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AT HOME & ON THE GO: PRODUCTS & SERVICES CUSTOMER CENTER ASSISTANCE

CALLING PLANS INTERNET SERVICES BUNDLED SERVICES VOICE OVER IP PHONES & ACCESSORIES

CALLING PLANS

→ LOCAL

- Local Service
- Set up new service
- Moving?

\$250

→ LONG DISTANCE

- View all
- Compare plans

UNLIMITED

→ INTERNATIONAL

- View all
- Compare plans

50%

→ CALLING ON THE GO

- Calling Cards
- Calling from abroad
- 1 800 CALL ATT

→ OTHER SERVICES

- Local Toll
- Plans for military personnel
- Services for the hearing impaired
- Alascom for residents of Alaska
- Personal 800 Number

→ BUNDLED SERVICES

- Calling Bundle
- DSL Bundle
- Dial-up Bundle

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- AT HOME & ON THE GO: PRODUCTS & SERVICES CUSTOMER CENTER ASSISTANCE
- & BUNDLES CALLING SERVICES INTERNET SERVICES VOICE OVER IP PHONES & ACCESSORIES WIRELESS

AT&T CallVantage Phone service for broadband

SERVICE AVAILABILITY

- AT&T CALLVANTAGE HOME
- WHAT IS AT&T CALLVANTAGE
- HOW IT WORKS
- PLANS & PRICING
- SAVINGS CALCULATOR
- CHECK SERVICE AVAILABILITY
- SHOPPING CART
- REFER A FRIEND
- IMPORTANT INFO AND FAQs
- CONTACT US
- SUBSCRIBER AGREEMENT
- TAKE THE TOUR

AT&T CallVantage Service is available just about everywhere! To find out if it's available in your area, just fill out the form below and select the Check Availability button.

What type of phone number would you like to use for AT&T CallVantage Service?

- I want to get a new phone number from AT&T.
 -OR-
 I want to keep my existing phone number.

[Click here to learn more](#)

Select the State and Location you would want for your new AT&T CallVantage Phone Number:

The number you choose can be outside your residential calling area, even outside of your state of residence. For example, if you live in Florida, your AT&T CallVantage number can have a New York area code. You will be able to use your phone normally, and callers will reach you by dialing your number in New York.

What State do you live in?

How do you access the Internet?:



Take a moment to review our [Minimum Service Requirements](#).



- AT HOME & ON THE GO: PRODUCTS & SERVICES CUSTOMER CENTER ASSISTANCE
- & BUNDLES CALLING SERVICES INTERNET SERVICES VOICE OVER IP PHONES & ACCESSORIES WIRELESS

AT&T CallVantage
Phone service for broadband

SERVICE AVAILABILITY

AVAILABLE NUMBER

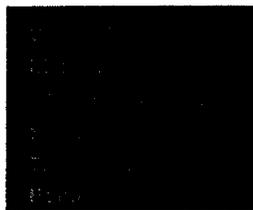
Your new phone number will begin with:
678 387-xxxx
[View your order](#)
[Check another number](#)

AT&T CallVantage Service is available for the phone number you requested! here to get AT&T CallVantage Service now.

- AT&T CALLVANTAGE HOME**
- WHAT IS AT&T CALLVANTAGE**
- HOW IT WORKS**
- PLANS & PRICING**
- SAVINGS CALCULATOR**
- CHECK SERVICE AVAILABILITY**
- SHOPPING CART**
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Take a moment to review our [Minimum Service Requirements](#).

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Sales - Voice

Tennessee Local and Long Distance Voice Services

NOTE: Tennessee sales can include local as well as long distance.

See [Background](#)

Local and Long Distance (LD) Services Flyer

Print out to give to prospects.

[Marketing Flyer](#) - posted 11/26/01

Product Descriptions

Learn about the products; print out to give to prospects.

[Calling Features and Services](#) - posted 11/30/01

[Local Service Product Description](#) - posted 11/30/01

[Local Service Comparisons](#) - posted 11/30/01

[LD Product Description](#) - posted 11/30/01

[2.3Mbps Product Description](#) - posted 11/30/01

[1.5Mbps Product Description](#) - posted 11/30/01

[1.2Mbps Product Description](#) - posted 11/30/01

[784Kbps Product Description](#) - posted 11/30/01

[400Kbps Product Description](#) - posted 11/30/01

[272Kbps Product Description](#) - posted 11/30/01

Pricing

Learn about the product and print out to give to prospects.

[Overall Price List \(bundles and standalone\)](#) - posted 11/30/01

[LD Voice Rate Chart](#) - posted 11/30/01

Sales Support

[Quote Package](#) - posted 12/04/01 **NEW**

While the individual components you need to get a quote are still here, we've placed everything into one handy package to make it easier. (Single Word document.)

[LD Savings Calculator](#) - posted 11/30/01

Use to determine prospect's savings.

[Savings Worksheet](#) - posted 11/30/01

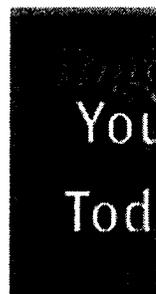
Fax in w/Partial Letter of Agency to determine prospect's savings.

[UNE-P Proposal Template](#) - posted 11/30/01

Rules and Instructions

[Bundled Rules](#) - posted 12/5/01 **NEW**

[Form Guide](#) - posted 11/30/01



Instructions for forms below.

Order Form Samples

[LD Forms Samples](#) - posted 11/30/01

[800 Number Forms Samples](#) - posted 11/30/01

Forms

[Partial Letter of Agency \(PDF\)](#) - posted 11/30/01

[Partial Letter of Agency \(Word Doc\)](#) - posted 12/5/01 ~~NEW~~

[Letter of Authorization](#) - posted 12/5/01 ~~NEW~~

[LD Addendum](#) - posted 12/05/01 ~~NEW~~

[PIC Freeze](#) - posted 11/30/01

Background

Broadslate is marketing impressive new local and long distance voice products that are designed to drive more loop sales by offsetting the costs our prospects pay their current local and long distance providers.

The new products are being launched in Tennessee. If you are an AE in this area, please contact [Chris Kyle](#) for information about getting trained (required) on the new product.

Local and long distance voice are value-added services and cannot be sold as a standalone product because we have negotiated very aggressive rates through Qwest. For example, the interstate/intrastate rate for Tennessee is \$0.039 per minute! The rates for other states vary but will allow Broadslate customers to save significantly on their long distance phone bill.

At this time, Broadslate will offer the following products:

- o Local dialtone - customer keeps same number
- o All the features needed including: call forwarding, call waiting, speed dialing and hunting.
- o Interstate calling (1+ and toll-free interstate calling)
- o Intrastate calling (1+ and toll-free intrastate calling)
- o International calling
- o Toll-free directory assistance listing
- o Project Account Codes ("PAC codes") or Authorization Codes

- Verified
- Non-verified

We will not offer calling cards or enhanced 8XX features.

Compensation

Commission for the Direct Channel will be increased via a one-time amount of \$25 per LD service sale, regardless of revenue or volume.

The Qwest Partnership

Selecting Qwest was done through a two-tier decision-making process in which price, financial commitment, and level of support were rated as the top decision-making factors. Qwest far outpaced WorldCom, AT&T, and Sprint on price, did not require a financial commitment, and had a better level of support than Global Crossing.

If you have any questions about the new long distance voice product, please contact [Chris Kyle](#) via e-mail or by calling 434.220.7667.

Contacts

The contacts for the Broadslate Business Agent Program are the following:

Director, Channel Partners:	Allen Hughes
Director, Marketing:	Ken Shafton
Manager, Marketing Communications/Webmaster:	Chuck Moran

Proprietary Information

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Comments for Webmaster.



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BUSINESS

ITC^DeltaCom understands the complexity of telecommunications. Whether you are looking for small business solutions or to connect multiple locations, ITC^DeltaCom has the experience and technology to be your total communications provider.

ITC^DeltaCom's Small Business packages are specifically bundled for small businesses or home offices. Our Enterprise services provide voice, data, and Internet solutions as well as, Equipment and Systems for companies of all sizes. We also provide additional business solutions such as collocation and hosting through e^deltacom, our 376,000 sq.ft. data center. Unlike many traditional communication services, you can get high-speed communications to practically any location you wish. ITC^DeltaCom always gives you the highest quality of products and services. One company, one invoice, one choice -- that's telecom simplified.

Contact your local ITC^DeltaCom branch office today or call 1.800.239.3000, to find out how ITC^DeltaCom can provide your integrated telecommunications and technology needs.

- Business**
- Enterprise Services
- Colocation
- Hosting

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ITC^DeltaCom, Inc. (NASDAQ: ITCD)

1791 O.G. Skinner Dr.
West Point, GA 31833 ([Map](#))

Phone: 706-385-8000
Fax: 706-385-8001
Toll Free: 800-239-3000

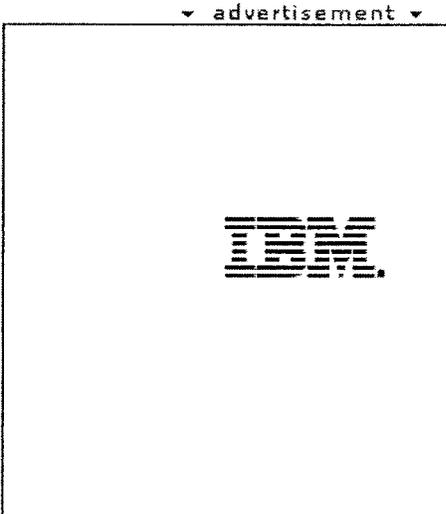
<http://www.itcdeltacom.com>

Browse Company Record

- Fact Sheet**
- Overview
- People
- Products/Operations
- Competitors
- News
- Financials
- SEC Filings

Covered by David Hamerly

ITC^DeltaCom, an integrated telephone company, is the competition. The competitive local-exchange carrier (CLEC) serves business customers through 40 offices from New York to Florida. It also wholesales long-distance services to other carriers -- including AT&T, MCI (formerly WorldCom), and Sprint -- through its regional fiber-optic network. The firm owns part of the network and manages the rest, which is owned by Duke Energy, FPL, and Entergy. But the depressed telecom sector forced the company to seek debt relief and it has emerged from Chapter 11 bankruptcy with investment firm Welsh, Carson, Anderson & Stowe owning a 65% equity stake.



Pro Premium Tools

- Family Tree Viewer
- Build Company List (D&B In-Depth)

Pro Plus Tools

- Report Builder
- Build Company List (D&B Basic)
- International Search

Pro Tools

- Find Similar Companies
- Add E-Mail News Alerts
- Build Company List (Hoover's In-Depth)
- Build Executive List
- Custom News Search
- Target IPO Companies
- Stock Screener

Tools

- Profile View
- Search For Reports
- Download to PDA

[Full Overview](#)

Key Numbers

Company Type	Public (NASDAQ: ITCD)
D&B D-U-N-S Number	Subscribers Only
Fiscal Year-End	December
2003 Sales (mil.)	\$461.6
1-Year Sales Growth	10.3%
2003 Net Income (mil.)	(\$24.3)
2003 Employees	2,360
1-Year Employee Growth	0.0%

[More Financials](#)

Key People

Chairman and CEO	Larry F. Williams
COO	John W. (J.W.) Braukman III
SVP and CFO	Douglas A. Shumate

Scott
 Scottrade: Check
 Ranked Highest
 Satisfaction. Low

Job One

-  [Wireless Access](#)
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-  [Print This Page](#)

SVP, Carrier Services

[Subscribers Only](#) 

SVP, Sales

[Subscribers Only](#) 

[More People](#) 

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Industry Information

- [Telecommunications Services](#)
 - [Fixed-line Voice Services Providers \(primary\)](#)
 - [Local Exchange Carriers](#)
 - [Long-distance Carriers](#)
 - [Data Services](#)

Top Competitors

- [ALLTEL](#)
- [AT&T](#)
- [BellSouth](#)

13 Competitors Listed For ITC^DeltaCom 

Trading Toolbox



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[Trade Here](#)

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- [ITC^DeltaCom, Inc.: Company Profile](#)
(Datamonitor, Jul 1, 2004, Business Reports)
- [Quantitative Report for ITCD](#)
(ValuEngine, Inc., Jul 1, 2004, Business Reports)
- [Tomorrow's Telephone Technology: The VoIP Revolution](#)
(Hoover's, Inc., Feb 1, 2004, Business Reports)
- [Wired Telecommunications Carriers Major Companies Report](#)
(Harris Industry Reports, Aug 12, 2003, Business Reports)
- [Data Services: Financial Analysis Profiles](#)
(BizMiner, May 24, 2004, Business Reports)
- [Wired Telecommunications Carriers in the US](#)
(IBISWorld, Jan 18, 2004, Business Reports)
- [Plunkett's Telecommunications Industry Almanac 2003-2004](#)
(Plunkett Research, Ltd., Jul 15, 2002, Books)

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(Worldwide Videotex, Jun 1, 2003, Business Reports)

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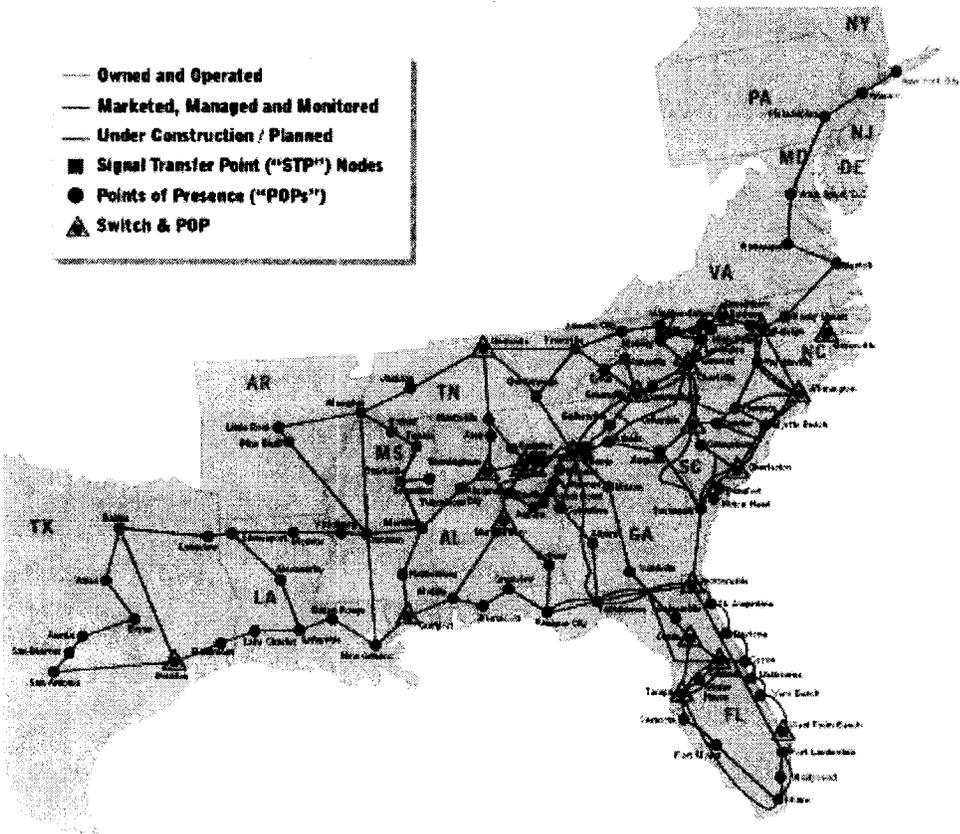


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FIBEROPTIC NETWORK

- Owned and Operated
- Marketed, Managed and Monitored
- Under Construction / Planned
- Signal Transfer Point ("STP") Nodes
- Points of Presence ("POPs")
- ▲ Switch & POP



Company Information

- Our Network
 - > Fiber Optic Network
 - > IP Backbone
 - > PRI
 - > Frame Relay
- News Room
- Investor Relations
- Executive Team
- Office Locations
- Our Guarantee
- Milestones
- Mission & Values
- Merger Information
- Vendor Relations
- Employee Directory
- Simpli-Facts



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DIVISION of the STATE CHIEF INFORMATION OFFICE
NON-EXCLUSIVE STATE-WIDE TERM CONTRACT
LOCAL TELECOMMUNICATION SERVICES

Vendor: KMC Telecom, Inc.
Contact: Sharon Wilson
Phone: (803) 233-3017
Contract Number: 2000.17.04

Expiration Date: May 31, 2006

CIO Contract Administrators:

Vickie Pearce
Phone: (803) 896-0350
Email: vpearce@cio.sc.gov

Richard Katz
Phone: (803) 896-0368
Email: rkatz@cio.sc.gov

CIO Customer Services
Phone: (803) 896-0330
Email: customerservice@cio.sc.gov

E-RATE MASTER CONTRACT NUMBER: SRCSC92-2238-08

<u>Service Area</u>	<u>Contract Terms</u>	<u>Pricing</u>
• <u>Columbia</u>		
• <u>Charleston</u>		
• <u>Spartanburg</u>		

KMC LOCAL SERVICE RATES

Description	Installation	Monthly Rate
FLAT RATE BUSINESS LINES AND TRUNKS		
Business Line	\$23.40	\$28.40
Call Forwarding		\$1.50
Rotary Line Service-Business		\$5.25
Caller ID Number Delivery		\$4.90
PBX Service, establish trunk group and provide first group of \$45.00 20 DID number		\$1.90
PBX Service, additional group of 20 DID numbers	\$13.50	\$1.90
PBX Service, DID inward trunk	\$81.00	\$29.20
PBX Service, DOD flat rate trunk	\$23.40	\$29.60
PBX Service, combination flat rate trunk	\$23.40	\$29.60

BASIC RATE ISDN

BRI, per circuit	\$160.00	\$73.70
	PRIMARY RATE ISDN	
Primary Rate Inward Data ISDN Circuit (w/ 23B + 1D Channel)	\$600.00	\$580.00
NOTE: Intra LATA calling is included in above PRI rates.		

KMC SERVICE AREAS

Columbia

803-977	803-988	803-248	803-213	803-214
803-212	803-231	803-241	803-251	803-252
803-253	803-254	803-255	803-256	803-296
803-301	803-303	803-304	803-306	803-312
803-343	803-352	803-355	803-376	803-400
803-216	803-503	803-504	803-551	803-561
803-401	803-415	803-434	803-540	803-619
803-690	803-698	803-733	803-742	803-748
803-896	803-598	803-736	803-791	803-794
803-612	803-731	803-750	803-772	803-798
803-758	803-765	803-771	803-779	803-799
803-806	803-898	803-929	803-931	803-933
803-796	803-926	803-936	803-939	

Charleston

843-202	843-218	843-219	843-220	843-255
843-277	843-278	843-308	843-402	843-434
843-512	843-518	843-529	843-534	843-554
843-556	843-566	843-570	843-571	843-573
843-577	843-579	843-720	843-721	843-722
843-723	843-724	843-727	843-728	843-740
843-743	843-744	843-745	843-746	843-747
843-763	843-766	843-769	843-789	843-792
843-805	843-807	843-809	843-852	843-853
843-876	843-937	843-953	843-958	843-961
843-964	843-965	843-967	843-973	843-974

Spartanburg

864-205	864-208	864-212	864-216	864-218
864-237	864-253	864-278	864-279	864-308
864-316	864-326	864-327	864-415	864-494

864-514	864-515	864-541	864-542	864-560
864-948	864-978	864-266	864-273	864-574
864-562	864-573	864-577	864-580	864-582
864-583	864-585	864-590	864-591	864-594
864-596	864-597	864-598	864-620	864-621
864-680	864-706	864-809	864-909	864-921
864-576	864-587	864-595	864-439	864-949

This page was last updated 01/22/03





Customers! Click here to update your Contact Info.

KMC PROVIDES

➤ NATIONWIDE DATA SERVICES

OFFERING CONSULTING, OUTSOURCING AND FINANCIAL SOLUTIONS

➤ ADVANCED COMMUNICATIONS SERVICES

OFFERING VOICE, DATA AND INTERNET SOLUTIONS



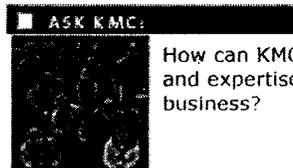
For Cable MSOs, ISPs, IXCs, Utility and Power Companies, Wireless Carriers:

Consulting, financing, engineering and operations support for national, regional, and local access infrastructures and services.



For local businesses, organizations and enterprises:

A full range of Voice, Data, and Internet Services provided over a high-performance network infrastructure spanning 35 cities.



How can KMC and expertise business?

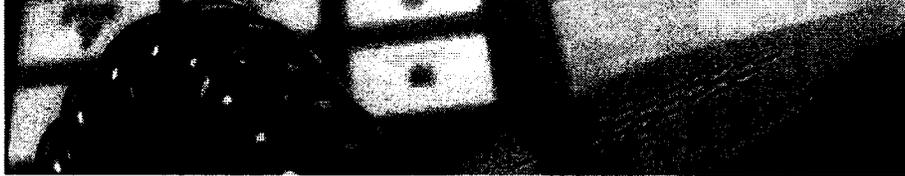


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ADVANCED COMMUNICATIONS SERVICES



BUNDLED VALUES:

KMC Phone & Feature Bundles

Products a

LOCAL SERVICES:

KMC Business Line Service

KMC Business Line Service

KMC Custom Calling Features

LONG DISTANCE SERVICES:

KMC Long Distance Service

Local Business Telephone Service from Your Local Full-Service Prov

ENHANCED SERVICES:

KMC International Service

You can select from a range of options that includes everything from a single line to a multi-line service with a lot of features. Our state-of-the-art fiber networks ensure clarity and dependability of your service. What's more, the expensive start-up cost and no costly equipment to buy. **KMC Business Line** interfaces with your equipment, whether it is a PBX, Key System or an individual phone line. And you can keep your present telephone number!

KMC Voice Conferencing Service

DATA SERVICES:

KMC Special Access Service

KMC Dedicated Internet Access

KMC ISDN BRI/PRI Service

We offer several types of local service, including **KMC Business Line Service** either a Basic Business Line (Flat Rate and Measured) or a Basic Business Line Hunt (Flat Rate and Measured). We also offer both analog and digital Private Branch Exchange (PBX) trunk service which provides local access for your business. Whether you need Direct Inward Dial (**KMC PBX Trunk Service** DID Trunk) or Outward Dial (**KMC PBX Trunk Service** DOD Trunk) or a combination (**KMC PBX Trunk Service** Combination Trunk), we'll configure the trunk to the requirements of your business.

PRIVATE LINE SERVICES:

KMC Private Line Services

CARRIER SERVICES:

KMC Carrier Transport Services

KMC Carrier Terminating Access

KMC Collocation Services

For ISDN users, KMC offers two flexible, cost-effective solutions designed to meet your complex voice and data telecommunications needs:

Network Resources

Testimonials

KMC Service Area Maps

Nationwide Data Services

KMC Home

- **KMC Basic Rate ISDN Service**, and
- **KMC Primary Rate ISDN Service**.

Whichever type of ISDN service you select, you will receive a monthly invoice from KMC Telecom ®.



Advanced Communications Service Areas

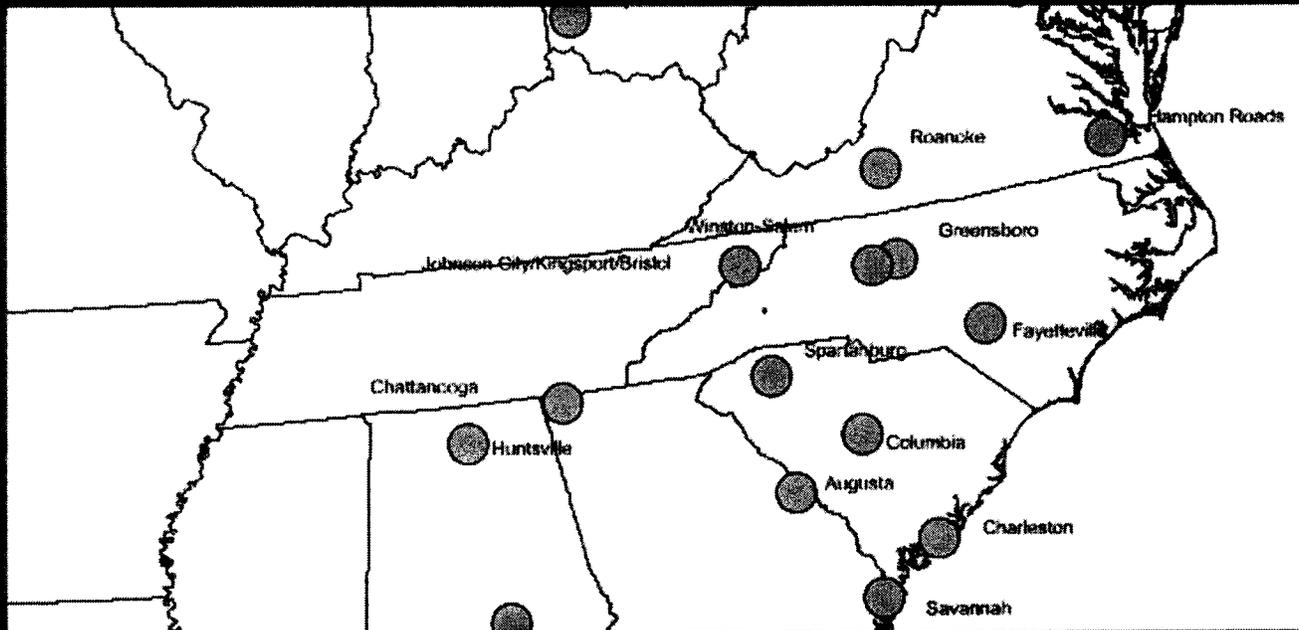
Please select one of the following:

- Advanced Communications Network Areas
- Non-Advanced Network Areas
- Softswitch PRI Platform Service Areas

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Advanced Communications Service Areas



Please select one of the following.

- Advanced Communications Service Areas
- Not Available with Service Areas
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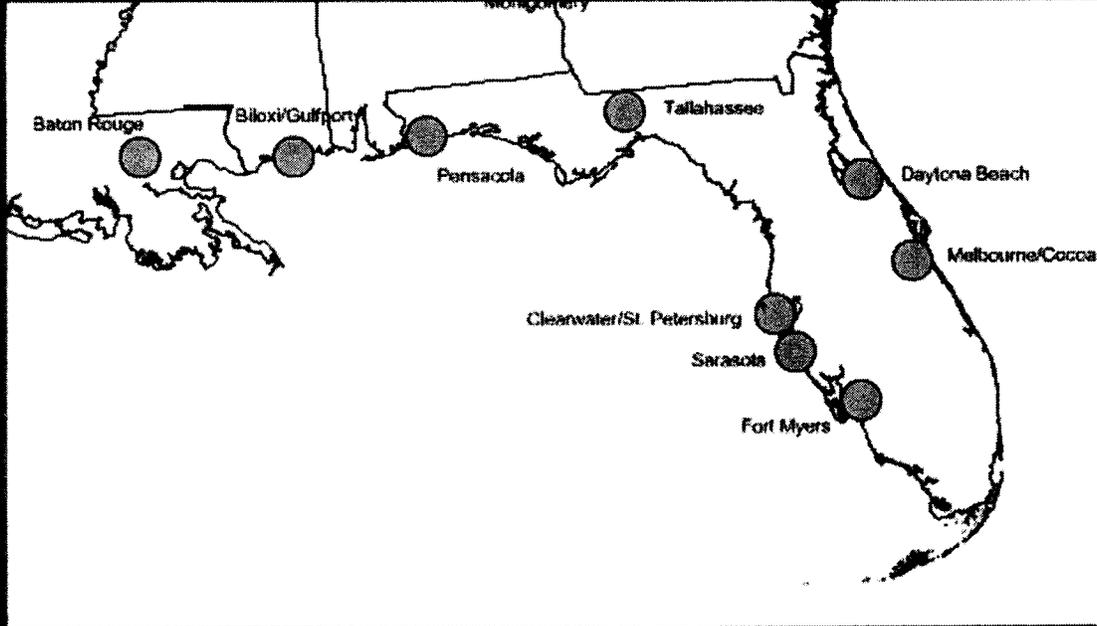
Advanced Communications Service Areas

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- Telephone Data Service Areas
- Softswitch PRI Platform Service Areas



Advanced Communications Service Areas



Please select one of the following:

- Advanced Communications Service Areas
- Network Data Service Areas
- Softswitch PRI Platform Service Areas





Please select one of the following:

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- Nationwide Data Service Areas
- Softswitch PRI Platform Service Areas



Advanced Communications Service Areas



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Please select one of the following:

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- Nationwide Data Service Areas
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Nationwide Data Service Areas



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- Nationwide Data Service Areas
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Advanced Communications Service Areas
Nationwide Data Service Areas
Softswitch PRI Platform Service Areas



Softswitch PRI Platform Service Areas



Advanced Communications Service Areas
Nationwide Data Service Areas
Softswitch PRI Platform Service Areas

Please select one of the following:

- Advanced Communications Service Areas
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Advanced Communications Service Areas



Please select one of the following:

- Advanced Communications Service Areas
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- Softswitch PRI Platform Service Areas

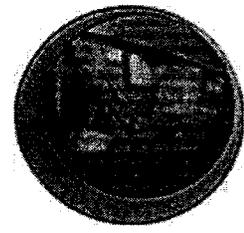
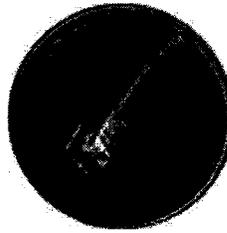
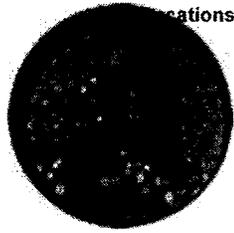
Advanced Communications Service Areas
Nationwide Data Service Areas
Softswitch PRI Platform Service Areas



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Our Mission



July 30, 2004

Product Availability:

NPA - NXX - XXXX

Address

City

State Zip

INTERNET & DATA

Power up your internet and data connectivity with High-speed Internet Access from NewSouth!

VOICE

Is your business looking for a competitive choice for local and long distance phone service?

BUNDLES

Let NewSouth show you the savings and convenience of communications bundles. Have it all from one provider!

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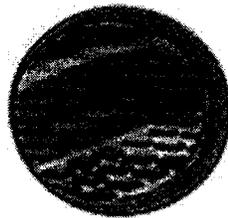
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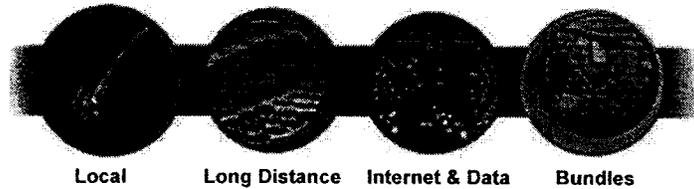
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July 30, 2004

Internet & Data
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VOICE

Local Service

NewSouth Communications' Lucent 5ESS AnyMedia™ digital switches enable us to provide you with the best quality service at the best price.

PBX Trunks

NewSouth Communications offers comprehensive service designed to complement your existing PBX or Hybrid Key system.

Business Exchange Lines

NewSouth Communications' Business Exchange Lines enable you to customize the features and functionality of your telephone.

Extended NewArea

If your business places a large number of calls beyond our expanded local calling area, then Extended NewArea™ is designed for you.

Point-to-Point

NewSouth Communications' Point-to-Point functions as a private line between two or more locations. Your business can have continuous access to 4-digit dialing and high-speed data transfer to those locations you call most often.

Long Distance Service

Whether you're calling across the world or across your state, NewSouth Communications has the right long distance solution for your business.

International Long Distance

NewSouth Communications offers international calling to over 240 countries. Unlike other telecommunications providers, NewSouth Communications aggregates your monthly recurring charges.

800 Access

800 service is an easy and convenient way for your customers to contact you...at no charge to them.

Account Codes

NewSouth Communications' customers can track local and long distance calls by caller, department or client using our advanced Account Code system.

Small Business Solutions

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Voice Mail

NewMessaging™ provides customers a flexible and powerful tool that can answer phone calls, take messages, and store them for review at a later time.

Conference Calling

Harness the power of the conference call for employees, customers and vendors with NewConferencing™ from NewSouth Communications. This service lets you organize a conference call between three or 300 people quickly and easily.

Phone Cards

When you are away from the office, our Phone Card puts all the benefits of NewSouth Communications right in your pocket. Calls can be made from almost anywhere to just about everywhere in the world.

Enhanced Features

Expand your communication capabilities with our suite of advanced voice features. These include an Individualized Dialing Plan, Multi-way Calling, Queuing, and Customer Recovery options.

INTERNET & DATA

Managed Network Security

NewSouth Communications is leading the industry with LANLock, a managed Internet security product that brings the latest in small-business network protection to your small business.

High-Speed Internet

NewSouth.net, our high-speed Internet product, brings you the World Wide Web with the touch of a button. Your connection is fast and it's secure - the bandwidth you purchase is guaranteed.

Private Networking

Netosphere, can provide your business with a comprehensive, custom-designed private networking solution for high-speed business communications. With a flexible, cost-effective private network, you will mobilize your business by sharing information and applications between sites.

BUNDLES

Suite T

A T1 made to order for your business. You choose the combination of Internet and voice channels, all with the convenience of one flat rate month after month.

Small Business Solutions

Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses have a choice.

Have an Account Executive Contact Me.

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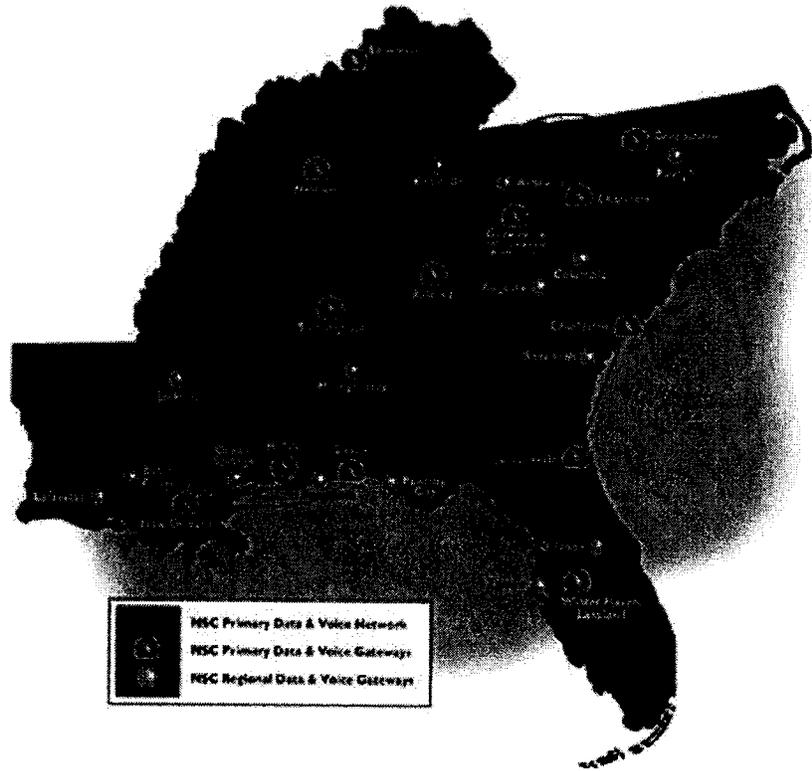
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July 30, 2004

Voice Network Map

- Industry Overview
- Data Technology
- Voice Technology
- Information Technology
- Network Strategy**
- Voice Network Map
- Data Network Map



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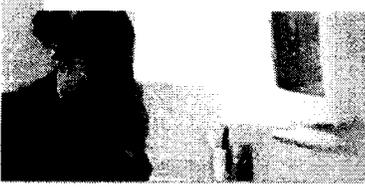
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Who We Are

Who We Are

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Locations

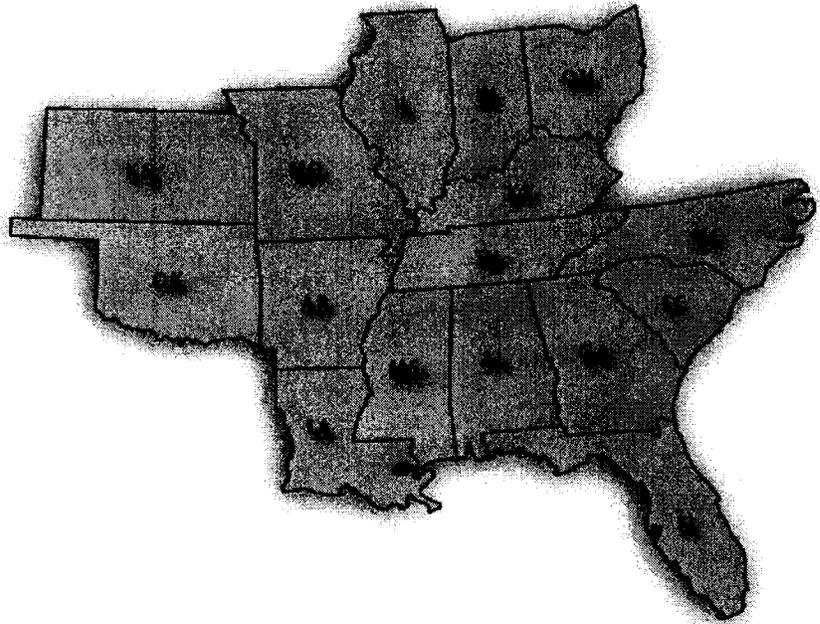
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LOCATIONS

Locations

NuVox offers service in 16 states across the Midwest and Southeast. To obtain contact information and service availability, please select the city nearest you from the map below.



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TriVergent

Sales Phone Number: 1-877-874-3758 or Send your query

TriVergent

http://www.trivergent.com

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Co-location
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Voice circuits

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Greenville Greenville, SC

Network Ops Centers:

SC Greenville Greenville

Partners:

Trivergent

Warning: the prices this company quote may n be INCLUSIVE OF UNIVERSAL SERVICE FEE! m information.

About TriVergent ..

TriVergent offers customers broadband Internet access, Web hosting and design services, and lo and long distance phone service - all from one company, all on one bill. Contact us toll-free at 877.TRIDSL8 for more information.

Recent Reviews

(viewing 1..10 from 2) - Next 10 >>

icon key

next review in page

Review by: torkrite on Wednesday October 17th 01, @08:43PM.

Note: reviewer registered on 2001-10-17 20:08:39, but has only visited us 5 times

From: Lexington, Lexington, SC

Business DSL customer

Contract was \$49 per month (24 months)

From order to live: about 30 days

Telco party: AllTel

tech support is very friendly with good helpful attitude"

"many tech support technicians simply have NO CLUE!?!?"

Pre Sales information:

Install Co-ordination:

Connection reliability:

Tech Support:

Services:

Value for money:

Insuffici
rec
reviews
relia
ove
rat

: **"offers the lowest cost adsl broadband but system reliability is poor"**

Alltel ADSL (TriVergent) in Lexington, SC area...A new customer's opinion

ordered service in early aug, 2001
 \$49/month with \$200 cost of router deferred with 2 year service contract
 initial installation charge \$50
 within 1 week SpeedStream Router arrived with all filters and excellent instructi
 A full two weeks later the line was still not connected - or tested!
 with several prompting calls to tech support the line was activated
 by Sep 19, still no good connection! line problems were investigated on seven
 seperate occasions with no problems found!?!? router still drops the line connec
 every 10 minutes.
 No service calls have been made to inspect installation or router connections an
 attempts to work with phone tech support defaulted to "we need to open a serv
 ticket to check the lines"

Finally, by the second week of Oct a problem with the PPP connection router in
 Charlotte, NC was admitted and equipment was serviced at other end.
 After going through many phone service techs I finally happened onto a good or
 recommended dsreports for tweaking and system improvements.

Finally, at the middle of Oct, I have a decent ADSL connection with download cl
 1700kb/s ! Thank you DSL Reports! (-:
 my best speed before Oct was 256kb/s

Bottom Line: Cost, service help, equipment is excellent....service tech compet
 responsiveness to outages, system up-time is fair at best.
 Other choices in this area are Roadrunner, DirectPC and other sat systems....I r
 the best choice for what is available. Hopefully the Alltel ADSL system in Lexing
 SC will improve with seasoning and over time. Right now it is the best choice of
 available choices.

BTW: Ping rate is very high, around 950ms, which is most probably due to line
 conditioning problems and fault of Alltel !
 Respond to review · See Full Discussion

next review in page (previous review)

Review by: **jdlathan** on Sunday October 29th 00,
 @09:55PM.
 (reviewer registered on 2000-10-29 10:29:32, has visited 61 times
 since)

Pre Sales information:
Install Co-ordination:
Connection reliability:
Tech Support:
Services:
Value for money:

From: **Anderson,Anderson,SC**
 Contract was **\$70 per month**
 Telco party: **Trivergent**
 CLEC party: **Trivergent**

: **"Good tech support, Easy self Install, Pricing OK"**
: **"HORRIBLE BILLING PROBLEMS, SLOW, Disconnects frequent on weeke**
: **"Try Bellsouth DSL First"**

Sign up, Installation, no problems. 320 k PPPoE, Dynamic connection with Phon
 service \$70. Nortel External Modem. Was paying by check at first. Tried to bum
 speed, lines in area would not go beyond the 320 I was at (They checked line w
 some software program, but never gave me the max speeds line would hold). T
 started Credit card billing with no notice (I gave the card when I signed up). Ins

of billing me for the bumped up speed, they billed me for 2 lines OFF MY DEBIT WITH NO BILLING NOTICE!! Next month they hit my card again for about \$320. decided I had enough of their billing problems. Got problem straightened out ar disconnected. Problems with disconnects on weekends. Try Bellsouth before you get this Headache!! Charter in Anderson, SC is awful also- 300k connection for 49.9 what a RIP!

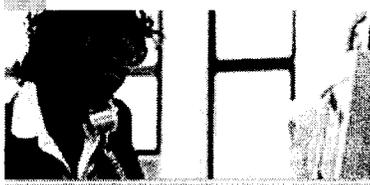
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 - I'M A CUSTOMER
 - MY EMAIL
 - I'M A DEALER
-

Greenville, SC -- Wednesday, December 1, 1999

Sales Team Will Be at Forefront of TriVergent's DSL Bundled Services Offering

TriVergent has completed its team of account executives who will offer the company's new bundle of high-speed Internet access, local phone service, and long distance phone service to small- and medium-sized businesses in the Greenville, Spartanburg, and Anderson areas of Upstate South Carolina.

TriVergent is a Greenville-based, integrated communications provider (ICP) offering a wide range of services. The sales team will work with business clients interested in TriVergent's services that feature high-speed access to the Internet through DSL (digital subscriber lines) along with web hosting, e-mail, and web page design options. The company also provides data, local area network (LAN), wide area network (WAN), and hardware solutions as well as local phone service and long distance phone service for clients. TriVergent's services will be bundled for clients onto one bill.

The Greenville-Spartanburg-Anderson account executives have years of experience working in the Upstate market. The sales team includes **Jennifer Arndt**, the sales manager for this area and who has worked at TriVergent for 1 year; **Blake Comer**, who came to TriVergent from Computer Science Corporation; **Randy Friedberg**, who previously worked for SunCom; **Rich King**, who worked with Synnex Information Technologies; **Michele Miller**, who has been with TriVergent for a year and was recently promoted from business support

representative; **George Smith**, who worked for SunCom; and **Greg Sullivan**, who joined TriVergent from Datastream. The team will begin selling TriVergent's bundle of high-speed Internet access, local phone service, and long distance phone service on Dec. 6, 1999.

"We're excited about this group of people and their ability to offer business customers solutions for maximizing use of the Internet and local and long distance phone service," said Dan Sterling, vice president of Sales for TriVergent.

TriVergent will form similar sales teams throughout the southeast. Teams are currently being completed in Atlanta and Greensboro with groups to follow in Miami, Jacksonville, and several other markets.

About TriVergent Communications, Inc.

TriVergent Communications, Inc., a privately held Integrated Communications Provider (ICP), provides business and residential consumers with a wide range of communications products and services including high-speed Internet (DSL), web hosting and design, local exchange, long distance, and data integration products. The company is building an ATM-backbone, high-speed data network that will cover 26 southeastern metropolitan markets. Founded by former managers of Corporate Telemanagement Group, now Qwest Communications (NASDAQ:QWST) and Tel/Man, now MCI Worldcom (NASDAQ:WCOM), TriVergent's management team and directors have more than 175 years of aggregate competitive telecom experience. TriVergent was named "One Of The 50 Companies to Watch in 1999" by *digitalsouth* magazine. Additional information on the company can be found on the Web at www.TriVergent.com.