

# telecomCONNECT

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

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

As we move into the busy Holiday season and celebrate the end of another great year, we would like to personally thank you for your business. 2007 marks TMC's ten year anniversary. The entire TMC team looks forward to continuing to provide your business with the lowest cost, highest quality telecommunications products and professional, knowledgeable customer care, 24 hours a day, 7 days a week.


This past year was full of good news for your business. TMC's voice and data prices continued to decrease. In fact, our voice T1 and dedicated internet access rates are at an all-time low. Delivering low cost service that helps you manage and grow your business more efficiently is our top priority. If you would like an assessment of your businesses telecommunication service, just contact your TMC agent. Our team will review your business objectives and then recommend the right service, right capacity and right quality of service for your business all at the right price.


In addition to lowering our rates, we also expanded our services. We added the Paetec network to our long list of underlying carriers to provide you with another Tier 1 network partner to choose. We took our commitment to excellent customer care one step further with the introduction of TMC's Rapid Response Guarantees. We have always prided ourselves on our flawless provisioning, repair and customer care. Now we guarantee it! Visit our website at [www.tmccom.com](http://www.tmccom.com), if you haven't already, to check out our guarantees. We think you'll find TMC's service to be unbeatable.


In the next few months, we'll bring you online billing. By visiting our customer portal, available on [www.tmccom.com](http://www.tmccom.com), you will be able to access and analyze your invoice online. TMC's analysis tools give you a customized look at your calling patterns in report and graph form. You'll be able to see where you're spending and saving at-a-glance. Further information about the many benefits of TMC's online billing is provided in the article to the right.


All of us at TMC extend our best wishes for a wonderful holiday season and a prosperous new year. We look forward to exceeding your expectations next year and in the years to follow.

Sincerely,

  
**Ron Ireland**  
VP, CFO

  
**Jewel Bridgers**  
VP of Operations

  
**Susan Davidson**  
VP of Sales & Business Development

  
**Joe Fabian**  
VP, CIO



TMC's Executive Team: Joe Fabian, Susan Davidson, Jewel Bridgers and Ron Ireland

## Coming Soon: Online E-Billing

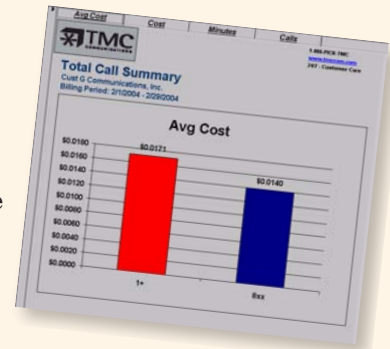
We are excited to offer an interactive online invoice with TMC's new customer portal, available only on [www.tmccom.com](http://www.tmccom.com)

You will soon be able to view and analyze your TMC invoice online and with ease. Analysis tools will be available for you at a click of a button.

Get a customized look at call volume and costs by state, LATA, class or traffic type.

Graphs let you see at a glance where you are spending or saving the most. You will

be notified by email the minute the bill has been finalized. Stay tuned for more information about this unique tool you can only get from TMC!



TMC Communications

866.999.1155

[www.tmccom.com](http://www.tmccom.com)

# YOUR BUSINESS IS OUR FOCUS

No matter how big or small, TMC provides telecommunications services that fit your business

## Solutions for SMALL BUSINESSES

### Switched Long Distance

Simple, flat rate pricing for all calls 24/7. Switched long distance is the best choice for businesses billing less than \$1,000 a month.

### Dedicated Internet Access (DIA)

TMC's DIA pricing is so low that it's the most economical choice whatever your data requirements. We offer a wide range of speeds starting at DS1 bandwidth and up to OC48.

- Secure, affordable internet access
- Multiple tier 1 carrier-partners
- Industry-leading service level agreements

### Simple Call Management

TMC Travel Cards and LiveLine Conferencing cut down on time, expenses and keep your business connected.

## Solutions for MEDIUM-SIZED and ENTERPRISE BUSINESSES

### Dedicated Long Distance

If your business is spending \$1,000 or more a month on long distance service, you want to choose dedicated long distance.

- Low, flat rates on all local toll, in state, state-to-state, and international calls
- Enhanced 800 calling features help you manage inbound call flow
- Bandwidths: DS1, DS3, OC3, OC12 - OC192

### DIA, DIA NxT1 and Integrated Access

TMC offers cost-effective solutions to manage your growing business. Select the bandwidth that best suits your business requirements or choose a flexible service that grows with you. DIA NxT1 and Integrated Access available.

- Secure, affordable Internet access
- Industry leading Service Level Agreements
- Bandwidths: DS1-OC48, Ethernet - 10BaseT, Fast Ethernet, Gigabit Ethernet, Tiered/Burstable

### Private Lines

TMC Private Lines are designed to handle critical, time sensitive applications with high security requirements like bulk data transfer, disaster recovery and distance learning.

- Handles voice, data and video applications
- Domestic and international
- Wide range of bandwidths: DS1 - OC48

### MultiConnect

TMC's MultiConnect Private Line is a distance-insensitive wide area network (WAN) solution that allows you to fan multiple DS1s from one originating hub to numerous cities on TMC's fiber optic network

### MPLS

MPLS service allows a company to integrate multiple Wide Area Network (WAN) access technologies and protocols. TMC offers your large enterprise customers a consultative approach to employing a MPLS converged services solution.

### Business Continuity Strategies

When calling is critical, you need a business continuity strategy. TMC's unique multi-carrier solution allows your business to continue to run without interruption even through carrier outages and natural disasters. Downtime is reduced and service interruptions are minimized.

- Reduce downtime
- Include two or more carriers in your network design
- If one carrier goes down, TMC automatically switches traffic to alternative carrier in just minutes
- Save money by sending traffic via the least-cost carrier

### Be Your Own Resp Org Service

Increase your control and reduce your costs with TMC's Be Your Own Resp Org Service. You get control of your own toll-free numbers and enjoy the flexibility of managing your own account.

- Account information is at your fingertips
- Downtime is eliminated
- Receive the highest level of disaster recovery on inbound calls

### Premier Support Services

Businesses billing over \$3,000 a month are automatically entered into TMC's Premier Support Services. This exclusive, customer-focused program is led and managed by a dedicated in-house manager who will assist you with facilitation of service changes, rate verification and optimizing bottom line results.

Whatever the size of your business, TMC has a solution for you. Contact your sales representative or TMC directly at 866.999.1155 for more information. And remember, all of your TMC services are on one invoice with one 24/7 customer care number to call!



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www.tmc.com