



8MS Overview



Is There An Easier Way To Manage My Toll Free Provisioning?

Modern Responsible Organizations (Resp Orgs) access SMS/800™ to reserve toll-free numbers for their customers and to set up routing information for their toll free numbers. As a Resp Org, your employee/toll free provisioning users are busy handling customer records, performing number administration and service provisioning and face increasing workloads and demanding performance metrics.

csf's flagship software, 8MS® is the powerful and easy to use alternative to SMS/800™. 8MS was designed by industry experts to simplify and accelerate your toll free provisioning activity.

What is 8MS?

8MS was designed from the ground up by a group of former Bell Labs engineers to be a superior toll free provisioning system that eliminates traditional dependence on SMS/800. Developed originally as a standalone tool for large corporate customers, 8MS is now available to Resp Orgs of all sizes.

The key design principle for 8MS was to make provisioning faster and more efficient for Resp Orgs. Rather than force your toll free provisioning users to redundantly key in similar data (over and over again) with the possibility for error and lost revenue, 8MS uses modern computing techniques to speed up your provisioning and get your work done in less time.

Imagine spending less time keying in changes, and more time solving your critical business problems!

How is it more efficient?

8MS utilizes "mass change" capabilities to increase your toll free provisioning users efficiency. With 8MS you can drastically reduce the amount of time you spend entering information into SMS/800™ You can also access our secure 8MS platform from anywhere (even home!) and it doesn't require a Smart Card.

Examples of 8MS usage (with screen captures from the actual system):

8MS allows you to Reserve, Activate or Re-Route hundreds or thousands of toll free numbers with our powerful on-line mass change commands (no need for tapes or email to the help desk.)

- **Reserve 1000 Toll Free Numbers**

In the example below, a Resp Org user is going to Reserve 1000 Toll Free Numbers for a Call Center Outsourcing customer. By clicking Batch Reserve the request is launched and will complete in the background while the Resp Org user performs other tasks.



The screenshot shows the 'Search / Reserve' interface with two main sections: 'Search Criteria' and 'Reservation Data'.

Search Criteria:

- Toll Free #: [Text Input]
- Count: 1000
- or
- NPA: [Text Input]
- NXX: [Text Input]
- Line: [Text Input]
- Contiguous:
- Contiguous Minimum: [Text Input]
- Create Number List:
- Number List Name: [Text Input]

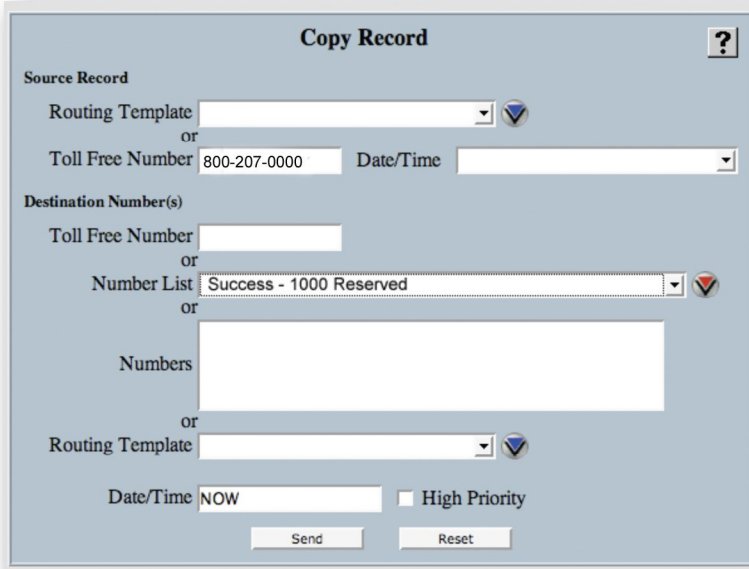
Reservation Data:

- RespOrg: ART01 (dropdown)
- Contact Name: [Text Input]
- Contact Phone: [Text Input]
- Notes: [Text Input]
- Activate: Use Defaults:

Buttons at the bottom: Search, Batch Search, Reserve, Batch Reserve, Reset.

• **Activate 1000 New Toll Free Numbers**

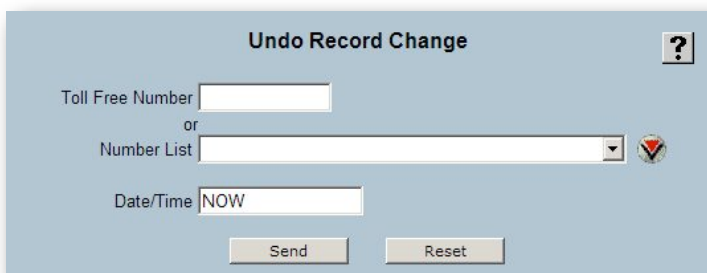
Once the numbers have been reserved, they can then be activated. Again 8MS simplifies this via a mass change command called “Copy Record”.



In this case the user has a copy number to use as a source. Suppose this routes as a standard typical complex record (CAD, LAD, CPR). The user then activates the 1000 new Toll Free Numbers using the copy number/complex record by hitting send. The request is launched and will complete in the background while the Resp Org user performs other tasks.

Imagine having to activate 1,000 numbers one at a time! This could take up to three days of provisioning using conventional methods!

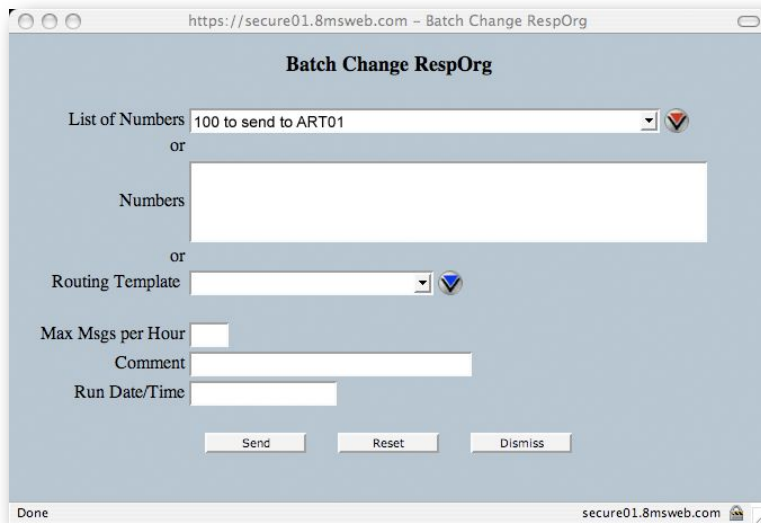
• **Undo Recent Changes**



This function tries to reinstate the state of an active toll free number with that of the most recent history record of that toll-free number. This can be accomplished for a single, or for a list of numbers.

The function can be used to recover from unintended record copies or activations. Some customers will route complex routing to a turnaround record (during a network outage) and then will “undo” the turnaround record when the outage situation is corrected.

- **Easily change a group of numbers to a new Resp Org**

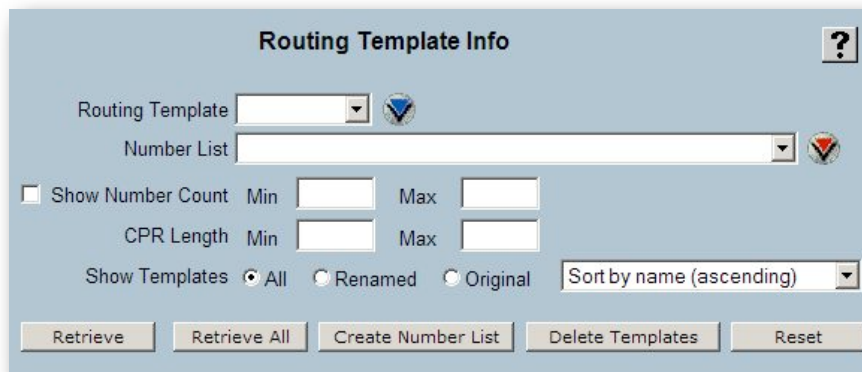


Do you have to change 100 numbers (or 1000?) to a new Resp Org? Send them over using the Batch Change Resp Org screen - no need to send tapes or send email.

- **Easily check to see if two (or 100) different numbers share common routing**

8MS has implemented a concept called routing templates. 8MS allows template routing to be stored, under a user-supplied name, without the need for an associated copy number in SMS/800.

The Routing Template Info function allows you to view information about routing templates.



By selecting "Retrieve" we get the following report:

| Name | # Count | CPR Len | # Paths | # Nodes |
|-------------|---------|---------|---------|---------|
| Standard/US | 1209 | 5843 | 24 | 57 |
| Std XC | 1111 | 94 | 4 | 9 |
| 1000000968 | 1018 | 44 | 2 | 5 |
| CA Only | 980 | 107 | 5 | 11 |
| 1000000090 | 969 | 101 | 3 | 7 |
| East Coast | 944 | 118 | 3 | 8 |
| NJ via WTL | 878 | 73 | 3 | 7 |

Here we see that 1209 Toll Free numbers share similar routing Standard/US. Stop guessing where your calls are routing! Consolidate your routing onto your preferred carriers and save money!

- **View and Share Your Customer Administrative Data**

Our CAD Management screen allows you to view and/or update the Customer Administrative Data (CAD) portion of a customer record. Customer records are used by SMS/800 to implement the routing for a toll-free number. In 8MS, this screen is also used to select complex routing (i.e., CPR/LAD information) that will be associated with the record.

One option we have allows you to view your record as an Adobe Acrobat PDF file. Here is page one of a sample CAD Management report:

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                                CAD Management Report

Toll Free Number 800-207-0000      Effective Date/Time 01/23/07 10:30A
Number Status Working (11/07/06)   Resp Org ART71
Schedule Status Sending             Approval Status Not Required
Active Template 000073633          RCC False
Schedule Template 000073633
InterLATA Carrier TDX0223 LGT0432 WTL0555 MCI0222 OTC0110
IntraLATA Carrier TDX0223 LGT0432 WTL0555 MCI0222 OTC0110
InterLATA POTS No                   POTS Termination 9085550123
Order Number NEWORDER              SF Number
Complex Record 01/23/07-10:30A
Notes
  Due Date 11/17/06                Hold No
  RAO 000                           Bill to Number 000-000-0000
Customer                             Agent
  TelCo ART7                         IC/EC Billing
Contact Name CSF USER OF 8MS
Contact Phone 732-302-0222
End Intercept Date                  Referral Option No

Service Area
  Network US
  State
  Area Code
  LATA
  Labels

Directory Information
  DA Type Normal
  Update False
  Listing Type Blocked
  Address NO ADDRESS
  Names NO CORPORATION NAME
  
```

Here is a example summary of CPR data:

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                                CPR Summary

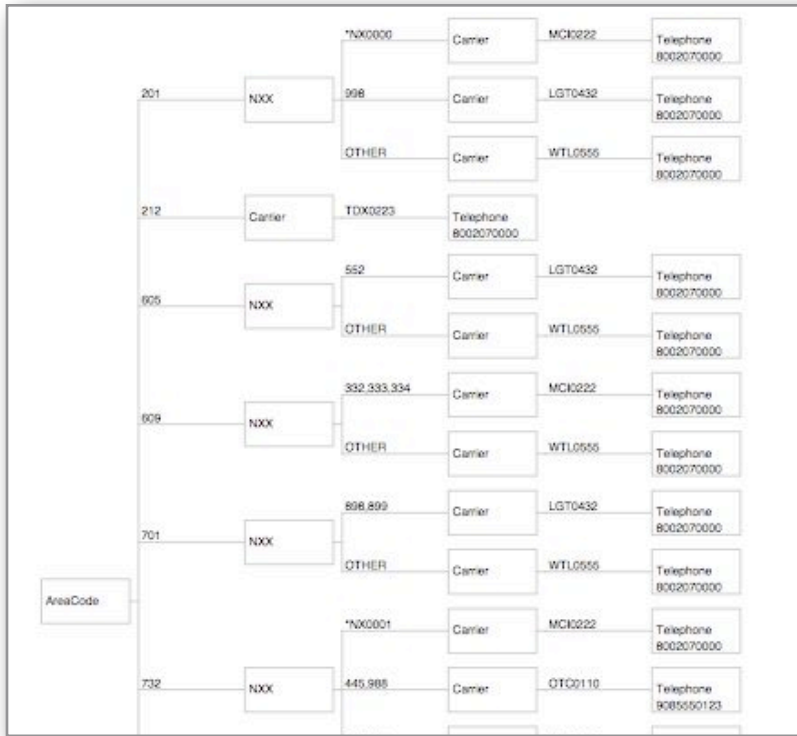
Node Usage                          Carrier Usage
Node Type #                          Carrier #
Announcement 1                       TDX0223 1
AreaCode 1                             LGT0432 4
Carrier 18                             WTL0555 8
NXX 7                                   MCI0222 4
Telephone 18                           OTC0110 1
TOTAL 45                               TOTAL 18

Label Usage                          Telephone Usage
Node Type # #Used                    Telephone # Lines
NXX 3 3                               9085550123 1 9999
TOTAL 3 3                             8002070000 17 9999
TOTAL 18

NXX Label Contents
*NX0000(1/143) 201 200 202 204 206 207 208 209 210 212 213 214 215 216 217 218
219 220 221 222 223 224 225 226 227 228 229 230 231 232 233
234 235 236 237 239 240 241 242 243 244 245 246 247 248 249
251 252 254 255 256 257 258 259 261 262 263 264 265 266 267
269 270 271 272 274 276 277 278 279 280 281 282 283 284 285
286 287 288 289 290 291 292 293 294 295 296 297 298 299 300
301 302 303 304 305 306 307 308 309 310 312 313 314 315 316
317 318 319 320 321 322 323 324 325 326 327 328 329 330 331
332 333 334 335 336 337 338 339 340 341 342 343 344 345 346
347 348 349 350 351 352 353 354

*NX0001(1/4) 732 456 649 655 889
*NX0002(1/4) 908 233 434 883 994
  
```

We also include a graphical representation of your routing! (The example below is truncated).



Imagine being able to mail a PDF of your proposed routing to your toll free provisioning users or customers! Share information for troubleshooting, or send the PDF to your customers to get their concurrence on the routing you are implementing.

• **Access Number History Information**

SMS/800 maintains a database of the change history of all toll free numbers. Any time a change is made, an entry is made noting the date/time of the change, the login ID used to make the change, a RespOrg change that may have resulted, and/or a change to the status of the number. 8MS provides access to this information for you and your toll free provisioning users.

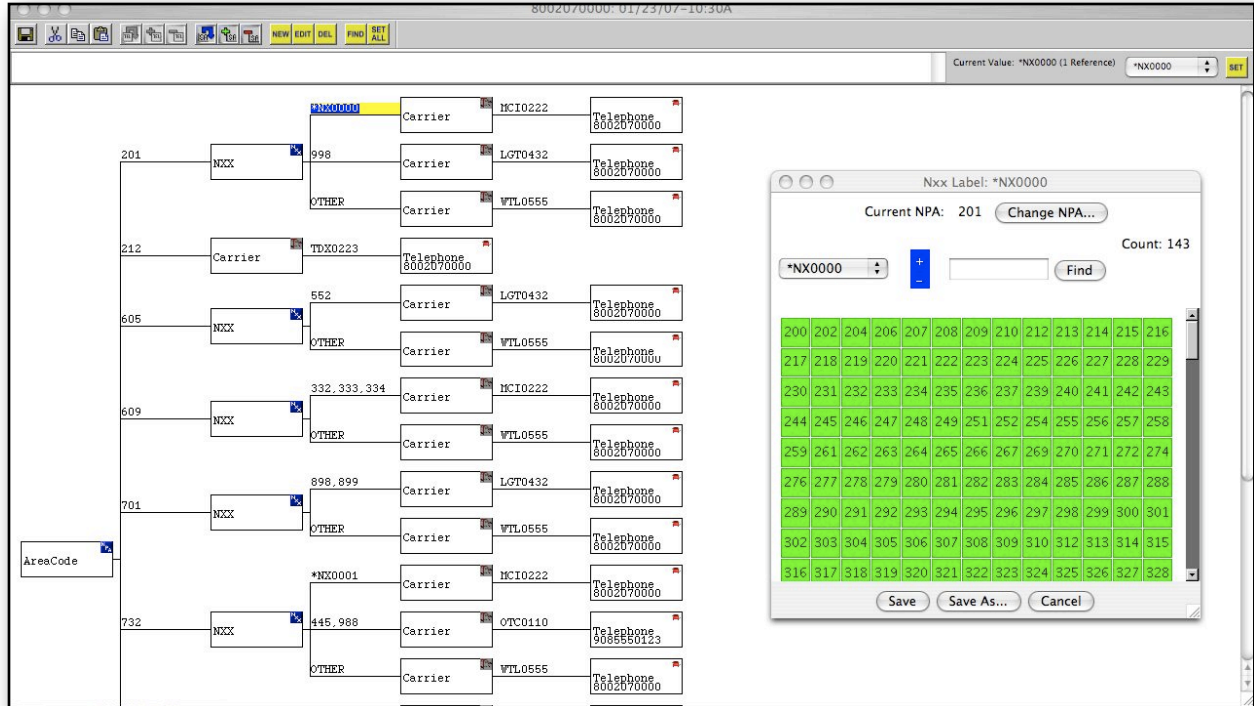
Number History ?

Toll Free Number

| History for 866-600-6000 | | | | | | |
|--------------------------|---------|---------------------|---------|---------|----------|---------------------|
| Change Date | Status | Status Change Date | RespOrg | Prev RO | Login ID | Download Date |
| 05/29/2003 10:50:09 | WORKING | 07/29/2000 18:23:31 | ART10 | ART01 | ART01000 | 05/30/2003 00:01:00 |
| 07/29/2000 18:23:31 | WORKING | 07/29/2000 18:23:31 | ART01 | | ART01000 | 03/28/2002 12:56:29 |
| 07/29/2000 18:23:27 | ASSIGNE | 07/29/2000 18:23:27 | ART01 | | ART01000 | 03/12/2002 21:14:26 |
| 07/29/2000 12:01:25 | RESERVE | 07/29/2000 12:01:25 | ART01 | | ART01000 | 03/12/2002 21:14:04 |

• **Graphically edit call routing**

8MS features a proper graphical interface to help you edit and change the routing of your toll-free numbers. The easy-to-use 8MS CPR editor makes complex routing of your toll free numbers simple. Simply drag and drop nodes - cut and paste - build your entire routing plan just by using your mouse!



Summary

8MS was designed from the ground up to be a superior toll free provisioning system that eliminates traditional dependence on SMS/800. Developed originally as a standalone tool for large corporate customers, 8MS is now available to Resp Orgs of all sizes.

In this overview we have only highlighted some of the powerful capabilities of 8MS. All Toll Free provisioning capabilities are available to you on 8MS (Reserve, Activate, Route, Spare, Disconnect, Transfer, etc.) along with other powerful and convenient tools and reports to simplify your provisioning.

csf Corporation offers clients expertise in maximizing the power of the 8MS product suite. Our seasoned experts can help you make the most of 8MS and companion products to accelerate your Toll Free provisioning operation, eliminate manual input/errors, and maximize your productivity and profits.

We are the acknowledged leaders in the toll free management industry - 25% of the Toll Free numbers in the industry are managed by our software! 8MS has helped dozens of Toll Free service providers large (e.g. QWEST, Verizon, Global Crossing), medium, and small increase their productivity and efficiency. (For a list of satisfied customers, visit our web site at www.8msweb.com.)

Imagine using 8MS to increase your productivity and efficiency! We offer free - a one month, no obligation trial access to all of the benefits of the 8MS system. Simply contact us at 732-356-6999 or via email at 8mssales@csfcorp.com and we can get you started right away. If you would rather start with a quick product demonstration prior to the free trial, we can easily arrange that as well. **Call today!**