

# Reach a higher state of connectedness

Today's business runs on connections — and that means so much more now than it did even five years ago. It's not just who you know, it's how you reach them. It's how you establish, build and maintain relationships with customers, employees and partners who expect effortless, 24 x 7 access. It's how you compete in a world where boundaries are becoming irrelevant.

But it's sure not easy. Running and growing your enterprise shouldn't demand graduate degrees in network topology and software engineering. You shouldn't have to invest in technology with a limited shelf life and then need a staff of support personnel to keep it going.

To grow and succeed today, you need to reach a higher state of connectedness.

That's our sweet spot. TPx brings the most powerful unified communications, managed IT, and network connectivity solutions to your enterprise. We take care of the implementation, management and updating that keeps them effective and always at your fingertips. TPx guarantees it in writing — with a proven 20-year track record of helping businesses across the country grow and thrive.





## Simplifying your life

Let TPx be your guide, partner and expert resource for the Communications and Collaboration, Managed IT, and Network Connectivity solutions reshaping every business. We deliver answers that reduce complexity, and maximize profitability, so you can focus on what you do best. Our tenured team, focused support, and two decade track record make us the industry leader.

TPx is not different from our competition because of our technology. We're different because we listen. A commitment to listening to each customer and empowering their success is embedded deep in our corporate DNA. We draw on that skill every day to deliver comprehensive managed services and business communications solutions that can take your business anywhere it wants to go.

## Communications & collaboration

Today's knowledge workers are looking for new ways to stay connected with customers, partners and each other — and that goes way beyond just taking calls. They need to collaborate and exchange information faster than ever before. They need to work together in real time and capture the nuances and depth that create shared understanding. Traditional telecom infrastructure just isn't built to support the constant connectivity and productivity that these modern businesses demand.

TPx delivers communications and collaboration services in the cloud, giving you and your team the flexibility to stay connected to your business however you choose. We unleash your productivity.

## Managed IT

Enhance your IT support for security, performance, and peace of mind. ITx Managed IT Services give you the support you need for your critical IT systems without the cost and hassle of doing it all in-house.

With ITx, we've bundled all of the essential building blocks of IT system management into one easy-to-manage program. Our IT experts will monitor your critical systems 24/7/365 and respond immediately to any issues you may have, freeing you up to focus on your core business objectives.

Let us take the guesswork out of establishing your IT support budget. ITx is a subscription service, with one monthly charge covering a wide range of tasks. What's more, there are no surprise fees — there is a service level for every IT need.

## Network connectivity

Every business has unique communications requirements. What's consistent is the need to connect customers, locations, suppliers and markets in an easily managed, reliable, and cost-effective network that is designed around your business growth strategy and not around a set of products. More options mean more opportunities to custom-tailor the solution that's right for your business — and TPx gives them to you.

We can bring the connectivity that's right for your business and weave it into a comprehensive communications solution. We deliver network design, project management, monitoring, fault management, reporting, and 24/7/365 support capabilities.

## Multilocation experts

If you have offices or stores around the country, you can easily add them to your network and take full advantage of our unified communications and managed IT services.

TPx uses powerful SD-WAN technology to deliver the effortless connectivity and services that your business needs to be successful in today's market. Our fully meshed, SD-WAN capable Ethernet Ecosystem reaches anywhere that there's a broadband connection.

And we guarantee the performance we deliver to you. We understand that when your business depends on communications, "best effort" is no substitute for the ultra-reliable performance guarantee that is part of the contract you sign with us.

## Nationwide coverage

Our Ethernet ecosystem, supercharged with SD-WAN technology, can reach any location with a broadband connection.

We manage over a million SIP end points at more than 75,000 business locations across the country. Our SD-WAN and MPLS solutions can connect locations in a private cloud environment. We also operate our own networks, with more than 50,000 fiber miles in California, Nevada, Texas and the Northeast.

Have your own network? Our SD-WAN services can greatly enhance its performance and allow for seamless integration of our award-winning UC service.

*We are so committed to quality that we measure ourselves against a set of metrics on a weekly basis.*



# 94%

*of calls into customer care are answered within 30 seconds*

# 92%

*of calls into customer care are resolved on the first call*

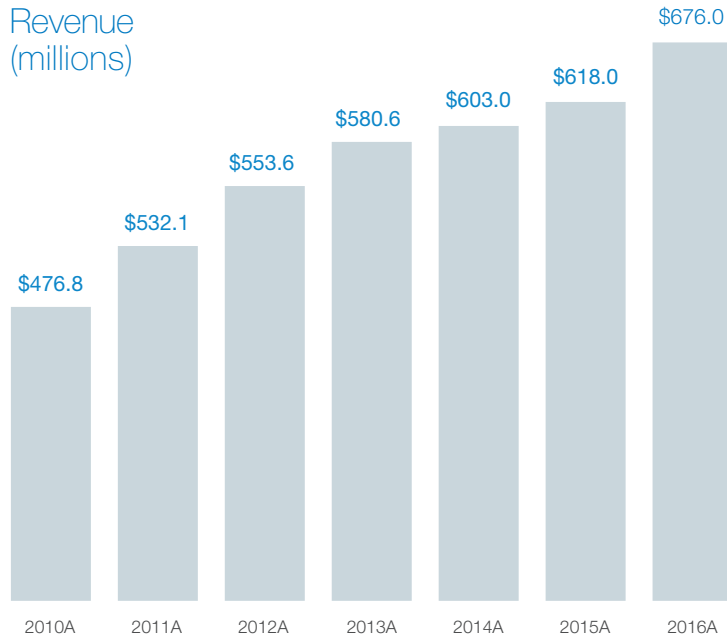
# 94%

*of our customers tell us they are satisfied with our service*

# 99%

*invoice accuracy underscores our attention to detail*

## Revenue (millions)



## Performance-driven growth

TPx hasn't missed a single quarter of growth for more than 15 years. Do the math. That includes the Great Recession and the echoes of the Dot Com crash. Every up and down imaginable.

Chalk it up to great advertising budgets? Hardly. We've relied almost entirely on word of mouth referrals. Our corporate DNA is designed around listening, customer service and unflinching technical excellence.

Today, TPx is the premier national managed services carrier, serving customers across the nation. We deliver simple, elegant and more powerful data and communications answers to more than 75,000 customer locations, in every industry, every day. We take businesses anywhere they want to go.

## Company background

- Privately held national managed services carrier
- 19 years serving customers nationwide
- 1650 employees in more than 50 regional offices and 5 on-shore call centers

## Key executives

- 16-year CEO Dick Jalkut served as president, CEO, and chairman of NYNEX (Verizon) with 80,000 employees and 16 million customers
- 100+ years of senior executive experience in major communications firms like Verizon, AT&T, Bell South, Nuvox, TCG, WorldCom, GTE, Sprint

## Financial performance

- \$676 million in 2016 revenue, a growth of 9%
- 14% managed services growth (CAGR 2013-2016)
- 15 straight years of quarter-over-quarter growth

## Network infrastructure

- Nationwide SD-WAN connectivity, along with MPLS, VPLS, and EPL networks with CoS
- Five SSAE 16 datacenters
- More than 400,000 fiber lit buildings nationwide

## Office locations

Austin	Houston	Petaluma	Santa Barbara
Bakersfield	Irvine	Portland	Stockton
Camarillo	Las Vegas	Richardson	Torrance
Carson City	Los Angeles	Sacramento	Walnut Creek
Corpus Christi	Manchester	San Antonio	Waltham
Dallas	Modesto	San Diego	Woodland Hills
Denver	Napa	San Francisco	
Fort Worth	New York	San Jose	
Fresno	Ontario	San Rafael	
Garden Grove	Palm Springs	St. Louis	
		Santa Ana	

TPx has achieved 15 straight years of quarter-over-quarter growth and we now have a nationwide footprint thanks to SD-WAN technology



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# Packet Fusion

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Connecting the Dots to the Cloud