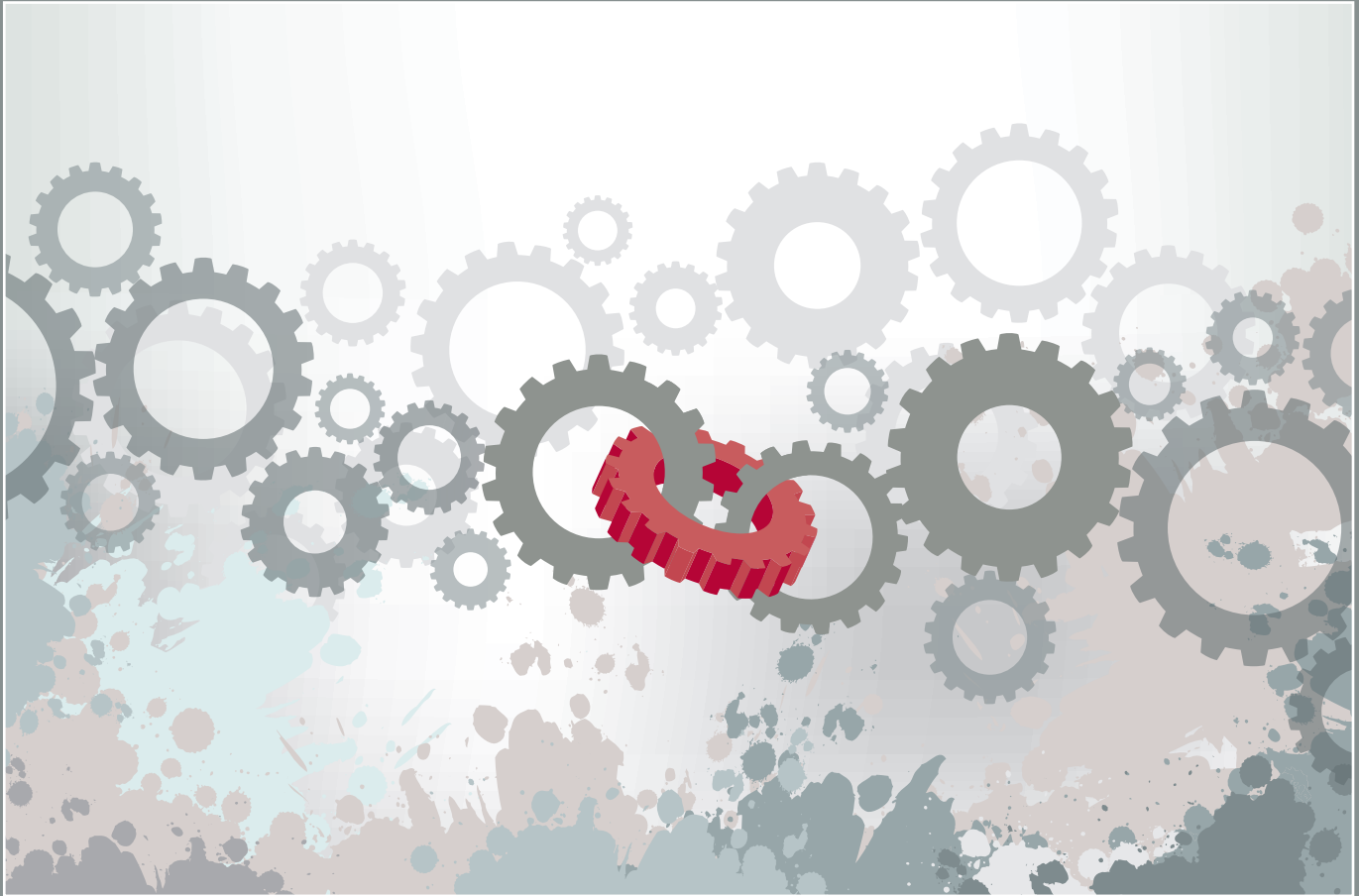


MegaPath™

W H O L E S A L E



The Connect Partner Portal



The Connect Partner Portal

There are many good reasons for becoming a MegaPath Wholesale Partner, including the depth of our experience, the range and reliability of our services, as well as our nationwide network, competitive pricing, strong service level agreements, and superior customer support.

One of the most significant benefits of becoming a MegaPath Wholesale Partner is gaining full access to the Connect Partner Portal. Connect is our integrated prequalification, ordering, service management, and trouble ticketing platform. It enables our wholesale partners to efficiently manage all their MegaPath services within a single system, providing a seamless experience to end customers. Connect gives you the ability to win more business, save time and money, satisfy more customers, and drive profitability.

Key benefits:

- Win More Business
- Save Time and Money
- Satisfy More Customers
- Reduce Cost of Customer Support

Win More Business

Respond More Quickly to Sales Opportunities

To grow your business you need to be able to respond quickly to sales opportunities. You need to know immediately what services you can provide to which locations, and how much they'll cost. You can't afford to spend time comparing pricing and availability across multiple vendors. MegaPath's Connect portal all but eliminates these problems, freeing you to focus on winning new business.



“Prequalifying for services with MegaPath’s Connect portal has enabled us to respond more quickly to urgent sales opportunities. We have won key sales opportunities that would have otherwise been lost.”

George Mitsopoulos
Vice President & GM, IKANO Communications

- **Fast Prequalification Results**
Our real-time prequalification tool provides service availability and your specific final pricing in a matter of seconds. There is no need to look up pricing manually or to wait for prequalification from multiple vendors.
- **Prequalify Large, Multi-Site Deals**
With our bulk qualification tool you can qualify over 100,000 locations at a time, at a rate of up to 120 locations per minute. The days of spending time breaking down large, multi-site opportunities into smaller batches are behind you.
- **Prequalify Across Our Entire Nationwide Network**
With Connect, a single prequalification request accesses all of MegaPath's Ethernet, T1, and DSL services across our 4,000+ nationwide central office footprint. This saves you from having to work with multiple systems and submit multiple requests to prequalify distributed enterprise deals.
- **Leverage Your Existing Sales Tools**
Connect allows you to integrate our prequalification, ordering, and trouble ticketing capabilities with your existing sales tools through a robust set of APIs. This enables your sales team to continue using their existing sales tools to quote MegaPath's expansive product set.
- **Track Enterprise Deals**
Connect's Enterprise Tracker enables you to identify groups of locations as part of an enterprise deal so you can easily track and generate reports focused on specific high-value enterprise customers.

Save Time & Money

Get Your Customers Installed Faster

From the time your customer gives you the OK until their service is successfully installed, it's a race against the clock. Your end customers have businesses to run and they need their service installation completed as quickly as possible. Many service providers address this challenge with hosts of provisioning reps manually working each order. We also have a team standing by 24x7 to ensure timely order fulfillment, but the heart of our approach is a highly-automated, proprietary order management and service provisioning system that drives the installation process.



- **Automated Order Management**

A majority of all orders placed through Connect are handled by our proprietary order management and service provisioning system without the need for manual intervention —from the time you enter the order until our field technician arrives at the customer's site for the installation. Our automated systems reduce the amount of manual data entry and order validation work your team needs to do. By reducing the number of manually worked orders, our automated order management process speeds the time to install.

- **Direct Provisioning Integration with ILECs**

Our provisioning platform interacts directly with ILEC loop ordering systems. By eliminating the need for swivel-chair order management, you accelerate the time to install, and because our provisioning team doesn't need to manually interact with the ILEC, our time to install is reduced further.

- **Integrated Ordering of Network Interconnects**

You can also save additional time by ordering your interconnects through Connect—there is no need to follow a different process or use a different tool. You can order a variety of Layer 2 (ATM and GigE) and Layer 3 (L3NNI, IP Backhaul, MPLS ICI) network interconnects in a matter of minutes.

A majority of Connect orders are provisioned solely by our automated systems without the need for manual intervention.

Satisfy More Customers

Increase Your Rate of Successful Installation

When your end customers place an order, they expect it to be fulfilled. They don't want to hear about the complex process and coordination required to get them up and running, they just want the service. But you've been through the hassle of having your vendor reject orders due to incomplete order information, or learning after three weeks that the service provider can't provide service at the location even though the location prequalified. Not every obstacle to installation is foreseeable, of course, but we've built Connect to maximize the likelihood of a successful installation.



Connect guides you through each step of the ordering process which lowers the risk of an order being delayed or rejected.

- **More Accurate Prequalification**
Connect uses a proprietary service availability engine that provides a highly accurate service availability result and becomes more accurate the more it is used. With over 10 years of experience and more than 1 million prequalification requests each month, our success rate with Connect is very high. What this means to you is that a higher percentage of the orders you place through Connect will in fact be installed.
- **Fewer Rejected Orders**
For each order you place, Connect guides you through the process to ensure we have all the information needed to successfully install the service. This reduces the number of orders rejected due to insufficient order information or invalid product configurations.
- **Leveraged by Other Carriers**
Evidence that Connect's prequalification and ordering capabilities are accurate and robust also comes from the fact that the system is regularly used by three of the four largest telecom service providers in the United States. By ensuring accurate prequalification results and complete, accurate orders, Connect can reduce the time you spend managing orders.

Reduce Cost of Customer Support

Provide Customers with Top Tier Support While Reducing Costs

The cost of supporting customers is a major factor in your profitability. You want to provide the best customer support at the lowest cost. Most service providers give you live, phone-based support, but MegaPath takes it a step further. Through Connect, your repair team has a full set of diagnostic and troubleshooting tools so they can spend their time working the problem rather than waiting on the phone. The visibility you get into our network is invaluable because it greatly reduces the time and cost of resolving a service outage.



- **Increase Customer Satisfaction**

Connect gives you the insight and control you need to quickly resolve service-related issues. Connect's integrated trouble ticket management capability, troubleshooting tools, and port-level control all contribute to your ability to quickly address service issues. And the ability to quickly resolve issues leads to more satisfied customers.

- **Quickly Identify the Problem**

Through Connect your support team has full access to many of the same diagnostic and trouble-shooting tools that our own technical support team uses. This puts your support team in control and allows you to reduce the time to resolution because you can more quickly pinpoint where the problem is. In Connect you can see port and trunk status, see recent upstream and downstream circuit utilization, run loop back tests for T1s, check the quality of the copper loop, manage a reverse DNS, and even do a temporary port speed upgrade to see if it resolves a service issue. This level of control and visibility into our network reduces your time and costs required to support your customers.

- **Control the End-User Port**

Connect also allows you to directly control the end-user port in real time. If your end customer is struggling to pay their bill, you can get their attention by temporarily turning off network traffic on their port, rather than embarking on an expensive collections process. Once you receive payment, you can re-enable their port in a matter of seconds.

Connect with MegaPath

Connect puts our partners in a unique position where they can win more business, waste less time and money, satisfy more customers, and drive profitability. To get new partners started, we even provide personalized, partner-specific training for Connect either in person or remotely.

To learn more about becoming a MegaPath Wholesale Partner or to see a demo of how our Connect Partner Portal can benefit your business, contact us at: wholesale@megapath.com.

Connect gives you a single portal through which you have instant access to a portfolio of Ethernet, T1, and DSL services that reach over 240 metro areas nationwide.

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Three of the four largest
telecom service providers
in the U.S. use MegaPath's
Connect Partner Portal to
manage their services.

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Get Competitive with Connect.