

vision. Among our accomplishments:

- First interconnect company (sells and services business telephone systems) in Paducah, KY -- 1969.
- First local company in our region to offer consumers a lower-cost alternative for long distance service -- 1982.
- First Internet Service Provider (ISP) in our region -- 1994.
- Pioneer in online transactional banking -- 1995.
- One of the first phone companies doing business following deregulation of local telephone service under the "Telecommunications Act of 1996."
- Industry leadership in software development for doing business over the Internet.
- Pioneer in IP Telephony -- 2003.

Our future is exciting and full of new endeavors. We are making decisions that will ensure the highest level of customer service, enhance the scope of the products and services we offer and help support the growth and future success of our customers.



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Cinergy Communications now offers local telephone service that gives you our most popular enhancements for one low price.

- o **KEEP** your current phone number
- o **FREE** 60 minutes of long distance
- o **FREE** Caller ID with Name
- o **FREE** Call Waiting (with Caller ID)
- o **FREE** 3-way Calling
- o **NO FEE** to switch you over<sup>1</sup>



Click [HERE](#) for a list of frequently asked questions about our local phone service.

### Sign up now!

Sign up for local telephone service from Cinergy Communications right now through our completely secure sign-up wizard. Start by entering the telephone number you want to switch:

(     )     -

SUBMIT

### Find out more...

Looking for more information about our local telephone service? Just enter the first six digits of your phone number, including your area code, to find out what services we offer in your area. (We do not record your number.)

(     )     -

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SUBMIT

**If you do not currently have telephone service and need new service set up in your home, or if you need to add additional lines to your existing service, or have multiple lines to transfer, please call 1-866-304-7208 for details.**

**If you are switching from another telephone provider and have DSL service that you wish to keep, you cannot sign-up for service online. You must call 1-866-304-7208 to sign-up for telephone service with Cinergy Communications.**

Local service from Cinergy Communications is available for as little as **\$21.95<sup>2</sup> per month!** Yes, that price includes Call Waiting and Caller ID (with name), plus 60 minutes of free Long Distance calling each month and other service features.

With local service from Cinergy Communications, you can choose the package that best fits your needs and your budget!

<sup>1</sup> Most telephone companies charge a conversion fee to switch a customer to their service or switch away from their service (this is a fee that phone companies charge each other when customers change from one provider to another). Cinergy Communications will pay the fee

for you when switching to our service. There may be situations where your home's telephone wiring must be moved from one provider's network (wiring) interface to another. All telephone wiring starting at interface (generally located on the side of your house) and traveling into your house is the responsibility of the homeowner. Cinergy Communications can provide wiring services to move your telephone wiring if necessary. Please call our Customer Service Department at 1-800-599-1000 for pricing and further details.

<sup>2</sup> Just \$21.95 per month for your first 6 months. Offer is for residential service only. Long distance in excess of sixty minutes is billed at 6.9¢ per minute. Local toll, taxes, and other regulatory fees are not included.

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## Residential Products

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For more information about our residential services, select your area of interest at the left.

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Being successful in business means finding smarter and more efficient ways to communicate. Become a winner by simplifying and broadening your communications; your customers will work better with you, and your employees will work better for you.

We work closely with our customers to understand how they communicate both internally and externally. Our solution represents an investment in your business performance: growth, productivity, cost-reduction, quality and customer satisfaction.

We are focused on meeting your needs by offering you:

- An alternative provider of local phone service.
- A single, customer-focused resource for all your voice, data and Internet needs.
- One billing statement for all your voice, data, Internet and equipment needs.
- An account manager to establish and manage your account.
- Superior customer service.

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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>
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 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.

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<b>Company Type</b>	Public (NASDAQ: <a href="#">ITCD</a> )
<b>D&amp;B D-U-N-S Number</b>	<a href="#">Subscribers Only</a>
<b>Fiscal Year-End</b>	December
<b>2003 Sales (mil.)</b>	\$461.6
<b>1-Year Sales Growth</b>	10.3%
<b>2003 Net Income (mil.)</b>	(\$24.3)
<b>2003 Employees</b>	2,360
<b>1-Year Employee Growth</b>	0.0%

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**Key People**

<b>Chairman and CEO</b>	<a href="#">Larry F. Williams</a>
<b>COO</b>	<a href="#">John W. (J.W.) Braukman III</a>
<b>SVP and CFO</b>	<a href="#">Douglas A. Shumate</a>

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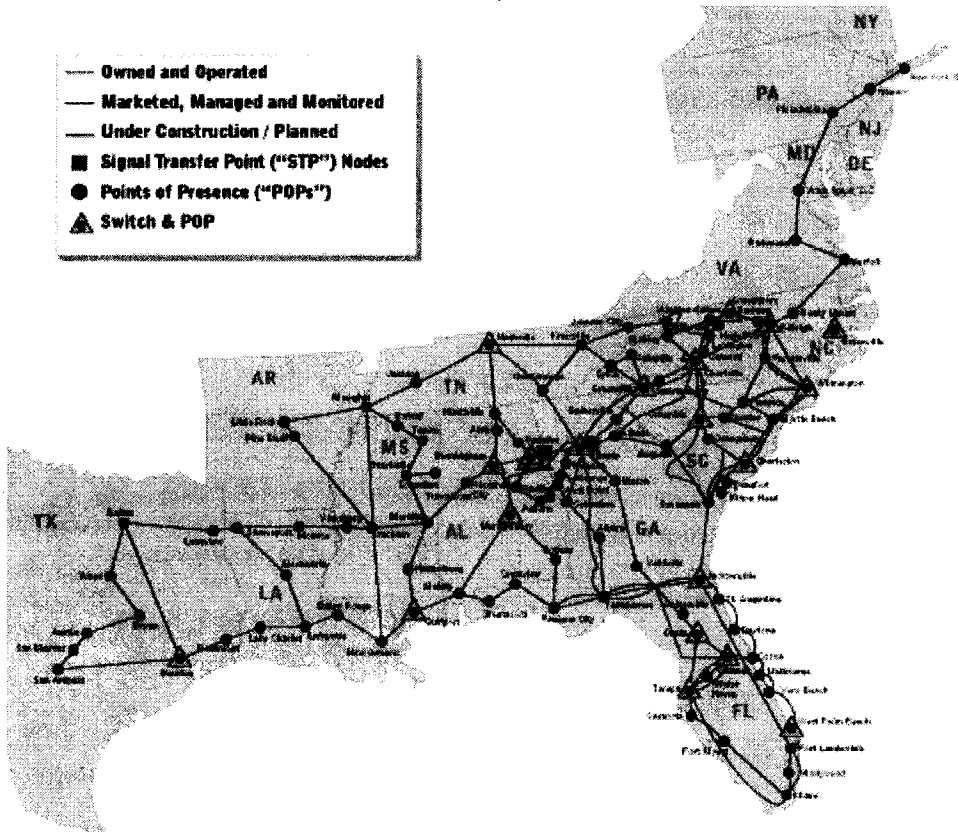
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MCI Business Complete Unlimited gives you the freedom of:

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### Business Lines

Business Lines are often referred to as "Plain Old Telephone Service" (POTS) Lines. Business lines are communication circuits between the local end office and your telephone, key system, fax, or modem.

MCI Business Lines, as its simplest, are the ideal solution for all your routine business telecommunication applications. Whether you use your MCI business line to connect to a telephone, fax machine, modem system, you can be assured that you will have local service you can count on. Business lines allow you

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###### Local

###### Business Lines

###### Trunks

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###### Local ISDN PRI

###### Outbound Long Distance

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###### SkyTel Wireless Services

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###### MCI Advantage

##### Internet

##### Data

##### Satellite

##### Government Services

##### Wholesale Services

##### All Products

##### Partner Center

##### Resource Center

##### Manage My Account

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- Make and receive calls
- Transmit faxes
- Gain access to the Internet

### Which Businesses Can Use MCI Business Lines?

Business Lines are ideal for:

- Small Business customers
- Customers who do not currently require the feature functionality of a PBX
- Customers with fewer than 15 lines

### Why MCI Business Lines?

MCI has an impressive array of local features that define and enhance the MCI Business Line offering. Features include:

- **Call Transfer or Three Way Conference Calling.** Permits station users to transfer any call or party to an established connection.
- **Call Forward Busy.** Redirects calls to another station when called station is busy.
- **Call Forward No Answer.** Redirects calls to another station when called station does not answer.
- **Call Forward Variable.** Incoming calls are redirected to another station.
- **Speed Dial (8 or 30 codes).** Allows users to place calls to designated numbers by dialing one or more digits rather than the complete telephone number. Users can program up to 8 or 30 codes.
- **Call Waiting/Cancel Call Waiting.** With the sound of a beep, the user will be alerted that another call is waiting to be answered. It is not necessary to terminate the original call to answer the call, wait for the second call to be answered.
- **Caller ID w/Name.** Provides the MCI Local Customer the ability to identify the name of (or station) telephone number associated with the calling party. This feature requires a two-line minimum.
- **Caller ID Blocking-Selective, -Complete.** The caller's number can be blocked from the destination on every call.
- **Voice Mail.** Voice Mail offers extensive voice messaging features, packaged in a way that makes it easy to use. Simple prompts help with every step, giving you the option to review messages, record and change passcodes by simply pressing numbers on your touch-tone keypad.

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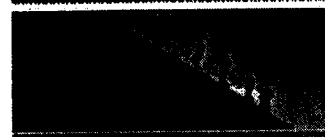
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*Covered by David Hamerly*

Network Telephone is a facilities-based provider of advanced integrated telecommunications services, including local and long-distance voice access and broadband Internet, in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, and Tennessee. The company has more than 114,000 lines in service to 13,000 small business customers. Network Telephone also offers Web hosting and Web site development. Chairman Ray Russenberger founded Network Telephone in 1997. Russenberger also founded Network Paging in 1985 and Network USA (now [Metrocall](#)) in 1988.

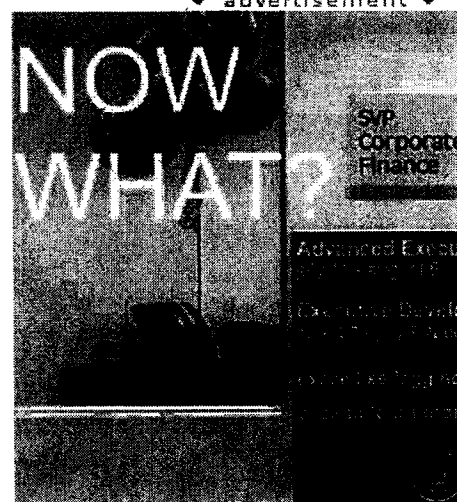
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<b>Company Type</b>	Private
<b>D&amp;B D-U-N-S Number</b>	<a href="#">Subscribers Only</a>
<b>Fiscal Year-End</b>	December
<b>2002 Sales (mil.)</b>	\$44.9
<b>1-Year Sales Growth</b>	130.3%
<b>2002 Employees</b>	500
<b>More Financials</b>	

### Key People

<b>Chairman and CEO</b>	<a href="#">Ray Russenberger</a>
<b>President, COO, and Director</b>	<a href="#">Leo J. Cyr</a>
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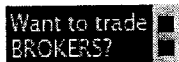
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## 6 Competitors Listed For Network Telephone

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## ABOUT NETWORK TELEPHONE CORPORATION

[www.networktelephone.net](http://www.networktelephone.net)

### Overview

Headquartered in Pensacola, Fla., Network Telephone Corporation is a facilities-based, second generation, data-centric competitive exchange carrier providing high speed digital subscriber line (DSL), voice over DSL (VoDSL), local and long distance voice, internet and wireless data services throughout a nine-state southeastern US footprint.

Network Telephone secured government certification to provide local and long distance telecommunications exchange in the state of Florida in July 1998. Since then, the company has embraced forefront technology and enhanced product offerings, corporate and client architecture. Network Telephone is currently FCC certified to provide service to Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. In addition, more than 300 collocation agreements have been filed with BellSouth, Sprint and GTE and strategic plans include delivery of end-to-end DSL and voice choices to 60+ markets before year-end. Network Telephone concentrates primarily on servicing the small and medium sized business market.

Ray Russenberger founded Network Telephone in 1998, realizing the opportunities that deregulation presented for embracing dynamic technology. Network Telephone immediately began bundling local and long distance voice exchange with data transmission at considerable savings off of incumbent local exchange carrier (ILEC's) rates.

After less than one year in existence, Network Telephone formed a partnership with California-based Copper Mountain Network®<sup>TM</sup> to deploy their CopperEdge™ DSL concentrators and packet-based integrated access devices, securing delivery of DSL to all of Network Telephone's territories. The move presented full-service telecommunications solutions and advanced technological offerings from one powerhouse source.

Other benchmarks quickly followed. Lucent Technologies feature-rich voice over DSL (VoDSL) Pathstar™ technology joined the Network Telephone product delivery menu. Before year-end 1999, Network Telephone launched its Jackrabbit DSL product, with speeds 50 to 100 times greater than analog dial-up service and a dedicated connection at half the cost of former options, like T1 or ISDN usage-based charges. An aggressive sales team began pre-selling customers to Network Telephone's custom-designed fiber-optic circuitry in Pensacola, Fl. with a scheduled date to move to the network in the first quarter 2000.

In January 2000, Network Telephone successfully launched a new \$8 million, customized SavillExpress CLEC and SavillCare comprehensive customer care back-office infrastructure, automating services and accounting, streamlining customer profiling and management.

Since inception, Network Telephone has assembled a senior management staff representing more than 100 years of telecom experience. To date Network Telephone circuits connect approximately 19,000 lines and 4,000 customers.

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## Press Release

### Contacts:

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Copper Mountain Networks, Inc.  
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[khiggins@coppermountain.com](mailto:khiggins@coppermountain.com)

Clare LaGrand  
Network Telephone Corporation  
1.850.432.4855, ext. 1505  
[clarel@networktelephone.net](mailto:clarel@networktelephone.net)

## Network Telephone Extends Reach of Free Powerline DSL™ Broadband Data and Voice Service for Business with T1 Solution from Copper Mountain

**Copper Mountain Helps Southeast U.S. Integrated Communications Provider Deliver Affordable T1-Enabled High-Speed Internet Service Bundles to Business Customers Regardless of Distance from CO**

**PENSACOLA, Fla., July 31, 2001**—Network Telephone, providing facilities-based broadband voice and data telecommunications services to businesses, and Copper Mountain Networks (Nasdaq: CMTN), a provider of copper-based broadband access solutions, today announced Network Telephone is utilizing T1 Line Cards from Copper Mountain to extend the reach of its affordable, business-class, bundled voice, digital subscriber line (DSL) Internet and Web services in the Southeastern U.S.

Network Telephone is installing Copper Mountain's CopperEdge® T1 Line Cards in Copper Mountain's 200 Digital Subscriber Line (DSL) Concentrators already activated in 175 sites throughout the Southeastern states. The T1 capability of Copper Mountain's CopperEdge concentrators allows Network Telephone to offer concurrent high-speed Internet, multi-line voice services, and site development and hosting applications to business customers located almost anywhere within the central office (CO) serving area. Network Telephone is providing the T1-enabled access to business customers located behind digital loop carriers (DLCs) or beyond the distance that can be reached using SDSL access. Network Telephone's broadband service bundle is priced to include 160 Kbps Internet connection for businesses with five to 24 telephone lines, regardless of distance. This means that Network Telephone uses to reach the customer with the high speed Internet connection.

"Network Telephone has been an industry leader in providing affordable broadband data and voice services over SDSL to small and mid-sized businesses throughout the Southeast U.S.," said Rick Gilbert, president and chief executive officer of Copper Mountain Networks. "Now, with the addition of T1-based DSL access, Network Telephone is leading the way in making its value-added solutions available to customers beyond the reach of traditional SDSL access."

"Access to affordable broadband service is increasingly vital to small and medium-sized business operations," said Network Telephone's chief executive officer and founder Ray Russenbaker.

"With Copper Mountain's T1 Line Card, Network Telephone can extend the DSL bundle of business-ready data and voice services to all interested customers in every metro market it serve. Distance from the CO is no longer an issue for Network Telephone or our prospective customers."

#### **About the CopperEdge® T1 Line Card**

Copper Mountain's 12-port CopperEdge T1 Line Card is hot-swappable in CopperEdge DSL concentrators, and can be deployed concurrently with Copper Mountain's CopperEdge FDSL, ADSL, G.lite, IDSL, and SDSL Line Cards. The CopperEdge T1 Line Card enables broadband service providers to leverage CopperEdge concentrators' robust Internet Protocol (IP) service intelligence—Copper Mountain's IP IQ™—to deliver cost-effective broadband voice and high-speed data services, even to customers located beyond the reach of conventional SDSL or who are served by Digital Loop Carrier (DLC) equipment. The CopperEdge T1 Line Card is interoperable with Copper Mountain's CopperRocket® 508T Integrated Access Device (IAD) as well as industry-standard T1 customer premise equipment (CPE).

#### **About Network Telephone Corp.**

Headquartered in Pensacola, Fla., Network Telephone Corp. is a facilities-based broadband Integrated Communications Provider (ICP) using voice over digital subscriber line (VoDSL) technology to deliver local and long-distance, high-speed Internet, Web site hosting, and site development services to small and medium-size businesses throughout the Southeast. The company employs almost 500 at its headquarters and 20 regional offices. More than 100 lines are in service to date. For more information about Network Telephone, visit the company Web sites, <http://www.networktelephone.net> and <http://www.powerlinedsl.com>.

#### **About Copper Mountain Networks**

Copper Mountain Networks, Inc. (Nasdaq: CMTN) manufactures intelligent DSL and aggregation equipment for central office, digital loop and multi-tenant unit (MTU) broadband networks worldwide. Its DSL solutions enable carriers and service providers to deliver cost-effective performance data and voice services over existing copper telephone wiring. Its CopperEdge 200 DSL Concentrator is deployed in some of the world's largest public networks, and its environmentally hardened CopperEdge® RT (remote terminal) DSL Concentrator extend the reach of DSL to the millions of customers served by digital loop carriers (DLCs). Copper Mountain's OnPrem™ MTU Concentrator offers a cost-effective and scalable platform for service providers. With IP IQ™, Copper Mountain's robust Internet Protocol (IP) service intelligence, service providers can maximize bandwidth utilization, support value-added broadband services, and scale to meet the demands of hundreds of thousands of subscribers. Copper Mountain's CopperRocket® CPE family and CopperCompatible® program ensure Copper Mountain DSL concentrators are interoperable with the broadest range of customer premise equipment (CPE). Customers wanting more information about Copper Mountain products or office locations worldwide can visit the company's World Wide Web site at <http://www.coppermountain.com>. For investor relations information, contact us at [IR@coppermountain.com](mailto:IR@coppermountain.com).

#### **Safe Harbor Warning**

Portions of this release contain forward-looking statements regarding future events based on current expectations, and are subject to risks and uncertainties, such as the rate of installation of the Copper Edge® T1 line cards in Network Telephone's CopperEdge® 200 DSL Concentrators. Copper Mountain wishes to caution you that there are some factors that could cause actual results to differ materially from the results indicated by such statements. These factors include but are not limited to: the ability to expand addressable markets for high-value services like quality and multi-line voice in the broadband industry; quarterly fluctuations in operating results attributable to the timing and amount of orders for our products; our ability to keep pace with rapidly changing product requirements of its customers; market acceptance of our products; concentration of our revenue in a small number of customers; factors and market conditions affecting the telecommunications market, the demand for DSL technologies, the market for service providers, and economic conditions generally which are beyond Copper Mountain's control. We refer you to the documents Copper Mountain files from time to time with the Securities and Exchange Commission, specifically the section titled Risk Factors in our Annual Report on Form 10-K for the year ended December 31, 2000 and other reports and filings.



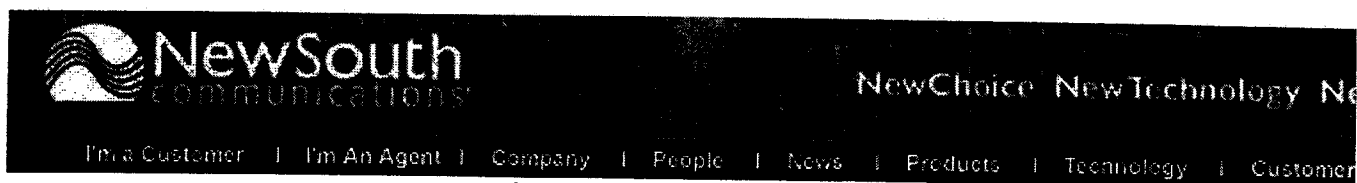
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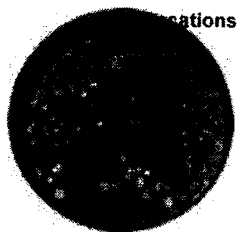
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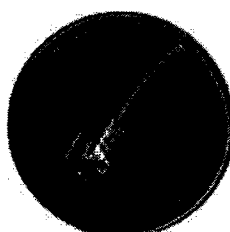


## Our Mission



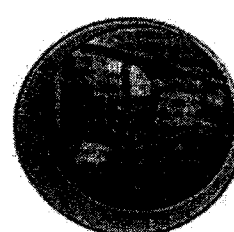
## INTERNET &amp; DATA

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



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



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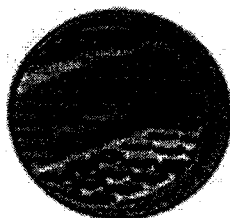
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## NEWSOUTH FINALIZES MERGER WITH NU

It's official! The I's have been dotted and the T's crossed. NewSouth Communications has completed its merger with Louis-based NuVox Communications. Please click [here](#) for more information on our exciting news.

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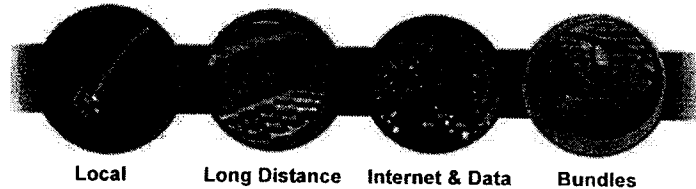
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July 30, 2004

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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.

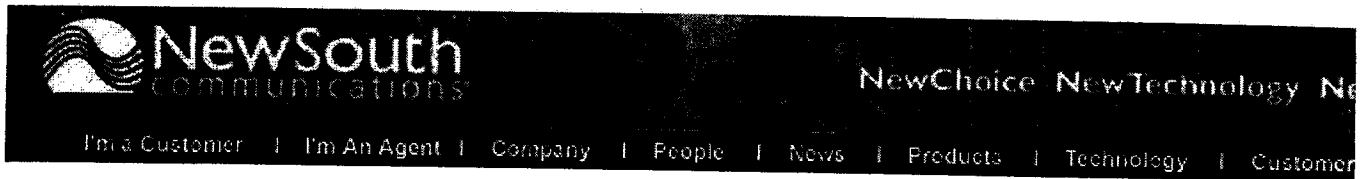
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Small Business Solutions enables businesses with as few as two lines to enjoy the savings of a competitive telecommunications provider. Your small business will enjoy savings of 15-20% off your current BellSouth services. Finally, small businesses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

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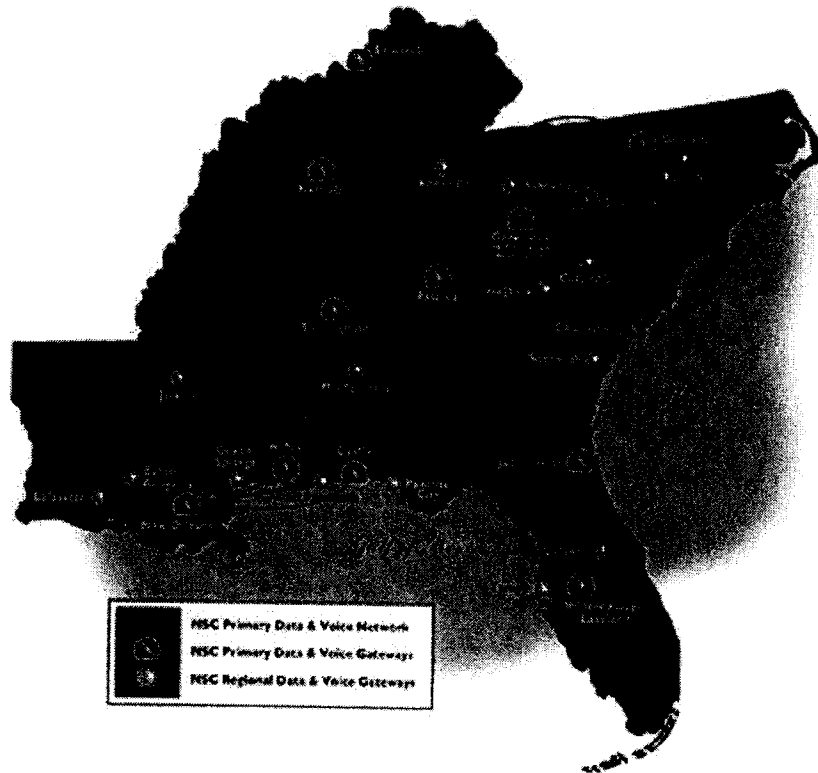
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July 30, 2004

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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

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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](http://www.TriVergent.com).



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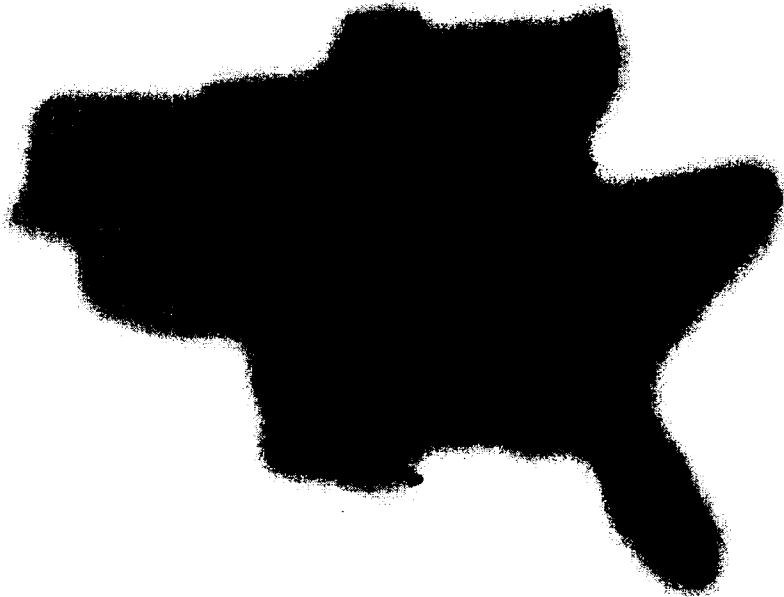
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**About TriVergent ..**

 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**

icon key

(viewing 1..10 from 2) - **Next 10 >>**
☐ 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 separate 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 dslreports 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 competer 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 Altell 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 Altell !

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)

From: **Anderson,Anderson,SC**

Contract was **\$70 per month**

Telco party: **Trivergent**

CLEC party: **Trivergent**

**Pre Sales information:** ☐

**Install Co-ordination:** ☐

**Connection reliability:** ☐

**Tech Support:** ☐

**Services:** ☐

**Value for money:** ☐

☐: **"Good tech support, Easy self Install, Pricing OK"**

☐: **"HORRIBLE BILLING PROBLEMS, SLOW, Disconnects frequent on weeken**

☐: **"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 burn 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 and 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!

Respond to review · See Full Discussion

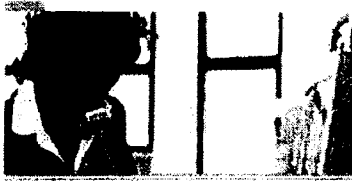
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Greenville, SC -- Wednesday, December 1, 1999

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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](http://www.TriVergent.com).



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## Products & Services

### Local

Since early 1997, US LEC has provided its business clients with competitive, reliable local phone service. We continue to enter new markets so more businesses can take advantage of the reliability and quality of the US LEC network.

- Local Network Access (Dial-Tone)
- Local calling
- Line features
- Enhanced local services

#### ➤ Local Network Access (Dial-Tone)

Our local network access provides a high-quality, clear voice or data business line, and allows businesses to secure the minimum number of lines necessary as well as the capacity to expand service and add features as they grow. Customers can keep their existing telephone numbers when they switch to US LEC. Local network access facilities are available in four types:

- T-1 access
- Channel access (DS0)
- ISDN PRI (primary rate interface)
- Advantage T

Multiple local access services are available for above facilities:

- Business lines
- Data lines
- Key system lines
- PBX trunks
- Foreign exchange

The US LEC network comprises a variety of trunking configurations, enabling single and multiple voice and data transmissions between two network elements. Our local trunks offer connectivity flexibility so customers can customize specific traffic patterns based on their needs, such as one-way outbound calling only or two-way calling.

#### ➤ Local calling

US LEC completes local calls over its all-digital network. US LEC local service provides:

- Local calling area coverage at least the size of the incumbent telephone company.
- 411
- 911
- Operator assistance
- Directory listing
- White-page listing
- Yellow-page listing

- ▲ 100% Customer Satisfaction Guarantee
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#### **Line features**

- Call forwarding
- Call forward busy
- Call forwarding trunks to POTS
- Call forward no answer
- Remote access to call forwarding
- Call transfer
- 3-way calling
- Call waiting
- Toll denial
- Call hold
- Caller ID
- Caller ID with name



#### **Enhanced local services**

- DID - US LEC's DID trunks provide greater user productivity by eliminating the need for assistance, reducing incoming call "traffic jams" and offering the caller a speedy connection to the desired party.
- EAS (Expanded Area Service) - This service provides a greater free local calling area than the ILEC, and an extended local calling area.
- ANI - Automatic number identification is used to identify the responsible party to be billed for the call.
- Foreign exchange - This service involves an inbound-only call, toll-free to the calling party, which is paid for by the called party. If desired, the service includes a listing in the "foreign" white and yellow pages of the ILEC directory.
- Co-location - US LEC's co-location packages provide the placement of the customer's equipment and connectivity to telecom services. As part of the placement agreement, US LEC also provides access to the physical space, utility support such as power and temperature/humidity control and security, among other benefits.

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## EXCLUSIVE REPORTS

From the October 22, 2004 print edition

## Memphis Networkx, US LEC ink deal for network service

Michael Sheffield

Memphis Networkx and Charlotte-based US LEC are partnering to provide US LEC's Memphis customer base with an alternative network to BellSouth.

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US LEC offers voice and data service to business clients in 15 eastern states, as well as in Memphis and Jackson, including Gossett Motors and Sneed Cos.

Networkx, which has a fiber network throughout the city, and US LEC

have been working together for nearly six months on a smaller scale. Typically, Networkx provides collocation services for clients in its local headquarters, but Networkx is leasing its fiber network to service US LEC clients at locations throughout the city.

The partnership is important to both companies due to the potential elimination of the Telecom Act of 1996, which was designed to "create more competition in the telecommunications industry" by helping CLECs -- like US LEC -- come into new markets and establish service. The act might be eliminated by the FCC by 2005.

BellSouth's smaller competitors say the death of the telecom act will result in less competition, but companies like Networkx make it possible for US LEC and other companies to bypass BellSouth.



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Typically in other cities US LEC has to partner with BellSouth, Verizon or Time Warner and use either fiber or copper lines provided by those companies. The use of Networkx by US LEC offers the company a local option that is not affiliated with the larger corporations. Networkx can keep their prices competitive because they use their own fiber network.

Kathy Birdsong, director of sales for US LEC in Memphis, says US LEC looks at multiple providers in different cities and the company enjoys having the option of a company like Networkx in Memphis.

"We evaluate all of our providers on the cost structure, response time, service level and guarantees to make sure we provide the highest level of service to our customers, because it's invisible to them, but we have to make sure everything works well," she says.

Charles Elliott, director of service operations for Memphis Networkx, says the services Networkx provides to US LEC is the core of their business.

"That's why we're here, to help customers like US LEC be competitive and enhance the telecommunications landscape of Memphis," he says.

Elliott says Networkx is at an advantage because they offer fiber instead of copper lines. Fiber lends itself easier to upgrade and increased bandwidth.

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