

# Thank You

## for requesting a proposal from AireSpring

Founded in 2001, family owned and operated AireSpring is a leading Provider of Cloud Communications, Managed Connectivity and Managed Security which has earned its stellar reputation by taking service and support to the next level, delivering an award-winning customer experience that far exceeds the industry standards. AireSpring has delivered 20 years of outstanding service to its rapidly rising base of national and global customers, while growing organically and remaining debt free.

As the trusted provider to over 22,000 enterprise locations worldwide, our mission is to help our clients connect and communicate easily. We aim to delight our customers and partners by providing personalized, outstanding service.

AireSpring owns and operates one of the largest SIP Networks in North America, processing nearly 5 billion calls per month, as well as an SD-WAN Global Private Network that covers 6 continents. We solve our customers' complex networking and communication challenges by providing cutting-edge technologies for digital transformation and communications.



AireSpring provides fully managed and connected end-to-end, next-generation solutions for multi-location enterprise customers. Services include: Global Managed SD-WAN, UCaaS, SIP Trunking, MPLS, Disaster Recovery, Managed Security, Business Internet, and traditional voice and data services.

AireSpring has been widely recognized for its managed services and custom engineered network with end-to-end Quality of Service (QoS), including over 30-plus carrier networks and cable providers aggregated to create a unified nationwide network providing more coverage than any other supplier. It all adds up to a seamless single-source solution experience with one bill and one point of contact for AireSpring partners and their customers.



**We look forward to earning your business and providing you with the best prices, products and service available.**

**In this document, you'll find information about AireSpring as well as your personal, customized service proposal.**

# THE AIRESPRING ADVANTAGE<sup>™</sup>

## Top Ten Reasons to Choose AireSpring

- 1. Award-Winning Products**  
We deliver industry-leading cloud, voice and data products, including Managed Connectivity and Cloud Communications solutions that are custom built for the individual needs of your business. AireSpring products have won more than 70 coveted industry awards over the past 20 years.
- 2. Experience and Stability**  
AireSpring is an established name in the industry that you can count on for your communications. We've been in business since 2001 as a profitable and debt-free company and currently process over 4.5 billion call records per month.
- 3. Fully Managed Network with QoS**  
All the features in the world won't make a difference if your communications services are dependent on a public internet connection beyond your control. Even an SLA (service level agreement) cannot ensure or guarantee quality and reliability, or prevent latency across the public internet, which can result in poor call quality and unreliable service. AireSpring provides service over our fully managed, owned and operated IP network with end-to-end Quality of Service (QoS) for exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime.
- 4. A Single Point of Contact - Eliminate Finger Pointing Between Providers**  
All services are delivered by a single vendor on a fully managed network, which allows you to avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than your connectivity.
- 5. Largest Available Coverage Worldwide**  
From Somerset, CA to Madill, OK to Moravian Falls, NC to New York City, we cover more locations than anyone else. Our network has the largest combined footprint in the U.S. and we offer local numbers available in over 300 countries worldwide. AireSpring Global Managed SD-WAN eliminates the difficulties associated with managing global networks. Our single-source provider model removes the cost and time required to deal with the array of technologies and business interactions associated with a global SD-WAN.
- 6. Reliable and Diversified Network**  
AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, allowing you to ensure business continuity.
- 7. Online Access Via our AireCare<sup>™</sup> Customer Portal**  
Our AireCare online advanced billing reporting portal gives you 24/7 access to review your billing, re-route Toll-Free numbers in real time, manage DIDs and get traffic reports in one place.
- 8. Free 24/7 Proactive Network Monitoring Service**  
AireSpring's Managed Connectivity services include free 24/7/365 professional monitoring with the AireNMS network monitoring service. Our Network Operations Center (NOC) proactively monitors your network to pinpoint and fix potential problems before they affect your business.
- 9. Personalized Service**  
We back you up with outstanding white glove customer service, featuring one bill and a single point of contact for all your service needs.
- 10. Escalation List Up to Our CEO**  
We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.

**Contact an AireSpring authorized partner to learn more about our products and experience the AireSpring Advantage today.**

## WHAT OUR CUSTOMERS SAY

"I was so impressed when I asked for details of the outage. I was given exactly what I needed, Aseem M. did an excellent job, as well as others on the back end. I am moving my voice and data services for 8 locations from a major provider to AireSpring. It was great to see that not only am I going to save money, but the service side is excellent. Very excited to make the move."

Don H.  
IT Manager  
Sternberg Automotive Group

"The best part about switching to AireSpring was their white-glove customer service. Instead of sending us a couple of Tier 2 or Tier 3 engineers, AireSpring assigned their top engineers to our account, something which was completely unexpected and truly remarkable. I cannot think of any other carrier who would do that."

Jeff E.  
IT Administrator  
Santa Fe Irrigation District

"The ability to have our phone line ring to our cell through the MaX UC Mobile app helped maximize our ability to service clients. I think the biggest compliment I can give is that I really don't think about the phones anymore. It's just not on my radar. I can honestly say I spend my time focusing on other things."

Blake S.  
Vice President  
HGi Technologies

"I've been very pleased with AireSpring's MPLS service. The circuits have been very reliable. Anytime we've had a rare service issue, AireSpring support was on top of it and took care of it quickly. They even followed up with us to make sure all was working well. The project coordinator who assisted with the installations was also very helpful and made sure the project went smoothly. Overall, I've been very pleased with AireSpring as our service provider."

Cory S.  
Technology Services Manager  
Veridian Credit Union

"In every case, Airespring has been an excellent choice for our company. In all phases communication was exceptional. This is customer service which in my opinion and experience is unmatched. Thanks again!"

Kevin B.  
Information Technology Manager  
Cleveland Petroleum Products, Inc.



**"We are grateful for our partnership with AireSpring! One of the best decisions we've made for our organization. Thank you."**

Anne O.  
EVP/CFO  
Embrace Living Communities

"I told AireSpring's engineers what I wanted, and we had everything we needed for implementation and turn-up without a hitch. I love using the MaX UC Mobile Client. It's amazing when your phone follows you wherever you go. I can even redirect calls to anyone in the office from my cell phone. I've really got no complaints. I would certainly recommend AireSpring's AirePBX Cloud Phone System."

Eric J.  
Chief Technology Officer  
Commodity Systems Inc.

## WHAT OUR CUSTOMERS SAY

"Amy, I want to thank you and your team for assisting me in today's issues... I want you to know that Doug L. and Jesus A. are excellent troubleshooters and keep their calm no matter what. I appreciate folks like that and they are the ones that really put value into AireSpring. The same is true of you, Amy. I appreciate that you assigned getting Doug to drop everything for us. It shows we are not just a source of income to AireSpring, but you understand how important these services are for us. You can rest assured, knowing that I feel good about AireSpring. Hard workers should be reminded how much they are appreciated and how their work ethic has a positive impact on customers."

Johnerick C.  
IT Manager  
Hunter Buildings

"I just want to extend my thanks to Joseph Q. and the AireSpring team. Your prompt, thorough and professional response in resolving this issue is greatly appreciated."

Peter B.  
Sr. Manager, Enterprise Operations  
Advance Central Services

"I wanted to tell you about the fantastic job that Stephanie B. did for myself and our company for the past two months leading up to the switch over to AireSpring. She is extremely smart, knowledgeable, willing to go the extra mile, has the patience of a saint with the hundreds of questions we asked her on a regular basis. She worked diligently with myself, our phone vendor and our IT people and went over and above every single time we asked her to do something. She is the true meaning of excellent customer service! The business world needs more people like Stephanie B.!"

Susie R.  
Executive Assistant  
Mader Southeast

"Thank you. I know you work outside the box for us. I really appreciate it."

John E.  
COO  
Builders Fence Company, Inc.

"You folks are fantastic. I appreciate your perseverance."

Grey H.  
IT Consultant  
Extremity Health Care

"I wanted to send a quick note to thank you all (Christina M., Craig R., Kristin L.) for making this happen so quickly. Four weeks from order to install is commendable. I truly appreciate the effort that you all made to make this happen. Many thanks."

Mike W.  
Network Administrator  
Stantec Consulting Services, Inc.

"I just wanted to thank you for the great job coordinating our project! Thanks for keeping everything in order! Everything is running smoothly!"

Beth R.  
CEO  
Farmers and Merchants Bank

"Thank you for assisting me in getting these done today. Your team was efficient and we were able to get both of them done quickly."

Thomas James M.  
Network Infrastructure and Project Manager  
Pratt Industries

"Just a quick thank you to you and your team! I'm truly impressed already with the responsiveness, clarity and the ability to shift gears and we are only 48 hours."

Danny S.  
VP Sales  
JETPARTSINC.COM



## AIRESPRING PARTIAL CUSTOMER LIST

### AGRICULTURE

Flint River Mills  
Imperial Sprinkler Supply  
Ironwood Plastics  
Kennicott Brothers  
Pacific Tomato Growers  
Stihl

### AUTOMOTIVE

Various Dealerships\*  
Aston Martin  
BMW  
Cadillac  
Chevrolet  
Ford  
Harley-Davidson  
Honda  
Hyundai  
Kia  
Lexus  
Subaru  
Toyota  
Volkswagen  
Volvo

### CALL CENTERS

Client Services  
Magellan E-Support Services  
SD&A Teleservices  
Tel-US Call Center  
Tustin Service Call Center

### CONSTRUCTION

A. J. Oster  
Carlisle Construction Materials  
Flagler Construction Equipment  
Ideal Steel  
Infra-Metals  
Irish Construction  
JCI Industries  
Peerless Products  
Reinforced Earth  
ThyssenKrupp

### EDUCATION

Brenau University Norcross  
College of the Redwoods  
College of the Siskiyous  
EdKey  
Faulkner University  
Kadima Hebrew Academy  
San Francisco Conservatory of Music

### ENERGY & UTILITIES

EP Energy  
Energy Trust of Oregon  
Franklin Energy  
Topsail Energy  
Xylem

### GOVERNMENT & NON-PROFIT

ACLU of Northern California  
AIPAC  
American Lung Association  
Artist Financial  
California School Employees Assoc.  
California Teachers Association  
City of Atwater, CA  
City of Borger, Texas  
City of Eureka, CA  
City of Redding, CA  
Daughters of Charity  
Easter Seal Society  
Howard G. Buffet Foundation  
Hubbs-SeaWorld Research  
Mental Health Association of NY  
Miami-Dade County  
National Center for State Courts  
Nevada Highway Patrol  
Salvation Army  
US Fish and Wildlife Service  
World Trade Centers Association

### HEALTHCARE

Beverly Hills Comp. Cancer  
Brookdale Senior Living  
Concentra Medical Centers  
Ensign Group  
Extremity Healthcare  
Iroquois Memorial Hospital  
Live Well Community Health Center  
Medical Facilities of America  
Medical Transport Management  
Nexion Health Management  
Ohio Health  
Port Health Services  
Press Ganey Associates  
Smith Clinic

### HOSPITALITY & TRAVEL

AmaWaterways  
Best Western  
Crowne Plaza  
Days Inn  
DoubleTree  
Embassy Suites Hotel  
Hampshire Hotels and Resorts  
Hampton Inn  
Hilton  
Holiday Inn  
Hyatt  
La Quinta  
Marriott  
Motel 6  
Radisson Hotel  
Residence Inn  
Sheraton  
Sofitel  
Tropicana Entertainment

### LEGAL, FINANCIAL, BANKING, CONSULTING & INSURANCE

Allied National  
American Home Life Insurance  
American Momentum Bank  
American National Bank  
Black Hills Federal Credit Union  
Central National Bank  
Coast Central Credit Union  
Collection Bureau of America  
Community First Bank  
Legalmatch.com  
Peoples Bank  
People's Choice Credit Union  
Stantec Consulting  
The Ticket Clinic  
TMP Architecture  
United Language Group  
Unwin Company  
Veridian Credit Union  
Wellington State Bank  
Wilson Elser  
Woodforest National Bank

### MANUFACTURING & INDUSTRIAL

Aerofil  
American Pipe & Supply  
Briggs & Stratton  
Duracell  
Hytest Safety Shoes  
Johnston Industrial Supply  
Mississippi Lime  
Pratt Industries Inc.  
Schafer Industries  
Superior Thread Rolling  
Western Enterprises  
YKK

### MARKETING & RESEARCH

Global Data Collection Company  
Harris Insights & Analysis  
Target Media Partners  
Universal Adcom

### MEDIA, ARTS & ENTERTAINMENT

Dance Theatre of Harlem  
Far East Broadcasting  
Grand Prix  
InMotion Entertainment Group  
Zoco Productions LLC

### REAL ESTATE

Berkshire Hathaway Home Svcs.  
Coldwell Banker  
Keller Williams  
Memphis Area Assoc. of Realtors  
Tribeca Assoc.

### RESTAURANT/FOOD

Ada Coca Cola  
Armour-Eckrich Meats  
Atlantic Bottling Company  
Buffalo Wild Wings Grill & Bar  
Cameron's Coffee  
Chicken of the Sea  
Decopac  
Mariana Packing  
Southeast Frozen Foods

### RETAIL

Barnes & Noble  
Bluemercury  
Boston Proper  
Callaway Golf Interactive  
Central Network Retail Group  
Golfers' Warehouse  
Home Depot  
Lilly Pulitzer  
Roger Dunn Golf Shops  
Soft Surroundings  
Storopack  
Tanger Outlets  
Toms

### TECHNOLOGY

Advance Central Services  
ADT Systems  
Belltower Technologies  
CEC  
Clarity Mobile Ventures  
Computer World Services  
Cummins Npower  
Dyninno Group  
Electronic Merchant Systems  
Pratt & Whitney  
Samsung  
Synergem Technologies  
Technologent  
Yodel Technologies  
XMedius

### TELECOMMUNICATIONS

Centrex  
L3 Networks  
Prime Time Cable

### TRANSPORTATION, AVIATION & AEROSPACE

APL Logistics  
Armstrong Transfer & Storage Co.  
Consolidated Aerospace  
Marotta Controls  
Nippon Express  
Port Logistics Group

## Managed Connectivity

### Simplify the complexities of integrating cloud communications solutions to IP networks

Managed Connectivity from AireSpring is a revolutionary new way to simplify the complexities of integrating cloud communications solutions into IP networks. You need converged voice, video, and data solutions that you can count on, but don't have the time or resources to manage, monitor, or troubleshoot a complex multi-vendor solution. AireSpring has the answer with end-to-end managed connectivity fully integrated with our award-winning cloud communications suite to equip your business with fast, secure, and reliable services.

What sets AireSpring Managed Connectivity apart from other solutions is the unique value of the AireSpring Advantage. We operate, manage, and maintain our own advanced IP network and have years of experience we leverage to remove the risks and complexity of integrating cloud communications solutions with today's IP networks.

#### Features

- Fully managed cloud communications suite including:
  - Cloud Business Phone System
  - Cloud Hosted Contact Center
  - SIP Trunking
  - Firewall Security Services
  - Failover Services
- Geo-redundant diversity built into the network
- Optional WAN failover available



Contact an AireSpring authorized partner today to find out how Managed Connectivity can help you integrate cloud communications solutions into your network.

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## THE AIRESPRING ADVANTAGE™

### Fully Managed Network with QoS

All the features in the world won't make a difference if your communications services are dependent on a public internet connection beyond your control. Even an SLA (service level agreement) cannot ensure or guarantee quality and reliability, or prevent latency across the public internet, which can result in poor call quality and unreliable service. We provide service over our fully managed, owned and operated IP network with end-to-end Quality of Service (QoS) for exceptional voice quality.

### Eliminate Finger Pointing Between Providers

By having all services delivered by a single vendor on a fully managed network, you avoid the finger pointing and blame game that occurs when you have cloud communications services delivered by a different vendor than your connectivity.

### Largest Available Coverage

From Somerset, CA to Madill, OK to Moravian Falls, NC to New York City, we cover more locations than anyone else on our network.

### FREE On-Premises Enterprise-Grade Router/Gateway

We provide a fully managed, enterprise-grade router/gateway to manage VoIP and Data traffic, (available with AireSpring Managed Connectivity).

### Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

### Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

### Free 24/7 ProactiveWAN

#### Network Monitoring Service

AireSpring's Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business.

### Personalized Service

We back you up with outstanding customer service, featuring one bill and a single point of contact for all your service needs.

### Escalation List Up to Our CEO

We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.



*AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."*

Ready to find out more? Contact us at 888-389-2899, email [sales@airespring.com](mailto:sales@airespring.com), or visit our website at [www.airespring.com](http://www.airespring.com)

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## SIP/PRI and Analog Services

### Get Reliable, High Quality Connectivity for Your Legacy Voice Needs

AireSpring SIP/PRI and analog services deliver the advantages of VoIP technology to traditional phone systems, guaranteeing a smooth upgrade path to next generation of cloud communication services. Backed by AireSpring's years of experience and leadership in the telecom industry, this solution offers low rates together with crystal clear call quality and reliable service.

#### FEATURES

- Nationwide and international
- DIDs available
- Toll-Free service available
- FREE local minutes included
- FREE on-net calling between all locations utilizing AireSpring
- Cloud Communications services
- Aggressive Long Distance and
- Toll-Free rates and bundles, including unlimited Long Distance



**The cost savings of VoIP delivered direct to your traditional phone system.**



## THE AIRESPRING ADVANTAGE™

### Fully Managed Network with QoS

Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).

### Eliminate Finger Pointing Between Providers

All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).

### Largest Available Coverage

We cover more locations than anyone else on our network, with the largest combined footprint.

### Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

### FREE On-Premises Enterprise-Grade Router/Gateway

We provide a fully managed, enterprise-grade router/gateway to manage VoIP and Data traffic, (available with AireSpring Managed Connectivity).

### Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

### Free 24/7 Proactive WAN Network Monitoring Service

Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).

### Personalized Service

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## Wireless Managed Failover

### Add wireless back up for your AireSpring circuits.

Need a low cost, quick business continuity solution? Add wireless back up to your existing AireSpring circuits with Wireless Managed Failover powered by AT&T's 4G LTE nationwide network.

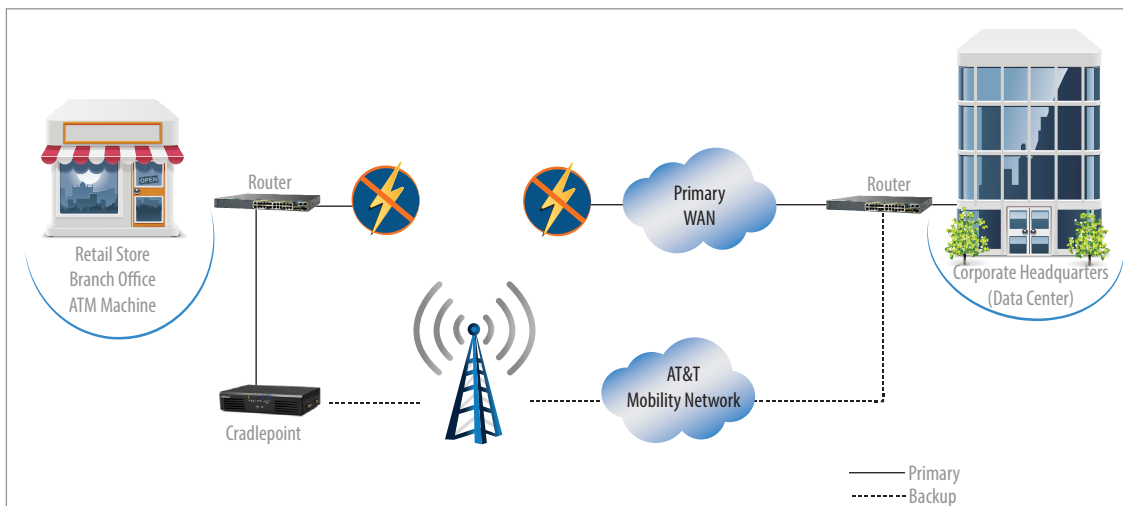
Unexpected network downtime can cost your business in many ways -- from lost sales and productivity to frustrated customers who may never return. Help ensure you're prepared for the unexpected with AireSpring's Wireless Managed Failover, which provides a separate, redundant wireless network connection in the event your primary wireline connection fails.

#### BENEFITS

- **Cost Effective.** Spend a fraction of the price of traditional wireline connections.
- **Quick Activation.** Enjoy easy and flexible implementation.
- **Business Continuity.** In the case of a landline outage, wireless failover can keep your business connected.

#### FULLY MANAGED, WHITE GLOVE SERVICE

- **4G LTE Cradlepoint Modem.**  
As an embedded modem, the Cradlepoint is more reliable than a plug-in modem.
- **AireSpring Managed Router.**  
This fully configured, fully managed router works in tandem with your modem to deliver high volumes of data, improve performance, and eliminate network bottlenecks.
- **AireNMS Network WAN Monitoring Service.**  
Standard for all our managed connectivity options, your wireless service will be monitored 24/7 by our Network Operations Center.



**Wireless Managed Failover provides a cost-effective, flexible failover option for your existing AireSpring primary circuits.**

## THE AIRESPRING ADVANTAGE™

### Experience and Stability

AireSpring is an established name in the industry that you can count on for your communications. We've been around for over 14 years as a profitable and debt-free company and currently process over 1 billion calls per month on our carrier-grade network.

### Eliminate Finger Pointing Between Providers

All services are delivered by a single vendor, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).

### Personalized Service

AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.

### Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

### Escalation List Up to Our CEO

We stand behind our service 100%! In fact, we're so committed to ensuring complete satisfaction that we provide all of our customers with an escalation list giving you access to our executive management all the way up to our CEO.

### 24 Hour Help Desk

Our Dedicated Help Desk is available 24 hours a day to solve problems, answer questions, and provide quality customer service.

### Add a New Layer of Back Up with Wireless Managed Failover

In addition to our Wireless Data Service, we are now offering Wireless Managed Failover! This new failover solution provides an added layer of security and back up for business continuity and disaster recovery measures. If you already have a circuit with us, then adding Wireless Managed Failover is an easy, inexpensive way to protect that circuit via a powerful wireless back up connection.

### Largest Available Coverage

We cover more locations than anyone else on our network, with the largest combined footprint.

### Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

### Free 24/7 Proactive WAN Network Monitoring Service

Our Managed Failover services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business.



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# MONITOR YOUR NETWORK 24/7/365

## And Spot Potential Issues before they Become Problems!



The AireNMS network monitoring service, a key component of the AireSpring Advantage, lets you rest assured knowing that your WAN network is monitored day and night worldwide by the AireSpring Network Operations Center (NOC). Our proactive monitoring of customers' circuits includes even 3<sup>rd</sup> party circuits not purchased from AireSpring!

AireNMS makes it easy to spot and track issues thanks to instant operational health monitoring, which reduces the cost and time needed for troubleshooting. The single pane of glass view enables your IT team to view exactly what the AireSpring NOC sees on your WAN network. Best of all, it's included FREE with any AireSpring managed connectivity service.

### BENEFITS

The AireNMS network monitoring service provides proactive 24/7/365 real-time WAN monitoring and alerting for AireSpring provided routers and gateways.

Trouble tickets are proactively opened on your behalf in the event of a network issue or alert, often before your IT team is even aware there is a problem.

AireSpring provides consolidated performance reports that let you review live and historical statistics for your router, WAN network, and more all through one easy-to-use web portal. An at-a-glance overview provides the immediate status of your network services, with the ability to drill down into specific areas for more data, while the simple web interface is available from anywhere without having to download and install software.

Contact us at **888-389-2899** or email [sales@airespring.com](mailto:sales@airespring.com). Visit our website at [www.airespring.com](http://www.airespring.com).

### FEATURES

- ▶ 24/7/365 real-time WAN monitoring by the AireSpring Network Operations Center (NOC).
- ▶ FREE with AireSpring Managed Connectivity.
- ▶ Customizable dashboard.
- ▶ Real-time and historical reports with the ability to drill down into data, including:
  - All interface bandwidth graphs.
  - Interface bandwidth utilization statistics.
  - All interface error graphs.
  - History logs.
  - Live and historical statistics for service/interface management.
  - CPU utilization for Adtran and Cisco routers. Round-trip latency report.
  - Threshold history.
- ▶ Single view of all locations.
- ▶ Real-time email and SMS alerts when transport drops.
- ▶ Troubleshooting tools: ping, traceroute, tcpdump.
- ▶ Tickets proactively opened on behalf of customers in the event of a network alert, often before your IT team is aware of the issue.
- ▶ Proactive monitoring of customers' circuits, even 3<sup>rd</sup> party circuits not purchased from AireSpring.
- ▶ Access the system from anywhere using only a standard web browser with no software clients to download or install.
- ▶ Outstanding personalized support from AireSpring's world-class network support team.



## The AireSpring Advantage™

- **Fully Managed Network with QoS:** Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).
- **Reliable and Diversified Network:** AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.
- **Largest Available Coverage:** We cover more locations than anyone else on our network, with the largest combined footprint.
- **AireCare Online Customer Portal:** Benefit from convenient real-time rerouting and management of Toll-Free numbers and DIDs. Control services with percentage allocation, manual and time-of-day routing. Update switches in real time and easily move traffic between locations, for a key component in disaster recovery. Easily view and manage account billing and payment services, view reports and access online support.
- **Escalation List Up to Our CEO:** We stand behind our services 100 percent! We're so committed to ensuring complete satisfaction that we provide all our customers with an escalation list giving you access all the way up to our CEO.
- **Experience and Stability:** AireSpring is an established name in the industry that you can count on for your communications. We've been around for over 18 years as a profitable and debt-free company and currently process over 4 billion calls per month on our carrier-grade network.
- **Personalized Service:** AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.



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## AireCare

# Advanced DID and Toll Free Number Management, Ordering and Routing Portal

AireSpring's online customer portal, AireCare provides you with 24/7/365 access to your essential and mission critical telecommunications services so you can manage your communications needs in real-time. Order additional toll free numbers (TFNs) or DIDs in minutes using AireCare. Quickly set up new service to accommodate tracking for marketing campaigns, assist with new product roll outs, product recall campaigns, emergencies or to improve contact center effectiveness. Make changes to your service as your call volume or business needs change – use features like AireCare's time-of-day and percentage allocation routing to easily view, set, and change the routing for all your toll free numbers and **even your DIDs!**

### AireSpring Routing Functionality Includes:

- Time-of-day, day-of-week and holiday routing
- Geographic routing (originating number plan area (NPA), NPA-NXX or 10-digit automatic number)
- Identification (ANI), state or LATA of caller
- Percentage-allocation routing
- Direct termination overflow (DTO) routing
- Trunk Group (DTO) routing
- In-switch overflow trunk (DTO) routing
- Busy-ring-no-answer (BRNA) routing
- Alternate call plan routing

View and download usage reports in .xml or .csv file format, review current rates and other useful information about your account. You can even order TFNs and DIDs via AireCare in real-time.

AireCare is accessible from anywhere via a web browser, allowing routing changes to be made instantly to ensure business continuity, or assist with disaster recovery. Using the AireCare portal, you can easily move traffic between contact centers or other locations to respond to unexpected increases in call volume, holidays and weekend hours, emergencies, or “follow the sun” scheduling. Decide whether to route to each one in turn, or build a schedule that changes with time of day, allowing you to easily and automatically handle repeated changes.

Set up your service quickly and get answers to any questions from our dedicated support team.

To get started using AireCare, visit <https://airecare.airespring.com>



## FEATURES & BENEFITS

- **Get New DIDs in the USA and Canada in real-time!**

Edit, change and redirect 24/7 as needed

- **Get New Toll-Free Numbers assigned in minutes!**

Edit, change and redirect 24/7 as needed

- **Real-Time, Sophisticated Routing Functionality:**

Time-of-Day, day-of week and holiday routing, DTO, BRNA, Percentage Allocation plus many more options let you easily move traffic between locations or even trunk groups in real time, to respond to unexpected call volume, emergencies, or other situations – instantly!

- **Unparalleled Control:**

Up to eight routes can be set per number, with the system routing to each one in turn, or build a timed schedule.

- **Call Forwarding:**

Toll Free numbers can be routed to any number, including mobile phone numbers, providing maximum flexibility.

- **Call Detail Records (CDRs):**

CDRs are downloadable and can be exported in .xml or .csv format.

- **AireTXT Integration:**

Full support for our AireTXT service. Send and receive SMS text messages from within the AireCare portal.

## The AireSpring Advantage™

- Fully Managed Network with QoS:** Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).
- Eliminate Finger Pointing Between Providers:** All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).
- Largest Available Coverage:** We cover more locations than anyone else on our network, with the largest combined footprint.
- Reliable and Diversified Network:** AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.
- Free 24/7 Proactive WAN Network Monitoring Service:** Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).
- Personalized Service:** AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.
- AireCare Online Customer Portal:** Benefit from convenient real-time rerouting and management of Toll-Free numbers and DIDs. Control services with percentage allocation, manual and time-of-day routing. Update switches in real time and easily move traffic between locations, for a key component in disaster recovery. Easily view and manage account billing and payment services, view reports and access online support.



*AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."*

Ready to find out more? Contact us at 888-389-2899,  
email [sales@airespring.com](mailto:sales@airespring.com), or visit our website at [www.airespring.com](http://www.airespring.com)

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