



GSA EIS Contract Award

15-year Contract for 21st-Century Telecommunications

MetTel Federal understands the unique communications needs of the federal government. Now your agency can get award-winning customer service, reliable products and the business intelligence and visibility your network demands.

Features

- **Fully CONUS & OCONUS**
MetTel developed our network architecture to partner easily and effectively with providers who extend the network across the US and all areas of the world.
- **Widest Geographic Reach**
We have partnerships with Incumbent Local Exchange Carriers (ILEC), Tier 1 ISPs and major IXCs, and many regional or local providers.
- **MetTel EIS Portal**
Our EIS Portal was purpose-built to FISMA-moderate impact requirements from our award-winning Bruin Portal.
- **eBonding**
This technology allows us to deliver real-time provisioning, utilization, and billing data to our customer from nearly all carriers and vendors.
- Our NNI agreements with each IXC, ISP, ILEC and many of the major CLECs allow a level of ease in service delivery that is unique to MetTel.
- **Touchless Ordering & Processing**
Our process/capability eliminates manual order errors—no swivel-chairing, no human limitation.
- **Electronic Ordering Templates**
We have templates electronically embedded in our systems, which make order processing fast and accurate.
- **Auto Conversion**
Our automated process allows us to immediately convert lines—no phone numbers or connections are lost.

Unique Benefits & Awards

Voice and Data Transition Approach
MetTel can take in your information in any form: electronically, paper, fax, email and PDF. And, by leveraging our fully integrated network of underlying carrier interconnection agreements, we are able to provide your agency an easy and efficient transition to more advanced service types.

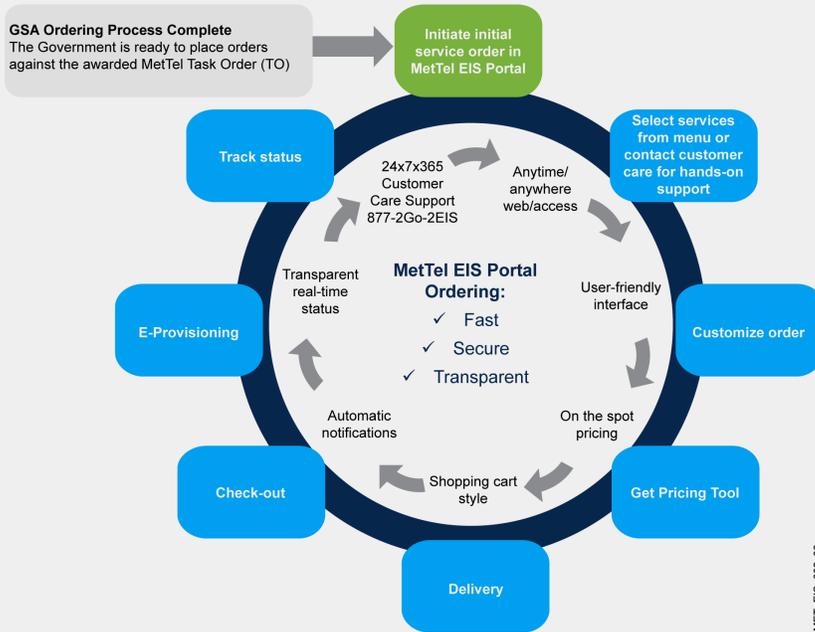
Most Coverage

Coverage to over 97% of the GSA EIS CBSAs.

MetTel EIS Portal, based on Bruin: TMCNet (Technology Marketing Corporation) 2016 Internet Telephony Product Of The Year.

The MetTel EIS Portal distinguishes itself from others with its data analytic capabilities, allowing Government agencies to obtain detailed insight and business intelligence.

Full GSA Ordering Process



MetTel EIS Portal

- We provide a powerful and extremely comprehensive tool, the MetTel EIS Portal, known as Bruin.
- The Portal enables customers to manage ordering, help desk, trouble tickets, SLA management, billing, inventory, services, and reporting from one simple, user-friendly interface available 24x7x365.
- Our Portal was purposely-built to FISMA-moderate impact requirements.
- It was awarded the TMCNet (Technology Marketing Corporation) 2016 Internet Telephony Product of the Year.
- Our Portal allows agencies to obtain detailed insight and business intelligence regarding their telecommunication configurations and the spend against the agency's budget.

Our Transition Approach

Due to our unique relationships with underlying carriers across the country, we are able to deliver service seamlessly across multiple carrier networks, regardless of which carrier is providing the last mile of our end-to-end solution. The more complex the solution, the more planning and coordination is required. We are in a unique position to deliver services globally with minimal impact to customers. Our service delivery/provisioning processes increased efficiency and provided ease of transition with service types such as POTS, Centrex, BRIs, MPLS, and Managed Security Service in the following ways:

- MetTel can take in your information in any form: electronically, paper, fax, email and PDF.
- Our electronic transfer with underlying carrier's systems makes order processing fast, accurate and unconstrained.
- Billing is changed electronically and seamlessly with the outgoing carrier to MetTel.
- We use ordering templates electronically embedded in our systems, the fastest and most accurate way possible.
- Our process/capability eliminates manual order errors—no swivel-chairing, no human limitation.
- MetTel is able to transition thousands of lines per day.
- Our automated process allows us to convert lines—no phone numbers or connections are lost.

Additional Unique Benefits & Awards

Unsurpassed Transitional Expertise

We have transitioned thousands of customers from outdated technology to emerging technologies by providing outstanding customer care and we have automated transition using eBonding that often allows a transition to be as simple as a paper billing change.

Award-Winning Customer Care

MetTel was awarded the coveted Stevie Awards for customer service for three consecutive years, from 2015 through 2017, because we "care" differently.

Unique Transitional Approach

Our relationships with other underlying carriers are like no other in the industry. Our NNI agreements with each IXC, ISP, ILEC and many of the major CLECs allow a level of ease in service delivery that is unique to MetTel.