



conexon

Connecting Rural America

Voice Service

Your resource for quality Voice over Internet Protocol (VoIP) services





"Conexon Connect's regulatory experience, engineering expertise, and purchasing power made it the logical choice for our voice telecom service. We desired a partner that not only could handle all of the technical details to get our service up and running quickly and easily, but would also be there with us for the long term."

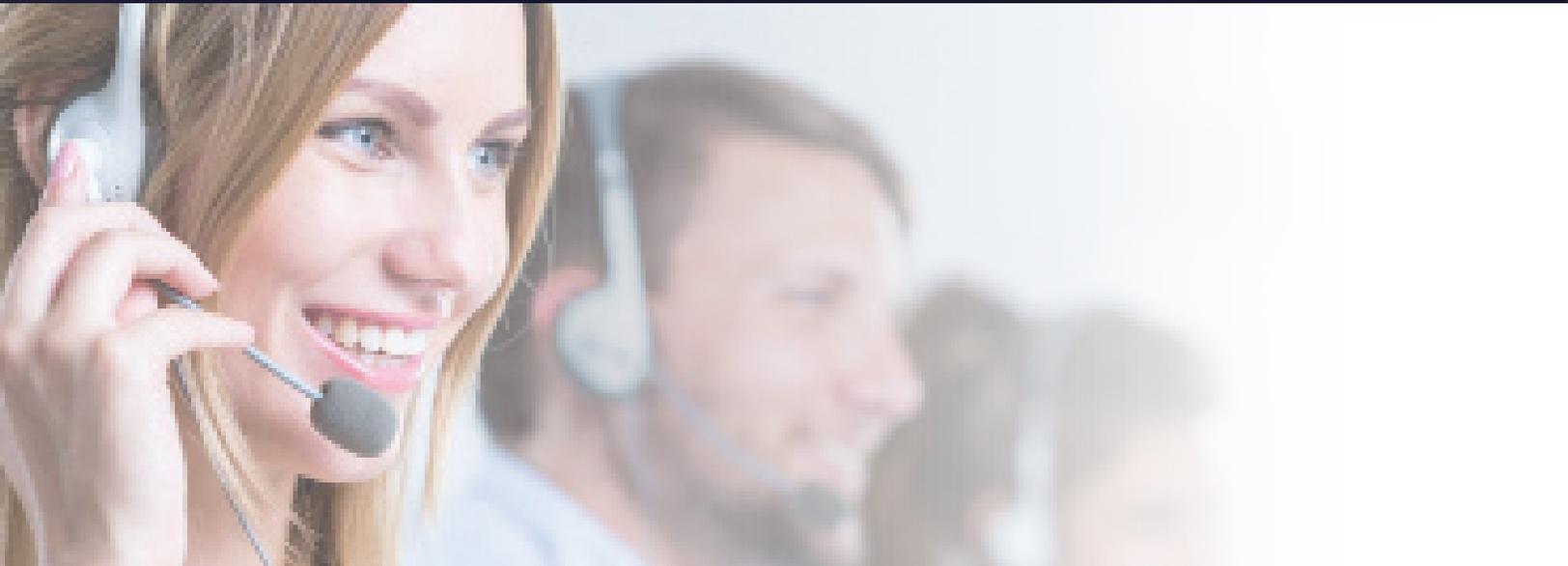
- Randall Abel, Chief Operating Officer - Northeast Mississippi EPA

Conexon Connect makes it easier and more efficient for cooperatives to launch VoIP services!

Providing voice services is a criteria for receiving federal funding for networks. Conexon Connect provides a full suite of residential and business VoIP services to assist cooperatives in delivering quality voice service to their members. As part of our service offering, we handle the complex regulatory and taxation issues which can be a significant challenge. Our service makes it smoother and easier for you to launch VoIP without the potential pitfalls of missing or inaccurate regulatory compliance, regulatory fee calculations and the complex taxation methods of voice. We can help dramatically limit your risk associated with compliance and taxation. With Conexon Connect, there are no implementation fees or monthly service minimums.

"If done right voice will be a very profitable additional service. In my 12 years of supporting voice services with cooperative partners I have seen various missteps, the Conexon Connect VoIP service offering eliminates the potential for errors. With our full service offering we not only provide the service, but the training and ongoing support to ensure success."

- Terie Hannay, VP of Telecommunications Service and veteran telecom and broadband leader



Implementation and Operations - Conexon Connect's team offers the end-to-end operational support to get your phone service up and running. Our support ranges from establishing business processes to determining your services/pricing/packages, implementing taxes and fees and deploying required services such as Lifeline.

"Part of the expertise Conexon brings to our project is in providing voice service, a requirement for securing funds from the Rural Digital Opportunity Fund. Experience and expertise in voice was very important to us because the phone side of this business is a whole different world. We have every confidence that Conexon, as our phone provider of record, will ensure a quality service for members, and effectively manage the taxation and regulatory complexities of offering voice." - Chad Lowder, Chief Executive Officer - Tri-County Electric Cooperative

The breadth of Conexon Connect VoIP services includes:

- Hosted voice service with multiple layers of redundancy
- Cisco® Broadsoft® integrated digital voice platform
- VoIP launch planning
 - » Mapping and analysis of exchange areas necessary to facilitate transfer customers existing phone numbers "port"
 - » Agreements to facilitate ability to port
- Service Provider regulatory compliance
 - » Point of sale compliance and employee training
- Assist with determining services, pricing, packaging/bundles
- Taxation
- Project implementation
- Integration management
- Systems testing
- Telecom training
- Front line employee training
- Sales support
- Launch support
- Ongoing taxation calculations for end customers. Facilitated by direct limited business system support access or file creation
- Ongoing sales and regulatory fee responsibility
- Lifeline service advertisement and support



Federal and State Regulatory Analysis:

We are highly adept at navigating the complex state and federal regulatory environment so that you don't have to. We ensure your co-op is compliant in all areas such as 9-1-1 call routing, universal service fees, time-sensitive filings, etc.

Contract Negotiations:

We are experts at drafting and negotiating the necessary contracts that must be in place with the local telephone provider/incumbent for you to provide voice. We ensure they are clear, comprehensive and favorably negotiated to protect you and your customers.

Establishing an Optimal Business Model:

We help you determine the best staffing, partnerships and branding strategy for your voice service.



Conexon works with Rural Electric Membership Cooperatives to bring fiber-to-the-home to rural communities. We analyze economic feasibility, secure financing, design networks, manage construction, train employees, optimize business performance and determine optimal partnerships.

Our team believes the electric cooperative approach to fiber-to-the-home is unlike that of a telephone company or a cable company. There is a method for building to and serving rural communities that is unique to rural electric cooperatives. We understand the steps a co-op must go through to deploy broadband because we've actually done it ourselves. Our team has both built and operated fiber networks for electric co-ops and connected more members across the country than any other. Our commitment is to be with you from a project's conception all the way through to its long-term sustainability.

HERE'S HOW CONEXON IS HELPING:

more than

200

co-ops

more than

100,000

miles of fiber
designed

more than

30,000

miles of fiber
built each year

more than

150,000

homes and businesses
connected

more than

\$1.3 billion

in state and federal
funding secured

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