



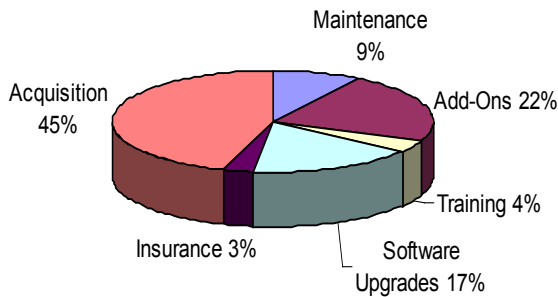
# FlexiTel™ Solution

## Managed Services Program

The goal of our Managed Services Program is to provide full support of your company's communications needs in the future as well as today. We offer you access to a comprehensive service and support program called the FlexiTel Solution.

When you purchase or lease communications equipment, you assume the risks and responsibilities associated with ownership and operation of that system. The FlexiTel Solution considers all the costs associated with the operation of your communications system and protects you from the risks and uncertainties associated with ownership and management of advanced technology. Outsource your telecommunications to FlexiTel and focus your attention on your business, secure in the knowledge your requirements for an effective telecommunications system are being met, both now and in the future.

**The Cost to Buy vs. the Cost to Own**  
Over 5 years across all industries\*



\*Wilkofsky Gruen Associates, 2008

As the chart illustrates, if you purchase or lease a system, it is important for you to also consider all the costs to operate your system, not just the purchase price. In many cases these costs can ultimately equal or exceed the original acquisition cost. With FlexiTel, you will know exactly what it will cost you to maintain, operate and expand your system. These costs remain fixed for up to eight years, regardless of fluctuations in the cost of equipment and labor, effectively ensuring your investment protection!

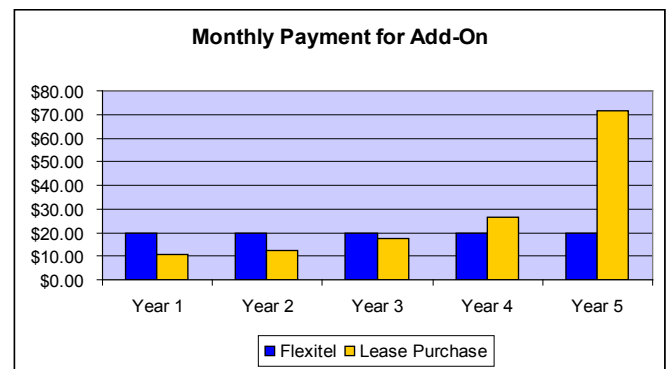
### FlexiTel Solution Benefits

#### Full Service and Warranty

Your fixed monthly payment includes full service, parts and labor for the full term of your lease — and the renewal term. When you sign your FlexiTel Solution contract you know exactly what service will cost, without escalation, for up to eight years.

#### Guaranteed Rates for Expansion

You are provided with a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance and other FlexiTel Solution provisions, remains regardless of the cost of equipment, labor, interest or even the number of months remaining on your contract, for up to eight years. When you add conventional lease contract, the lease company will calculate the monthly rate based on the current interest rate and the term remaining on your contract.



This chart shows the effect of adding a phone midyear in each year of your contract. For this example, the purchase price is \$413. In a traditional lease purchase, as the remaining term decreases, the payment added to your lease



payment increases from \$10.77 to more than \$70 per month. The FlexiTel Solution fixed monthly rate is \$19.52. The FlexiTel rate does not change even as the end of the term gets closer.

### Upgrade & Recast Flexibility

The day you purchase or lease a system, you lock yourself into that system's capacity and technology. The FlexiTel Solution protects you from obsolescence and the risk involved with potentially upgrading the system in the future as your company grows and market conditions or technology change. At any time after the first two years of the contract, should you need a new system due to growth or technological advances, you can upgrade to a new system with no payoff or penalty relating to the first contract. The first contract is forgiven in its entirety.

Should you wish to upgrade in the first two years, you will only be responsible for the difference between the payments you have made and 24 payments. This difference will be included in your new upgrade contract so there will not be any out-of-pocket expenses. In addition, should you elect to add a substantial amount of our equipment to your system; we offer the ability to recast your FlexiTel Solution to minimize the impact on your monthly payment.

### System Software Upgrades

Any time during the term of the FlexiTel Solution, you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the FlexiTel term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

### Risk of Loss Coverage

On average an insurance policy charges over \$70 per month to insure a \$50,000 system. Additionally, all commercial insurance policies have deductibles. So, in many cases, you have no insurance at all. With FlexiTel, we assume risk of loss for the equipment and the software for the full term of your agreement. No additional insurance is required. You pay no deductibles in the event of a loss. This includes software viruses which no commercial insurance policy will cover. You will not invest your valuable time or money filling out insurance forms or dealing with adjusters. Your equipment, system or software is replaced immediately at our expense.

### Disaster Recovery Provision

A current copy of your system database will be maintained off-site. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

### System Training

What good is advanced technology if no one knows how to use it? With FlexiTel, we provide training on the use of your system to all of your employees throughout the entire term of your agreement. Any time you add new employees; or should someone just need a refresher course, simply pick up the phone and call us.

### Discounted Adds/Moves/Changes

Additional discounts will also extend to changes you may want to make to your system that do not appear on the list provided on the Guaranteed Rates for Expansion provision.

### Guaranteed Renewal Options

Upon completion of the FlexiTel Solution contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!



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