

telecomCONNECT

T M C C O M M U N I C A T I O N S

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Welcome to the first edition of TMC Telecom Connect, a quarterly publication designed to provide you with up-to-the-minute information about TMC products and services.

TMC is pleased to be your telecommunications provider

We truly appreciate your business. It is important to us to ensure that you are receiving excellent customer service – from us as well as from our independent representatives.

As you may be aware, we sell all of our services via a large nationwide network of independent telecommunications professionals. Our independent agents are contracted to be your direct line of support. Because of their support, you may not have had the need for any direct contact from our company.

We at TMC are very proud of our long track record we have with our agent partners across the country. They are critical to our success and your satisfaction. However, as a valuable TMC customer, we want to make certain that you are familiar with who we are, all of the services we can provide to your company and how to contact us. To keep you up to speed on

new telecom developments, we've created this newsletter that we will mail to you quarterly. It includes information about TMC products and services, cost cutting recommendations as well as strategies that will keep your business moving forward. We hope you find this newsletter a valuable source of information.

Our website, www.tmc.com, provides additional information about our company and services. If you would like to know more about the services we offer or have a question about your account, please call your Sales Representative or us directly at any time by dialing 866-999-1155. Our live, knowledgeable Customer Care Representatives are available to assist you 24 hours a day, 7 days a week.

If for any reason you are not currently in communication with the agent that originally introduced you to TMC, please feel free to contact us. We want to make sure all of your voice and data needs are being well taken care of. We appreciate the opportunity to be of service to you and your company and welcome your feedback or questions.



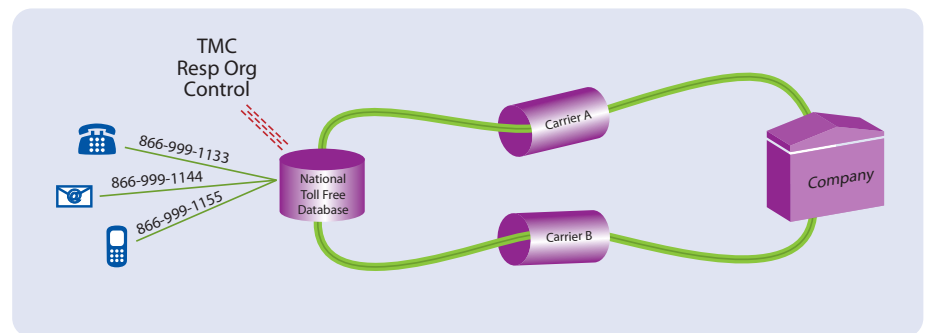
TMC Headquarters

How to employ a simple business continuity strategy

If calling is critical to your business – and for most, it is – you need a business continuity strategy. TMC's unique multi-carrier solution allows your business to continue running without interruption, even through carrier outages and natural disasters. Downtime is reduced and service interruptions are minimized. Plus, you save money by sending your calls on the least-cost route.

TMC's multi-carrier solution

Two dedicated lines are included in your network design and you select the two carriers you prefer. TMC loads your 800 numbers and routing and traffic allocation into the carrier's switch and stores this information in the national toll-free database. If a carrier goes down, TMC, as the Responsible Organization (RespOrg), will immediately access the database and switch the traffic to the alternative carrier in just minutes. This strategy redirects



both inbound calls and outbound calls. Including two carriers in your network also gives you the ability to route your calls through the least-cost carrier. Traffic is allocated to the least-cost carrier based on your calling patterns.

TMC employed this solution for an Internet company. They saved 25% on their next bill, and with two dedicated lines they had the added security of network redundancy.

TMC's multi-carrier solution keeps your business running.



TMC Communications

866.999.1155

www.tmc.com

One company. One bill. One contact. Multiple solutions.

PRODUCTS **VOICE** Switched • Dedicated • VoIP Solutions
Business Continuity Strategies • Large Enterprise Solutions
DATA Dedicated Internet Access • Bonded NxT1 • Integrated Access
MultiConnect • Private Line • Collocation • Converged Services (MPLS)
ENHANCED SERVICES Audio / Web Conferencing • Travel Cards
Do-Not-Call Compliance

**Qwest • AT&T • Broadwing
Global Crossing • Level (3)**

To learn more about TMC's portfolio of services, please contact your Sales Representative, call TMC directly at 866-999-1155 or visit us at www.tmc.com.

The TMC Advantage

There are many advantages of doing business with TMC. Here are just a few that your business currently enjoys:

Network diversity with a single point of contact Direct connectivity to multiple underlying carrier networks for all your voice and data services, all on one bill with one contact and one phone number.

Live support You can talk to a live, knowledgeable person about your account at anytime. We're available 24/7.

The industry's most competitive rates Our buying power and long-standing partnerships with Tier 1 carriers allows us to secure substantial discounts and pass these savings along to you.

Rapid-response bill resolution If you ever have a question about your bill, we solve the issue fast. Billing discrepancies are identified and corrected immediately, not months or years like most carriers.

Log onto our website at www.tmc.com to learn more about the advantages of TMC.

Your bill is saving you money

4-decimal call rounding saves you money on all calls

Every call you make on your dedicated line is rounded to the 4th decimal place. All calls are then rounded up to the nearest whole cent at the summary level. You save because TMC does not round up on individual calls. Here's how you save:

TMC's 4-Decimal Rounding

Minutes*	Destination	Number	4 decimal cost	2 decimal cost	Savings %
.2	Dallas, TX	214-888-1234	.0050	.01	50%
.1	Seattle, WA	206-890-1234	.0025	.01	75%
.5	Phoenix, AZ	602-456-7890	.0125	.02	37%
.8 Total Minutes			.0200	.04	50%

*For comparison, sample calls are based on a rate of .025¢ per minute.

You can get 4-decimal rounding on your switched calls, too, by simply adding a TMC dedicated line. Customers with both dedicated and switched business receive the added benefit of 4-decimal call rounding on both dedicated and switched calls.

You save with 6-second billing

When making phone calls is your business, every second counts. Literally. Most companies bill by the minute or have call minimums associated with their billing. With TMC, you receive true 6-second billing on every single call you make. You save money, especially on short duration calls, since you're only being charged for the increments of time you spend on the phone.

TMC goes above and beyond for Call Center

THE SITUATION A premier global contact center (and TMC customer) placed an ad in a major metropolitan newspaper to advertise its services. The ad directed prospects to call an 800 number for more information. By mistake, the newspaper printed the wrong 800 number. Instead of calling the contact center, prospects were dialing a disconnected phone number! Not only was the investment in advertising going to waste, the company was losing potential customers by the minute. The customer called TMC for assistance.

TMC GOES TO WORK The TMC team researched the number and discovered that it was inactive and owned by another carrier. The team quickly coordinated with other carrier to have number moved, added and pointed to customer's DS1!

THE RESULTS Within just a few hours of discovering the misprinted number, the calls were properly directed to the company. Our customer was ecstatic that we were able to make the switch and save their advertising campaign.