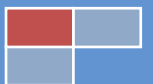


System Functionality Diagram

A High-Level Overview of Advantage 360 Modules and Functions



OSS360 Product Suite

CRM

| | |
|-----------------------------------|--------------------------------|
| Information & Lead Management | Quoting Products & Services |
| CRM & Fulfillment | Service Activation & Prorating |
| Order & Workflow Management | Trouble Ticketing & Call Tags |
| Follow-Up & Auto Escalation | Past Due Treatment |
| Collections & Payment Commitments | Quick Notes & Popup Memos |

POS

| | |
|--|---------------------------------------|
| Inventory SKU Management | Serialized & Non-Serialized Inventory |
| Labor Miscellaneous Adjustments | SIM & Number Inventories |
| Item Substitutes, Accessories & Packages | Purchase Order & Requisitions |
| Point of Sale Interface | Agent & White Label Interface |
| On-Hand Stock & Pricing | Sales Order & Invoicing |

Billing

| | |
|--------------------------------------|-----------------------------------|
| Switch Mediation | |
| CDR/EDR Routing & Rating | Convergent Billing |
| Free Use Packages | Bundled Discounting |
| CIBER / TAP Incollects & Outcollects | On-Demand, Trial & Commit Billing |
| Tiered Rates | |
| Alerting & Notification | |
| Bill Design & Presentment | |
| Invoice Comments & Inserts | Sample & Hold Invoices |
| Invoice Distribution | XML, PCL, PDF, Email... |

Accounting

| | |
|-----------------------------------|--------------------------------|
| Manage Account | Aging & Ledger Listing |
| One-Time Payments | Recurring Credit Card Payments |
| Recurring ACH Bank Debit Payments | Lock Box Imports |
| Mail Fast Scan Payments | Credits & Adjustments |
| Auto-Post Credits | Pending Commissions |
| Pending Payables | Late Fees & Late Notices |
| GL Journal File Exports | Reporting |

Universal Service Catalog

Facilities Management Integration

Inventory File/TriCoder Imports

Service Provisioning

POS Hardware Integration

Land Line E911, CARE, LIDB/CNAM

ERP Platform Integration

Globalization & Localization

Subscriber Self-Service Website

Core Product

Core Advantage 360 Products

Switch Integration

Core Products Integrated with Network Switch Providers

Hardware Integration

Core Products Integrated with Hardware Providers

Software Integration

Core Products Integrated with Software Providers