

Valbrea's Telecom Solution provides a user-friendly, efficient, and timely enabler for internal personnel, field personnel, business units, and select customers to access, process, view, update and input critical information. Utilizing proven methods and technology, Telecom Solution is a fully web-based application providing modular functionality to users. The architecture of the system allows for scalability for any size organization and number of users and ease of access users should expect from an enterprise, web-based application. This overview outlines an offering of several of the individual modules of Telecom Solution and the functional capabilities of those modules. Valbrea Telecom Solution enhances access to critical information across the business regarding the status of orders and trouble tickets, availability of work tasks and design & circuit layout records, and optimize the productivity of resources responsible for responding to customer inquiries, facilitate consistent status information for all functional departments involved in the processes, and provide a secure option for VIP and Access customers to retrieve information associated with their specific needs.

## VALBREA TELECOM SOLUTION

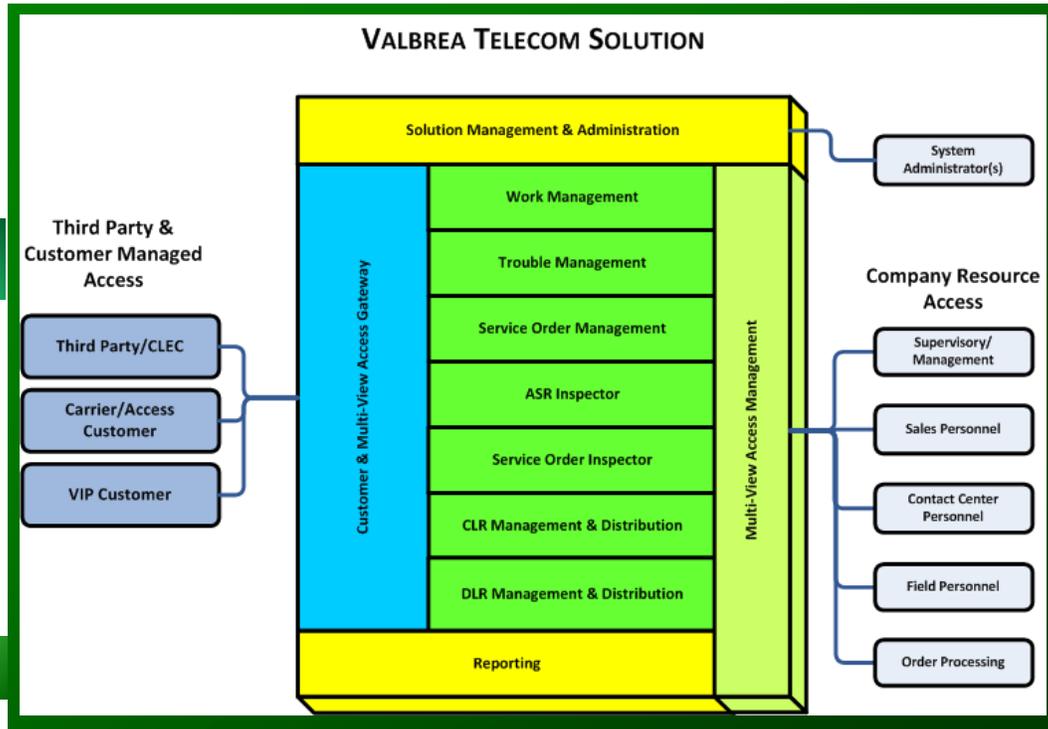
Valbrea Telecom Solution is a web-based, enterprise solution adaptable to a customer's specific needs. The solution is comprised of eight modules, seven of which can be utilized independently of one another. The eighth module is utilized for customer and multi-view access by users. The solution can be implemented with some customization to better fit the needs of each set of users. The modules are:

- **Valbrea Telecom Work Management**
- **Valbrea Telecom Trouble Management**
- **Valbrea Telecom Service Order Management**
- **Valbrea Telecom Service Order Inspector**
- **Valbrea Telecom ASR Inspector**
- **Valbrea Telecom CLR Management & Delivery**
- **Valbrea Telecom DLR Management & Delivery**
- **Valbrea Telecom Customer & Multi-View Access Gateway**

Valbrea Telecom Solution enables an organization to address internal and customer needs using the same real-time system. Valbrea Telecom Solution is a fully web-based application designed for use with back office and operations support systems ("OSS") applications, such as order management systems, workforce management systems, and trouble systems. Available as individual stand-alone applications or as a bundled package, each module with its own distinctive functionality and benefits. The application is designed to provide the user with a system that is easy to understand and use; therefore, increasing productivity, while reducing errors.

Modules are customizable to meet the needs of any distinctive requirements. It allows, using user ids and passwords administered by your resources, both internal and external resources and select customers to enter, access and view their information. The solution allows real-time access to customer information and orders, access orders, trouble tickets, work queues, circuit layout information and other related and available information via the web.

Each of the modules has its own distinctive functionality for the user. The functionality listed may be limited to that functionality only and the breadth of the functionality is based upon functionality available through the OSS systems housing the information.



## TELECOM SOLUTION BENEFITS

Valbrea's Telecom Solution was originally developed as a custom application through identified needs of customers and Valbrea's expertise within the telecommunications industry. These customers have a need to push the functionality of their current back office and OSSs further out to field personnel, customers, third parties and additional internal resources utilizing the web. Traditional OSSs are limited by their architecture to use in a traditional office environment for only internal company personnel, and this requires expensive secondary systems be implemented to allow for easy access to the same.

The use of Telecom Solution eliminates those inherent barriers and provides users access to the same functionality at a greatly reduced cost. In fact, the functional capabilities of many OSSs can be expanded through Valbrea's solution. Valbrea's extensive experience and understanding of the true back office operations within telecommunications operations positioned the company to deliver functionality previously unexpected by our customers. The solution remains a customizable system with the benefit a modified traditional maintenance and support arrangement with Valbrea.