

WHOLESALE LONG DISTANCE SERVICES

Dedicated Feature Group D Long Distance

- ◆ We provide both Traditional and VOIP Call Terminations. We manage the Traditional/VOIP call routing, so there is no need for you to maintain an extensive ONNET call list. Our VOIP rates allow you to lower your monthly LD cost significantly. We recognize VOIP is a new technology and that intermittent failures may occur, so we have designed our network with ample backup Traditional Carrier connectivity to provide you peace of mind. We allow you to capitalize on the VOIP savings without sacrificing quality of service and without additional work. This gives you more time to grow your business.

Hosted VOIP Services

- ◆ Our Hosted VOIP services can help you get into the VOIP market without the high capital expenditure and deployment costs. You can sell your numbers in other markets or provide your customer with numbers in other rate centers. We have multiple configuration options available depending on your network design.

8XX Toll Free Services

- ◆ Our Toll Free services are uniquely dynamic. We can turn up new Toll Free numbers very quickly. Our average turn up time is less than 15 minutes. We can port existing numbers from other carriers and manage the resporg process to ensure a timely turn around. If your customer needs a vanity Toll Free number, we can manage the search process for you. For your larger commercial accounts with multiple 800 numbers, we provide multiple carrier diversity to ensure all numbers will not fail in the event of a carrier outage. Our Toll Free switch has the flexibility to add pin or authorization codes to an 800 number and do time of day routing for your customers who wish to have their Toll Free number ring to a different number after hours.

Conference Calling Bridge

- ◆ With the cost of travel rising, the need for a low cost conferencing solution is greater than ever. Our Conference Calling Bridge is that solution. The Conference Bridge is accessed via a Toll Free number and can support up to 32 conference participants. A quick call to TRC *telecom*'s customer service gets your customer's conference setup quickly and an email is sent to all participants with the dial in number, conference duration, and pin code. It is simple, quick and profitable for you.

Pre and Post Paid Calling Card Services

- ◆ We can service all of your calling card needs with our Dallas switch. We assist with the ordering of the plastic cards and logo artwork. Whether you need a million to a few thousand, TRC *telecom* is ready to work with you.

Switchless Feature Group D Long Distance

- ◆ Are you ready to take on a new market? Not sure if the business justifies a large upfront investment? TRC *telecom* can help you make that decision with our switchless product. Using our Carrier's CIC code, you can sell your LD product in a new area with zero upfront costs.

Directory Assistance

- ◆ Our Directory Assistance provider has both English and Spanish Speaking Operators. Your customers can get assistance with directory numbers within the United States, Canada, and some offshore domestic locations. The directory assistance service includes call completion at no additional charge.

Billing

- ◆ Carrier Invoices are usually confusing and difficult to reconcile because the Carrier's invoice cycle differs from yours. Our billing is setup to match your current invoice cycle, so billing reconciliation is easy and convenient for you. We can also provide you with billing services for your customers like account codes and ani authentication. If you need your calls sent to your billing provider, no problem, we can produce an EMI output for your billing vendor. TRC *telecom* has established relationships with many billing providers, so be rest assured that your billing will be handled discretely and professionally.



COMPANY HISTORY

During the past five years, TRC *telecom* has built up a significant niche providing Carrier Services for the Independent Telephone Companies in Texas. TRC *telecom* was formed in Kerrville, Texas in 1999 to pursue opportunities in the Carrier Services market with a particular focus on its sister company's, TRC Engineering Services, existing customer base. TRC *telecom* has grown steadily, building a customer base of over 20 Independent Telephone Companies, as well as many CLEC & Independent Wireless operating companies. With the support of [TRC Engineering Services](#), an experienced engineering management team, TRC *telecom* has been able to explore and develop new business markets. TRC Engineering provides us with a very knowledgeable staff to ensure our customers get the excellent & 99.999% reliable service. This year, we installed another Carrier Services tandem switch in Albuquerque, NM. TRC *telecom* has already made and continues to make significant investments in expanding the business. The Corporate mindset of excellent customer service and engineered reliability, are principles that will continue to allow TRC *telecom* to grow in the future. Our focus is on you the customer. We strive to provide the highest level of customer satisfaction. TRC *telecom* is definitely "**Redefining Service**".

NETWORK

Currently, we have three separate switches. Two are located in Dallas, TX and the third is located Albuquerque, NM. Our network uses Coppercom switching equipment and Excel switching equipment. Our Coppercom switches are located in Dallas, TX and Albuquerque, NM. Our Albuquerque Coppercom CSX 2100 is our latest addition to our network infrastructure. We have been extremely pleased with the flexibility, performance, and reliability of the Coppercom switch. The addition of the Coppercom has enabled us to provide more services to our clients. Some of the new services are Conference Calling Bridge, PRI connectivity, and enhanced custom branding. Our EXCEL EXS2000 provides our customers with a pre paid and post paid travel card services and our Hosted VOIP solution.

We have POP's in Dallas TX, Kerrville TX, Lubbock TX, and Albuquerque NM. We lease transport from many providers to ensure our customers obtain the best price, quality of service, and diversity. The majority of our transport is leased from the TLSN because it meets or exceeds all three of the requirements mentioned above.

Our NOC is based in Kerrville, TX. We maintain 24/7 technical support. Our average trouble ticket response to correction time is approximately 5 minutes or less. The flexibility of our network allows us to correct issues much faster than the larger carriers. We achieve this through live customer service and our ability to reroute traffic to any of our inter-exchange carriers without limitation.

CALL US TODAY: 877-872-2212

OR VISIT US ON THE WEB: www.trctelecom.com