

MVNE SOFTWARE SOLUTION

tel**SPACE**

ONE
VISION

ONE
SYSTEM

ONE
TEAM

CONNECTING YOU TO THE WORLD ON YOUR TERMS

One telSPACE

The telSPACE MVNE software enables the launch, support and management of multiple MVNOs. Quickly launch and support MVNOs with a turnkey back office solution where you can plug in virtually any service from any provider and enable MVNOs to sell, provision, fulfill, and provide world class customer care on one ubiquitous platform. Plugin services include prepaid and postpaid cellular, VoIP, wireline, Internet, long distance and more. telSPACE has streamlined the process of becoming a successful MVNE. In development since 1998, telSPACE has used client input from over 100 MVNOs to refine our core MVNE software and create a robust and cost effective billing system that rivals any in its class.

As a global leader in communications billing we strive and continue to define the standards of our industry.

Software Benefits

- You can license or purchase a copy the entire telSPACE MVNE solution including all source code (compiled and non-compiled)
- telSPACE develops all software in-house
- MVNE Software has launched and supported over 100 MVNOs
- Launch MVNOs in days, not weeks or months
- MVNE solution includes a full suite of .NET web services that enables your MVNO clients to connect through APIs
- Scalable infrastructure to manage a large customer base
- Quickly integrate with multiple service providers (cellular, Internet, VoIP, cable, ILD)
- Integrate with multiple service providers for the same product or service for redundancy and low cost flexibility
- Full integration and complete automation with all major carriers: Verizon, AT&T, Sprint, T-Mobile
- 100% automation with all carrier functionality needed to activate and support wireless customers
- Add multiple ILD gateways for least cost routing
- Bundle multiple service offerings to create triple or quad plays
- Easily integrate with a tax solution provider such as BillSoft or Vertex
- Complete billing solution for prepaid, postpaid or hybrid models
- Supports paper billing and E-billing with “View Bill” links in customer portal
- Genealogy allows you to report and pay real-time commissions at any level for any product
- Complete payment gateways for credit card and ACH processing
- Comprehensive, automated reporting on all system functionality
- Quickly customize, configure and publish rate plans, phones and accessories
- Customer Service / CRM module enables clients to provide their own customer care
- Supports PIN based customer acquisitions, replenishments and third party top ups
- Customer Service Call Analyzer allows you to track and report on all support calls
- Dealer, CSR and Customer Management portals for end-to-end support
- Management portal for third party fulfillment vendors to complete pending orders
- Call us to discuss many other benefits of the telSPACE software



Easily support MVNOs with a flexible, robust, turnkey solution that can quickly adapt to carrier changes or changes in the industry. Imagine launching a large

MVNO in just a few days with access to multiple carriers, products and services including a retail website with E-commerce capabilities. Five layers of genealogy provide your MVNO clients with a dynamic commissioning engine where they can quickly configure the software to match their acquisition model whether online sales, thousands of store locations or both. Each layer in genealogy can be tracked, reported and commissioned individually. The telSPACE software can also track and manage fulfillment of handsets, accessories or any other products required by the client.

MVNE Software Features

- Prepaid, postpaid, hybrid billing and rating
- Help desk with knowledge database
- Supports E-billing and paper billing
- Comprehensive reporting
- Wholesale auditing and reporting
- PCI compliant
- Security dashboard
- Customer lookup
- Dealer search
- 15 pre-configured system reports
- Trouble ticketing system
- Carrier connection monitoring
- Automated system alerts
- Automated SMS generator
- Carrier QA
- MIS reporting
- Custom dashboards
- Integrated tax engine
- Integrated credit check
- Integrated ILD solution

MVNE Software Features

- B2B PMT processing
- B2C PMT processing
- NACHA file processing
- .NET Internet web service
- Upload and manage ESNs, SIMs, IMEIs
- Manage device blacklist
- Link and bundle services and features
- Tiered commissioning and reporting
- Turnkey, privately labeled POS Website
- Privately labeled and fully automated IVR solution
- Proprietary AFIDS (Anti-Fraud and Intrusion Detection System)
- Complete inventory management solution (vendor to store)
- Bulk upload, bulk activate
- Easily manage hot phones with "Suspend-In-Transit" functionality
- Copy / Paste functionality for creating new rate plans and features
- Promo code support to override default rate plan settings
- Publish and manage announcements to MVNOs and dealers
- Self care portal for subscribers
- Customer notes
- Report scheduler
- Rate plan optimizer
- Procurement queues
- Easily load and manage devices
- Easily generate and manage PINs
- Plus much more...

Launching MVNOs

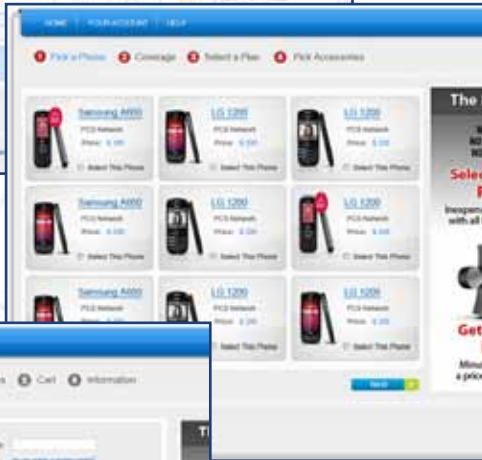
telSPACE has developed an automated, state-of-the-art solution for launching MVNOs quickly and efficiently within days...not weeks or months. Enter basic required information, check/uncheck desired functionality and the software automatically configures the back office. Load dealers, phones, rate plans and features and start activating. The copy / paste functionality to create a new MVNO reduces time to market even more as the software copies all settings from one MVNO to the other. Load their contact information, make necessary changes and they're ready to activate!

MVNO Management Functionality

- Easily enter required info into organized text fields
- Upload MVNO graphics to privately brand their pages
- Upload optional custom Terms & Conditions
- Enter FTP location
- Select default language
- Select default currency
- Configure third party top up options
- Configure dealer settings
- Enter alert and support emails
- Enable hot phones
- Enable IVR
- Configure inventory settings
- Configure tax settings
- Configure ILD settings
- Configure prepaid and postpaid settings
- Configure credit card and ACH payment options
- Configure suppliers
- Configure user access
- Copy one MVNO to easily create a new MVNO
- Easily publish or unpublish MVNO functionality
- Easily modify MVNO navigation
- Easily toggle MVNO reports on / off

The image displays several screenshots of the telSPACE MVNO management interface. The main screenshot shows the 'Channel ID: #10000' and 'telSPACE Demo' header. Below this, there are fields for 'Channel Name', 'Channel Domain', 'Home Location', 'Logo', 'Logo Page', and 'MFP Domain'. The 'Branding' section includes 'Management Console' with options for 'Enable Logo', 'Main Website' with 'Logo Main Site', 'Logo Header Main Site', and 'Banner Image'. The 'PCS Service' section has multiple 'On/Off' toggle switches for 'PCS Service', 'PCS Name', 'PCS Profile Image', 'PCS Ad Graphic', 'Email Name', and 'Email Footer'. The 'General Options' section includes 'Rip Location', 'TAC Lock', 'Email Email', 'Control Letters', 'Show Autopay', and 'SMS Number'. A 'Navigation' sidebar lists various management areas like 'Customer Management', 'Corporate Accounts', 'Database Management', 'General', 'Reporting', 'Commission Reports', 'Channel Admin', 'Customer Management', 'Activate / Register', 'Credit Class', 'Customer Lookup', 'Inventory Management', 'Phone Management', 'Purchase Fulfillment Inventory', 'Store Management', 'Payment Reports', 'Plan Reporting', 'Product Reports', 'Statistical Reports', and 'Phone'. Other screenshots show 'Referral Program' settings (Public, Referral Domain, Sign Up Link, Commission, Email Template, Email Text Body, Small Body, Small Subject) and 'iCASH' settings (New App Location, Referral Rate, Referral Rate For Customers, Apply Fee To Account, Use For Autopay). The 'Supplier Options' section is divided into three columns: 'eTalk', 'Verizon Network', and 'AT&T', each with 'On/Off' toggles for 'Published', 'Contract Holder', 'Cash Card Stackable', 'Cash POS Competitive Commissions', and 'Activation Fee'. Below this are similar sections for 'PCS Network', 'GSM All Access', and 'Light Speed'.

telSPACE software provides MVNO clients with a turnkey POS Website that can be privately labeled and published within hours. The automated, state of the art, web based, POS system allows MVNO customers to activate and provision all available services. This feature packed POS can be completely re skinned to fit any look and feel or clients can even bypass POS and use their existing POS to process orders via telSPACE's .NET web service.



Private Label POS Features

- Complete privately labeled POS portal live and ready to activate within days!
- Use any unique domain name
- Can be displayed in almost any language and currency
- Integrated online credit check for postpaid programs with automated score based actions
- Automated provisioning of international long distance services
- Customer autopay feature reduces churn
- Private label payment processing
- Funds can be deposited directly to the MVNO or MVNE
- Private label self care module so customers can manage their own accounts online
- Private label IVR
- Private label tier 2 dealer support
- Private label dealer training manuals
- Private label FAQ's to answer common questions
- Private label one page or five page activations
- Private label affiliate sites implemented in as little as 24 hours
- Private label tower ads on each page (optional)
- Select from all available carriers
- Browse rate plans, features and accessories
- Private label shopping cart
- Private label receipt (print and email versions)

Dealer Selling Made Easy

Dealer activations have never been easier. Each dealer is given a unique user name and password to access the system. The Dealer dashboard includes “Activate”, “Replenish” and “Lookup” quick links to get dealers where they need to go quickly. We know time is critical and we have streamlined every process to minimize time and effort. **Input from over 100 MVNOs has helped us create a feature rich, agile solution that will impress any dealer.** Additional dashboard features include at-a-glance real-time carrier status gauges, new announcements, an assortment of key reports and help desk with integrated knowledge database.

Activate New Subs

- “Activate” quick link on dealer dashboard
- Select carrier
- Enter desired coverage area
- Select rate plan
- Select device (buy new or customer owned)
- Add / remove plan features
- Enter customer info (optional)
- View shopping cart
- Submit order / view real-time status
- Print / email receipt

Replenish Existing Subs

- Lookup customer
- Replenish current plan or select new
- Add / remove plan features
- Select payment option
- View shopping cart
- Submit order / view real-time status
- Print / email receipt

Manage Existing Subs

- Add new lines
- Upgrade / swap devices
- View current plan details
- View usage details
- View bill
- View customer notes
- View / update customer information
- View / update user name / password
- View / update security questions
- Apply manual debits / credits
- Manage autopay settings

The screenshots illustrate the dealer dashboard's functionality. One screenshot shows a table of feature plans for Ignition GSM All Access 00, with columns for Feature Name, Activation Fee, and Monthly Fee. Another screenshot shows a table of customer orders with columns for Item, Quantity, Activation Fee, Total Cost, and Total Tax. A third screenshot shows a 'Customer Profile' section with fields for Name, Address, and Phone Number, and a 'Payment History' table with columns for ID, Action, Date, Amount, Type, and Status. A fourth screenshot shows a 'Quick Links' section with buttons for 'Daily Usage Report', 'Transaction History', 'Purchase', and 'Autopay'. The Ignition logo is visible in the bottom right of several screenshots.

Procurement queues provide users with a real-time look into carrier activity. **At a quick glance you can see how many orders and operations are being processed.** Visible queues include pending operations such as restores, suspends, ports pending, pending mobile number requests, orders pending fulfillment, returns and change requests. The queues are a powerful tool for managing carrier activity. Support teams can view, troubleshoot and update pending operations real-time. Valuable information is available to streamline communications with carrier resolution teams.

Procurement Queue Features

- Real-time at-a-glance view of current activity
- Easily open and edit pending operations
- Easily reprocess or clear failed orders
- Easily void pending orders
- Easily activate or reset an activation
- View job ID, device ID and feature codes
- Open orders are locked to one user for editing
- Filter results by MVNO
- Filter results by carrier
- Filter results by operation or desired value
- Fulfillment queue for one-up orders pending device ID includes “activate”, “test ok” and “print label”
- Real-time device verification
- Real-time error trapping

Fulfillment Orders

Order Information

Description	Quantity
Pending Operations	5
Ports Pending	5
Ports Pending Fulfillment	5
Pending Mobile Number Request	5
Mobile Number Request	5
Mobile Number Pending	5
Full Customer Fulfillment	5

Returns

Order Information

Change Requests

Order Information

Supplier: PCS Network

PCS Network Queues

Order Information

Order ID: 10000000000000000000

Order Status: Pending

Order Type: Standard

Order Date: 10/10/2010 10:10:10 AM

Order User: Admin

Order Location: US

Order Device: 10000000000000000000

Order Feature: 10000000000000000000

Order Activation: 10000000000000000000

Order Activation Details

Order Activation: 10000000000000000000

Supplier: PCS Network

PCS Network Queues

Order Information

Order ID: 10000000000000000000

Order Status: Pending

Order Type: Standard

Order Date: 10/10/2010 10:10:10 AM

Order User: Admin

Order Location: US

Order Device: 10000000000000000000

Order Feature: 10000000000000000000

Order Activation: 10000000000000000000

Order Activation Details

Order Activation: 10000000000000000000

Pending Operations

Job ID	Device ID	Feature Code	Request Date	Order Status
10000000000000000000	10000000000000000000	10000000000000000000	10/10/2010 10:10:10 AM	Pending
10000000000000000000	10000000000000000000	10000000000000000000	10/10/2010 10:10:10 AM	Pending
10000000000000000000	10000000000000000000	10000000000000000000	10/10/2010 10:10:10 AM	Pending

Supplier: PCS Network

PCS Network Queues

Order Information

Order ID: 10000000000000000000

Order Status: Pending

Order Type: Standard

Order Date: 10/10/2010 10:10:10 AM

Order User: Admin

Order Location: US

Order Device: 10000000000000000000

Order Feature: 10000000000000000000

Order Activation: 10000000000000000000

Order Activation Details

Order Activation: 10000000000000000000

Pending Orders / Declines

Description	Quantity
Order ID & Pending Order	5
Order Pending Payment	5
OTF Fulfillment Declines	5
OTF Complete Customer Declines	5
Registration Declines	5

Fulfillment Orders

Description	Quantity
Pending Operations	5
Ports Pending	5
Ports Pending Fulfillment	5
Pending Mobile Number Request	5
Mobile Number Request	5
Mobile Number Pending	5
Full Customer Fulfillment	5

Commissioning

telSPACE software includes genealogy, a commissioning and reporting engine that powers the MVNO's distribution network. **Genealogy can be configured to match the hierarchy of any distribution scenario.** Genealogy includes four main layers (ISO, Master Agent, Agent, Dealer) with no max on width at any level. Each level can be commissioned and reported on separately. Dealers can keep their commissions real-time or the software can be used to collect all revenue and commissions paid at any desired interval. Reporting is available to audit and reconcile all activity and transactions.

Genealogy Features

- Commissions can be real-time or delayed
- Commissions can vary per product
- Commissions can vary per level
- Clerks can be setup for each dealer
- Product offerings can be controlled by level, time or location
- Copy / paste feature to add new dealers
- Lock replenishments to specific dealers
- Canned, automated reports for each dealer
- Login management for each dealer
- Offer cash rate and charge rate
- Configure starter cards
- Cap allowed credits per clerk
- Define user roles
- Set activation fees per product
- Nightly batch ACH
- Real-time credit card processing
- Configure promo codes

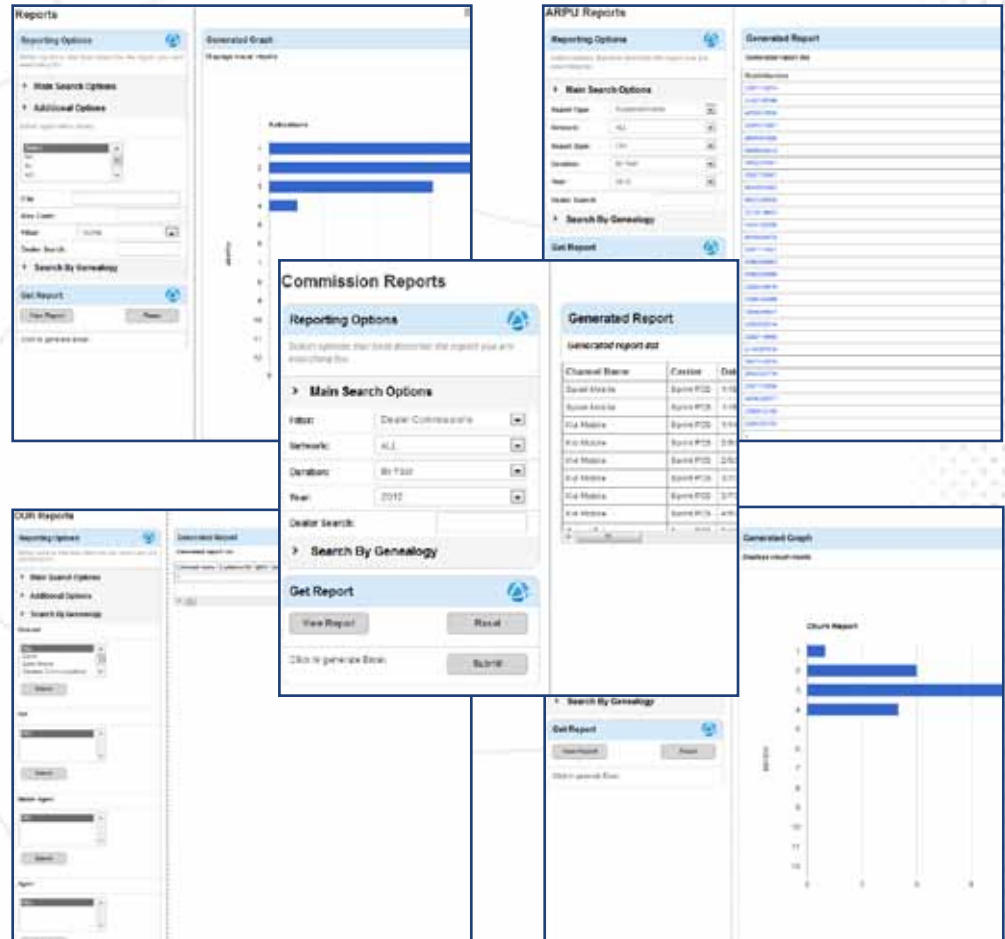
The image displays four overlapping screenshots of the telSPACE Genealogy software interface. The top-left screenshot shows the 'Channel Select' and 'Search Criteria' sections. The top-right screenshot shows the 'Search Results' table with columns for ID, Company Name, and Name. The middle-left screenshot shows the 'Search Criteria' section with fields for Company Name, ACH Account Name, First Name, Last Name, Telephone Number, Phone Code, and Last 4 of SSN (Security). The middle-right screenshot shows the 'Create Entities' section with fields for Company Name, Company Code, Phone, First Last ID, SSN, First Name, Last Name, Telephone Number, Telephone Code, and Last 4 of SSN (Security). The bottom-left screenshot shows the 'Search Criteria' section with fields for Search Level, Company Name, ACH Account Name, First Name, Last Name, Telephone Number, Phone Code, Last 4 of SSN (Security), and Last 4 of Tail ID. The bottom-right screenshot shows the 'Create Entities' section with fields for Company Name, Company Code, Phone, First Last ID, SSN, First Name, Last Name, Telephone Number, Telephone Code, Last 4 of SSN (Security), and Last 4 of Tail ID.

Reporting is a top strength of the telSPACE software. **Reporting is available for every process and operation of the software.** Canned reports that have been refined over years of use are readily available. Delivery methods include email and ftp with alerts when reports are available. Custom reports can be created to report and any required data and sent to key people at set intervals. Reports are available to users at all levels of the system but only show data for their level of access. Our top down approach is invaluable when reporting on activity at each level to manage your business.

Reporting Features

- Generate reports based on MVNO
- Generate reports based on dealer
- Generate reports based on location
- Generate reports based on time
- View reports in graph or list format
- Easily export reports to excel
- Canned reports include:

Activations
 Replenishments
 Orders
 Commissions
 Products
 ARPU
 Daily Usage
 Trouble Tickets
 Adjustments
 Bad Debt
 Daily Cash
 Overage
 ILD Usage
 Missing CDR's
 Subscriber Totals
 Wholesale Billing



The telSPACE MVNE solution offers dynamic tools that enable world class customer care. The customer self care Website provides each subscriber with the ability to log in and manage their own account. Other powerful self care tools include WAP, smartphone apps and a sophisticated private label IVR solution.

Customer Lookup

- Search results limited to access level
- Show all, show active only
- Live search results
- Search by:
 - Last Name
 - First Name
 - Account Number
 - Customer ID
 - MDN, ESN, SIM, IMEI, IMSI, MSID
 - Order ID
 - Transaction ID
 - PIN
 - Referral ID
 - Merchant Number

CSR Tool Box

- View / edit customer information
- View / edit user name
- Reset password
- View customer notes
- View current plan / device details
- View usage details
- View / upload documents
- Replenish / Suspend / Restore account
- Manual adjustments (credits / debits)
- Adjust bill due date
- Edit autopay settings
- Edit promo code

Customer Self Care

- View / edit customer information
- View / edit user name
- Reset password
- View current plan / device details
- View usage details
- View documents
- Replenish account
- Edit autopay settings

Account Information

Last Name: _____ First Name: _____
 Customer ID: _____ Account Number: _____

Product Information

Mobile Number: _____ MSID: _____
 ESN: _____ IMEI: _____
 SIM: _____ IMEI: _____
 MAC ID: _____

Transaction Information

Order ID: _____ Transaction ID: _____
 PIN: _____ Referral ID: _____
 Merchant Number: _____

Welcome Joe Smith, Add Time

Belated Months

Customer Notes

Create Note

Customer Account Adjustments

Description: Customer Account Adjustments allows you to modify the customer's bill due date, change their promo code and marketing information, as well as, add and remove credits and charges on customer accounts.

- Balance Adjustments
- Adjust Bill Due Date
- Adjust Promo Code

Welcome

Customer Information

New Address

Customer Profile

Quick Links

Account Security

Account Information

Usage History

Device Management

The telSPACE MVNE solution makes it easy to manage devices. **Simple, intuitive interfaces allow quick upload and management of devices and accessories.** Upload in bulk or one at a time, verify status and assign to store locations. Easily set email and sms alerts to go out when inventory becomes low. Changes are just as easy; open, modify and save. Link PDFs from manufacturers to provide more information about devices. Link to rebates when available for specific devices. Managing inventory has never been this easy.

Device Upload / Update / Remove

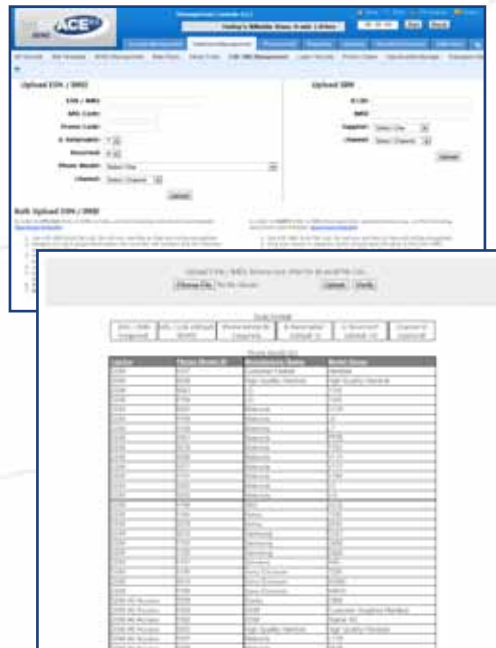
- Easily upload and publish devices
- Easily modify info and pricing
- Upload images and details
- Assign inventory type and location
- Assign UPC (optional)
- Set start date and end date
- Set shipping options and charges
- Enter rebate details and URL (optional)
- Link PDF for more information (optional)

Device IDs

- Easily upload device IDs (bulk or one-up)
- Excel template online for bulk upload
- Verify upload
- Verify device status in system
- Assign device to MVNO
- Assign device make, model, color to ID
- Set if returnable yes/no
- Upload SIMs (ICCID / IMSI)
- Assign supplier to SIMs
- Assign SIMs to MVNO

Device Inventory

- Easily upload inventory
- Excel template online for bulk upload
- Assign inventory to store locations
- View download inventory level reports
- View phone models
- Set alerts for low inventory
- Upload and manage accessories
- Easily add / update store locations



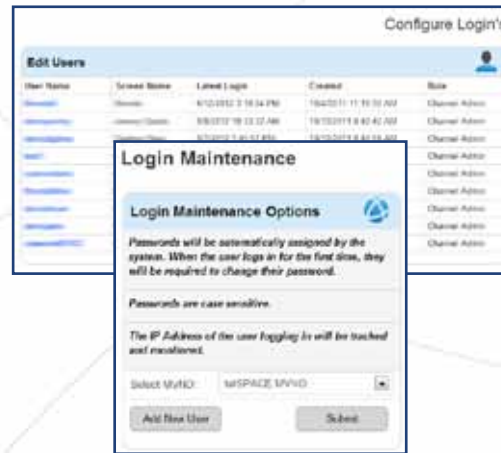
Security and access control is essential to our billing solution. **The telSPACE software has been carefully designed, segregated and locked down to meet strict PCI Data Security Standards.** Access can be locked to specific IP addresses, passwords can be expired at set intervals and all system activity is tracked by user name and IP address. Reports are available to show the path, actions and history of any user and critical alerts can be sent to key people.

PCI DSS Compliance

Safeguarding data is always a top priority. The telSPACE software has been engineered and architected to meet strict PCI Data security Standards. The telSPACE software protects cardholder data by using double encryption technology, token based authentication, strong password requirements, and unique application IDs for logging and security access. PCI DSS compliance is a continuous process and is fully integrated into the development life cycle of the telSPACE Software.

AFIDS (Anti Fraud and Intrusion Detection System)

Our exclusive AFIDS Module (Anti Fraud and Intrusion Detection System) is used to protect MVNOs against system penetration as well as MNO errors. This involves AI type programming that allows the system to self monitor and evolve using sophisticated layers of intuitive reporting, self monitoring, and self adjustment.



Access Control and Login Maintenance

Setting up new users is fast and simple with the intuitive interface. Each new user will get a temp password that they will need to access the system. New users will be prompted to create their own password when they log in for the first time. The users role, security level and department will determine what functionality and information is available to them once they access the software. User access can also be locked to specified IP addresses. Passwords can be reset and users removed if necessary.



Automated System Alerts

Automated system alerts can be set up to alert key people when necessary. Alerts can be configured for critical issues that include unauthorized access at any level, unauthorized access to the database or process servers, pause in rating, carrier operations that are processing slower than normal or complete connection failure with a carrier. Alerts can be set up for any failed process and sent to key people through SMS or email. Audible and visual alarms are also available when the key people are already logged in to the software. These system alerts are essential to operating and managing any back office solution.



System Training and Support

As with any new partnership a successful launch is absolutely critical and sets the stage for years to come. **Experienced project management, effective training and unlimited access to invaluable resources can minimize the learning curve for any new billing system.**

telSPACE has gone above and beyond to make sure you have access to what you need, when you need it. From installation and integration to training and ongoing support telSPACE is with you every step of the way. Our revenue is tied to your success which makes us the ultimate partner, today and tomorrow.

Training

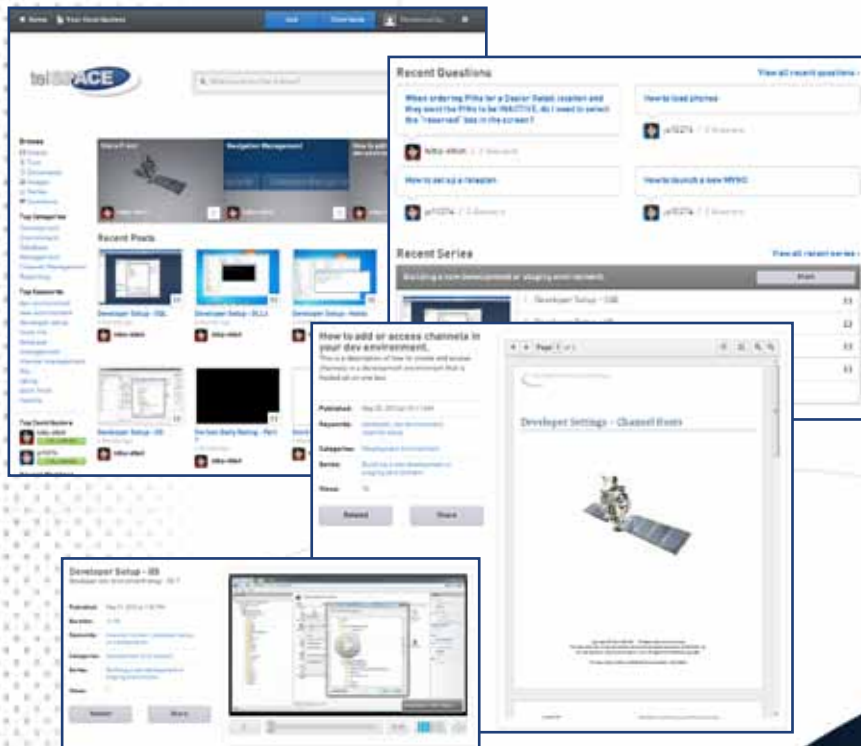
- Detailed training manuals
- Detailed training videos
- On-site, in-person training
- Training at two telSPACE locations
- Video conferencing
- GoTo Meeting, WebEx and Adobe Connect
- Skype instant messaging
- Access to the knowledge database
- MVNE, MVNO, Dealer, Clerk FAQs
- Quick launch guides

Help Desk (Knowledge Database)

- Organized how to videos
- Browse categories, videos, documents
- Q & A with developers and support staff
- Post questions and comments
- View / search previous posts
- Sort by keywords, recent or popular
- Follow members and contributors
- Invite new members

Trouble Tickets

- Create new ticket
- Search or view all tickets
- View only your tickets
- View tickets from all users
- Edit / update existing tickets
- Change ticket status
- Add comments to open tickets



Agile. Robust. Intuitive. User Friendly. Affordable.

“There is growing demand for technology integration between carriers, MVNOs, and the end customer, and we have developed a completely rules-based operating platform where MVNEs can efficiently deliver, **in literally a matter of days**, a turnkey MVNO solution including access to facility carriers, customer service, fulfillment, payment processing and even a fully loaded POS platform.” - Ryan Reed, telSPACE’s CTO.

In this fast paced industry automation and flexibility is key. Our clients depend on a billing system that can quickly adapt to changes in business requirements and carrier updates. The telSPACE back office integration strategy is based on automation and creating efficiencies in areas where technology has not yet caught up to its fullest potential.



Carrier Access



Commissioning



Customer Care



Reporting



Data Security

The telSPACE software has been in development since 1998 and launched in 2003. **For the first time since conception the complete telSPACE MVNE solution is available for license or purchase.** This unique offer allows our clients to take ownership and control of the source code (compiled and non compiled) where you host, manage and modify the software as needed to adapt and grow your business.

Remove the handcuffs of your current vendor and enjoy the operational freedom of owning your own billing system.

“There is incredible demand in the marketplace for telSPACE’s MVNE software as larger companies wish to create the ultimate triple or quad play. Our clients enjoy the convenience of managing multiple services from multiple suppliers on one ubiquitous platform. The telSPACE software can integrate with virtually any supplier and aggregate the volume across multiple clients allowing our clients to significantly reduce costs and provide a very cost efficient and competitive product.” - Jeremy Sands, CEO of telSPACE.

Call (424) 953-2805 or email us at sales@telspace.com for a free demo.

About telSPACE

- Headquartered in Kirkland, Washington
- In business since March, 1998
- Strong management and development team
- Built a convergent acquisition, billing and care platform to support any type of service
- Strong US carrier technology partnerships for cellular, Internet, VoIP and long distance
- Strong relationships with device manufacturers
- Strong relationships with the largest fulfillment companies
- Strong MVNE/MVNO relationships



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