

10 Years and Counting...

2007 marks TMC's 10 year anniversary of providing businesses nationwide with telecommunication solutions. We greatly appreciate your business and look forward to continuing to provide you with low-cost voice and data services and customized solutions for your business' unique needs. Be sure to read the case study on the back of this newsletter to see how TMC created a customized solution that helped a national company grow their business and realize tremendous cost savings.

Providing you with excellent customer service is our top priority. With a 99 percent customer retention rate, it is safe to say that TMC sets the standard for customer service in our sector. It is important to us that you are receiving excellent customer service from both TMC and 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. If, for any reason, you are not in communication with the agent that originally introduced you to TMC, please contact us. We have been working with dedicated, telecom savvy agents since our inception. They are critical to our success and to 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, and how to contact us.

Please call 866.999.1155 to learn more about our services or if you have a question about your account. Our customer care team is available 24 hours a day, 7 days a week. When you call TMC, we don't make you wade through an automated voice system. A live, knowledgeable customer care representative answers your call every time. Information about TMC services is also available on our website at www.tmccom.com.

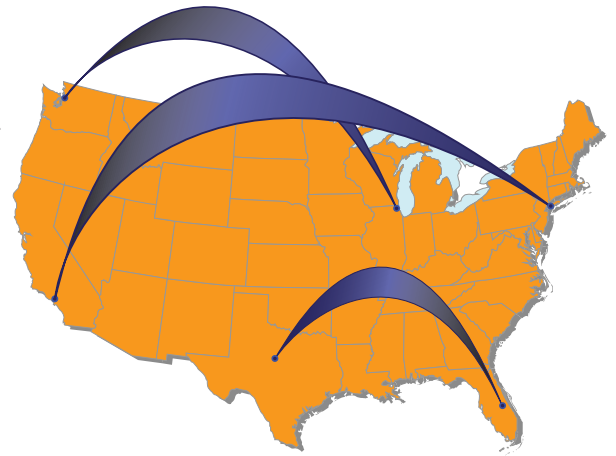
Thank you for your business! We look forward to helping you grow your business in 2007 and beyond.

Private Lines: Secure Data Service at an Unbeatable Price

Private lines are emerging as a cost-effective data solution for medium-sized and enterprise businesses. With private line pricing at an all-time low, there has never been a better time to find out if this solution is right for your business. Private line service provides high-speed, dedicated point-to-point connectivity (to anywhere in the world) for voice, data and video applications. It is designed to handle critical time sensitive applications with high security requirements like bulk data transfer, disaster recovery, distance learning, engineering collaboration and video conferencing.

Savings and reliability in a range of bandwidths

- One low, fixed monthly fee allows you to easily budget your expenses
- High-capacity bandwidth from T1 (1.5 Mbps) to DS3 (45 Mbps) to OC48
- Redundant SDH/SONET ring architecture provides highly reliable transmission uptime and self-healing fiber system technology for network restoration and recovery in milliseconds
- Network operations centers monitor and manage each service provider network and switching systems



Call TMC or your telecom representative today for more information about this secure, low-cost data solution.

Case Study: TMC delivers a customized telecommunications solution that significantly reduces costs and improves efficiencies for a national business

Customer: Large national Direct Response TV (DRTV) fulfillment center that delivers call center management services to Fortune 1000 companies

Problem: A single carrier solution left the company vulnerable to an outage that could lead to a major business loss. Their current carrier's flat rate billing method provided no flexibility for their calling patterns resulting in high per minute calling costs.

Solution: TMC dramatically improves efficiencies and implements a cost-saving business continuity strategy with a multi-carrier approach.

The Situation

The fulfillment center's market niche is managing the call center needs of its DRTV clients. The reliability, cost and flexibility of the company's phone service is critical to maintaining and attracting clients. The company was partnered with a large national carrier that routed all of the company's traffic, inbound and outbound, for all calls via one carrier network, which left their clients' businesses vulnerable to downtime and significant profit loss in the event of an outage.

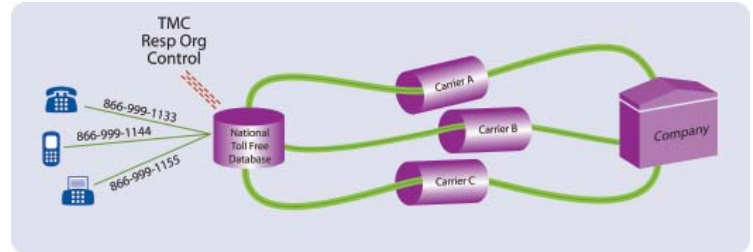
While the fulfillment center liked that they received one bill each month for all of their call center clients' voice services, the statements were inaccurate, difficult to read and did not itemize monthly recurring charges. Billing disputes were either never resolved or took months or years to handle. This required constant management and attention by staff, which created an unnecessary drain on their resources. The long resolution cycle for billing inaccuracies also caused disputed funds to be tied up for months to years.

The TMC Solution

TMC Communications solves business problems. As the company continued to attract more DRTV clients, the selection of a voice carrier partner became even more critical to the company's success. The company needed a partner who could meet the requirements of their demanding clients, as well as recommend solutions to manage their call centers more effectively. Instead of selecting a direct carrier and managing the relationship on their own, the fulfillment center chose to work with a carrier-neutral telecom consultant. The telecom consultant recommended that the customer select TMC Communications to handle the voice services for their call center clients.

The Results

TMC employed a business continuity strategy that included three national carriers in the company's network design, providing their call centers with network redundancy and eliminating downtime in the event of a carrier outage.



How it works: In the event of a carrier outage, TMC, as the responsible organization (RespOrg), will automatically switch traffic to one of the alternative carriers in just minutes, allowing business to continue to run without interruption.

By employing a multi-carrier solution into the company's network design, the company received the added benefit of being able to least-cost route all of its calls among the three carriers. TMC created least-cost routing plans which route all of their voice traffic to the lowest-cost carrier, saving the company 5-10% each month, in addition to the 30% savings the company received by switching to TMC's industry-low rates.

Even though TMC employed multiple carriers in the company's network design, the company receives only one invoice each month that includes the charges from all of its carriers clearly itemized, making identifying charges and reconciling bills much easier. TMC's billing method also saves the company additional money with four-decimal call rounding and six-second billing increments. TMC's Rapid Response Guarantees ensure that if billing issues arise, TMC will assess the problem and deliver a resolution plan within 48 hours. Fast bill resolution drastically reduces the time it takes employees to manage billing disputes.

Summary

By choosing TMC, the company's major DRTV business was no longer at risk. TMC's business continuity strategy secured their current business and was an important selling point that attracted additional new DRTV clients. The company no longer has to worry about billing inaccuracies or disputes, saving them time and money.

While business efficiency was the company's main concern, by switching to TMC, the company lowered their cost with least-cost routing and saved additional money on every call with TMC's billing method.