-Point Circuits
- Frame Relay
- Dedicated Internet Access
- VPN and VoIP Services
- MPLS
- DSL
- DS-1 Service
- DS-3 Service
- BRI Service
- GIGAMAN
- SONET

“I am extremely pleased with the support I receive from my designated account representative. I gladly recommend the professional and expert services of Telegration.”

DEBBIE LOS

**TELECOMMUNICATIONS ADMINISTRATOR
HELM, INC.**

There's Nothing We Can't Do

Whatever services or equipment you require – no matter how large or complex – Telegration can deliver an integrated business solution, including network-based products and system design services. Most importantly, all of our solutions are delivered by highly knowledgeable telecommunications professionals who are trained to analyze the needs of your business and create the best and most affordable package to satisfy them.

Better Long Distance Calling

Voice communication is at the heart of personalized business service and Telegration has a solid reputation for providing the best value voice plans backed by our commitment to reduce calling costs. Even though we save you money you can be sure of quality service as Telegration utilizes the Verizon and Sprint networks for its private-branded long distance services for voice, video and data applications.

Here are just a few reasons why Telegration long distance is the #1 choice of a growing number of businesses:

- Telegration guarantees not to increase per minute rates
- Special rate plans apply to all switched traffic, including all toll-free traffic, across the customer's locations in multiple states
- If we reduce product rates during the term of your agreement, your rate will adjust to the lower rate
- Customers may convert to any product offering from Telegration with a greater or equal Minimum Monthly Usage (MMU) and term length without penalty
- Customers may re-negotiate ALL contracts as term length expires or within the auto-renewal period

Telegration long distance voice services include:

- Toll calling (intra-lata)
- Outbound calling (in-state and out-of-state)
- Switched Data Service
- Dedicated T-1 Service
- Dedicated T-3 Service
- Primary Rate Services
- International calling
- 800 service calling
- Calling card
- Conferencing
- Point-to-Point Services

“Detroit Newspapers has been a Telegration customer for over 10 years. We stay with Telegration because their pricing is competitive and their customer service is outstanding.”

JOHN TOTORAITIS
VICE PRESIDENT INFORMATION SERVICES
DETROIT NEWSPAPERS, INC.

The Better Way to Lower Calling Costs

1

Needs Analysis

Our customer-driven approach begins even before you become a Telegation customer. After a thorough examination of your existing telecommunications portfolio, current calling characteristics and future needs, we will provide product or service recommendations. In many cases, those unbiased recommendations will save you money.

At Telegation we work for you! We make the right recommendations for your business and your budget, based on your true needs, not the latest fad.

2

Product Selection

Telegation partners with the industry's leading telecommunications service providers including: AT&T, Bell South, Broadwing, Global Crossing, Qwest, Sprint PCS, TDS Metrocom, US Signal, Verizon, XO Communications and others. As a result, we can deliver a portfolio of the very best, most cost-effective voice, data/Internet, local, long distance and cellular services to businesses nationwide.

3

Place Your Order

We make it easy. When you order from Telegation you get maximum convenience. Our skilled "back office" staff and network engineers will coordinate vendors and review orders for accuracy before submission so everything goes smoothly.

4

Installation

No worries. Telegation's highly experienced "back office" staff will help you transition seamlessly to our services without any disruption to your business. Depending on the products and services you choose, Telegation will provide on-site customer training for pre- and post-installation. As a result, you'll be able to take full advantage of your new services from day one. Telegation Order Fulfillment and Network Engineers are responsible for keeping you up-to-speed with all installation details and the status of each and every step. Any issues that may occur are quickly communicated and resolved to keep your installation right on track.

5

After-Sales Care

Within 90 days of service, we'll review your account to ensure you are completely satisfied, and you are obtaining the cost savings you desire. What's more, we'll monitor your account on an on-going basis at no charge to ensure you optimize your telecommunication usage. And we'll proactively recommend new services or calling plans if they can save you money.

Better Billing That's Easy to Understand

Telegation's monthly long distance bills are among the best in the industry for detail and clarity. Each summary bill provides all the information you need to understand monthly usage, subsequent charges and per minute rates. At a glance you'll be able to review the number of calls, duration and total cost for each service.

If required, management reports can be provided that show calls by:

- Service
- Date, day and time
- Area code dialed and state
- Geographic location
- Department
- Originating number
- Terminating number
- Account code
- Employee name

With this level of detail, charge back and activity-based costing procedures are a snap. Unlike most carriers, it's simple to calculate your long distance flat rate with Telegation so you know exactly what you're being charged.

Getting Started with Telegation

Whatever your communication needs – local or long distance, Internet access, voice or data services – we can tailor a package that saves your business money.

To sign up with Telegation, you'll need to provide us with the following information:

- A complete line inventory by BTN (Bill Telephone Number) for all numbers so we can

convert the telephone service to Telegation. In addition, we may also need copies of current provider's bills to identify 800 ring-to numbers or a CPNI release for customers with complex telecommunications needs.

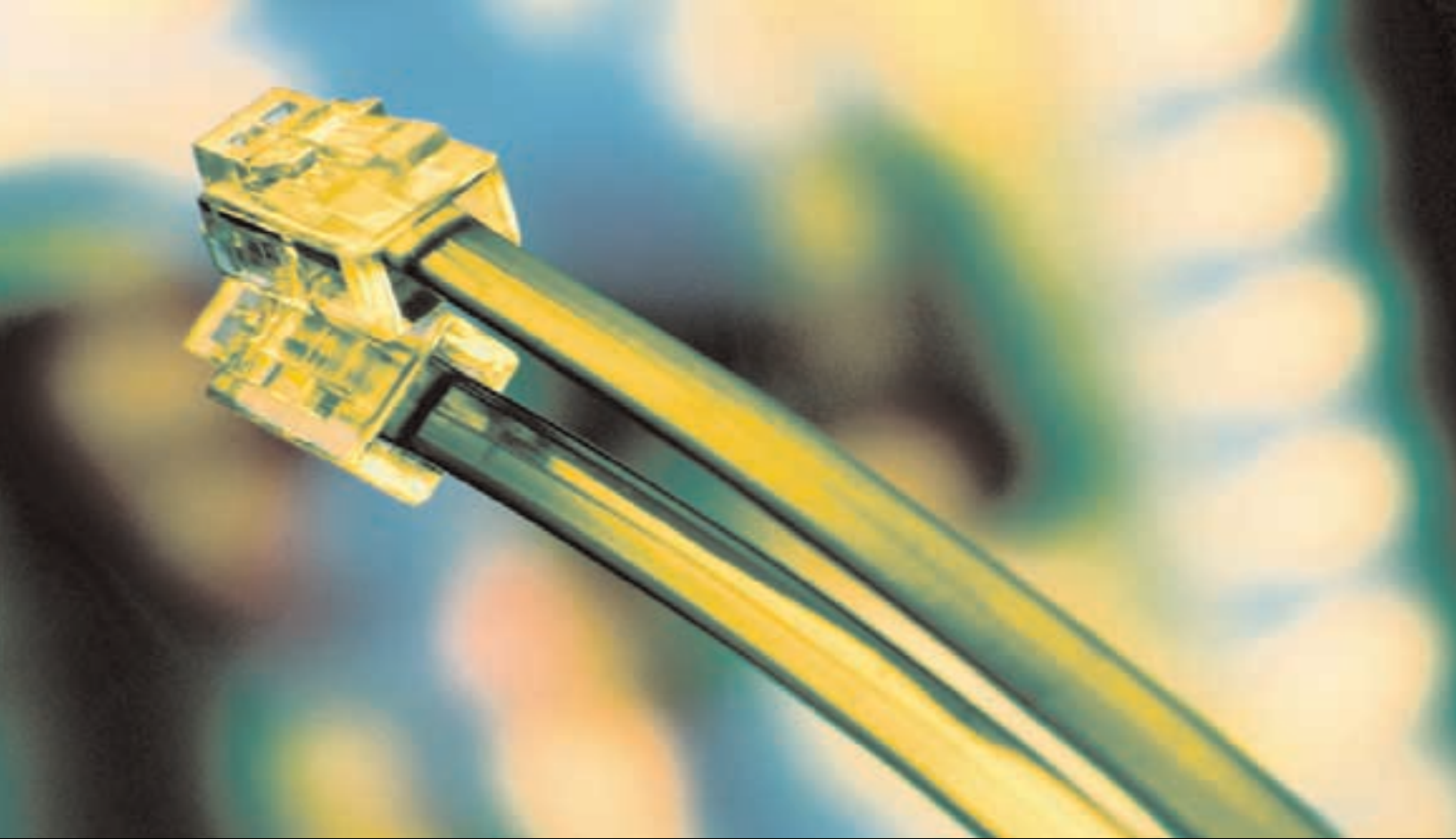
- Any recent disconnect information or planned expansion changes in your communications network.
- A list of current provider contract commitments.
- Necessary service order information.
- Accounting information including all bill copies.

For More Information

Isn't it time you started getting much more for less from your telecom provider? To learn more about why it's better at Telegation or to schedule a Custom Savings Analysis for your business, call 1-800-TEL-GRTN or your local Telegation sales office.

“For many years we have been pleased with Telegation due to the service, relationships, and competitive pricing. Your conduct sends a clear message that you care about MY business needs”

BRADY BLAIN VICE PRESIDENT AMERICENTERS, INC.



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