

Metcom

Network Services

Metcom Network Services, Inc.(MNS) is a New York Metro facilities based Competitive Access Provider. Competitive Access Provider (CAP) is the legacy or traditional name for what is currently referred to as Alternative Access Vender (AAV) or Competitive Local Exchange Carrier (CLEC). MNS began offering competitive connectivity solutions at the advent of deregulation here in the United States in 1988. Company experience ranges throughout all aspects of the Telecommunications business. This experience includes Network and Infrastructure planning through final execution in all phases. Typically this could include the following:

- Site location, acquisition and placement of required long term right of way Agreements.
- Planning of all infrastructure elements including Access Conduits, floor space allocations, rack and cabinet layouts, raised flooring and/ or overhead ladder cableways, DC and AC power plants with high fault tolerance, Generator and fuel systems, Fiber coax and Cat 5/6 cabling, HVAC and humidification system selection sizing and placement, Physical Network design of TDM and Packet transport facilities and overall Site growth plan with scalability target dates.
- Procurement and installation of all planned elements.
- Turn up, test along with ongoing maintenance and provisioning of all planned facilities.

MNS has created its own high level fiber optic based transport Network, Colocation facilities, Engineering support staff and Customer service system. One of the core design parameters is full scalability of Company functions. All aspects of the Company product line, Order Administration, Provisioning, Engineering, Billing and Customer Service are handled through a separately owned and developed software package developed specifically for this industry. Each employee within the separate departments of MNS performs his/ her daily tasks with full interaction of the management software package. Customers interface with MNS through the web portal and unique username and password credentials. All Customer records, service and demark parameters, performance statistics and external document uploads are present in the Orders tab. The quote tab is where the Customer requests and receives fully documented service quotes. The order placement with terms occurs here. Numerous other features are included in the Customer Portal. Recently an additional package and software release was added to bring full quote view and order placement capability to PDA devices. Customers access a separate url for graphics and de cluttered display features to use their PDA for ordering services that have been quoted in the Portal. This is the most comprehensive, intuitive and all inclusive Industry Specific support package in existence today.

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Currently MNS operates in the major Carrier Hotel locations of New York. MNS Owns and Operates Datacenters on two floors each at 60 Hudson and 75 Broad Street NYC. The majority of MNS Customers are other local, domestic or international Carriers and Application Service Providers (ASP). Our many network elements provide interconnecting facilities between the most active Carrier operators on the East Coast. Circuits or Local Loops provided to our Customers range in all transport types from individual copper lines, on through SONET or SDH including Dense Wave Division Multiplex (DWDM) through to Dark Fiber rings and tributaries. All installation, splicing and maintenance is handled in house. MNS also provides Colocation for Customer equipment and facilities at the two locations in 60 Hudson and one location in the 75 Broad Street financial district. Engineering support services are available to Customers in our Colo locations as well as others. Three typical service applications provided by MNS are shown below.

- Carrier local loop. A Customer receives a quote and places an order for a point to point circuit such as STM-1, DS-3 or Ethernet. MNS then Provisions, Installs and Maintains the circuit under the terms of Agreement in place.
- International or Domestic Transport Gateway. In this service a Customer would have a high capacity circuit or circuits brought to New York via their Carrier of choice. MNS would pick up the circuit/ s, deliver them to the 60 Hudson Point of Presence (POP) where Customer termination equipment may exist and finally deliver end links to numerous other locations. This is also known as a fan out.
- Colocation with Engineering Support. Normally a Customer has dialog with our Engineering Staff outlining the need and implementation plan for equipment to be installed in one of our locations. MNS would then quote a proposal for use of space and power along with required installation elements and circuits to be installed. After the proposal is accepted, Customer equipment would be installed as planned and an optional Service Maintenance Agreement could be implemented.

Our mission here at MNS is to provide high quality, carrier grade services to our Customers at low cost and high speed turn around of product to market. We believe that this philosophy empowers the success of our Customers in this highly competitive market.

Respectfully,

Mark DuMoulin Sr.
President

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