

Communication Solutions

People. Planet. Profit. BetterWorld Customer Value Defined.

BetterWorld Telecom

We Make the World Better, Our Customers Provide the Vision

We are America's leading B2B, full-service, sustainable telecom carrier - - tailoring a perfect bundle of voice and data services for your organization. One bill. One number to call. 100% guaranteed.

The Solution: Integrated voice, data, and Internet carrier services, nationwide footprint, customized to each organization's specific and exact requirements – 100% guaranteed every month of service – we are the only carrier to even come close to this comprehensive, no questions asked commitment and level of accountability.

Mission Aligned: BetterWorld is the only sustainable B2B carrier in the world today – we are the first certified carbon neutral telecom carrier in the U.S. and beyond, we donate 3% of the top line revenues back to causes that support children, education, the environment and fair trade. Our mission is certified by Climate Cooler, B Corp, 1% for the Planet and WorldBlu.

The Products

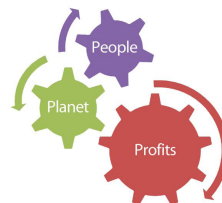
We create unique bundles for one or dozens of locations from the following products:



- Cloud Communications (Unified Communications, IP Trunking, VoIP, Virtual PBX,
- Web/Audio/Video Conferencing)
- Cloud Computing (hosting, colo, virtual private servers, consulting, applications)
- Traditional Telecommunications Carrier Services including switched & dedicated local,
- long distance / 800
- Internet and Data Access: OC-48, MPLS, DS3, T1, DSL, Cable

The Philosophy

BetterWork™ Today for a Better World Tomorrow: A restorative framework and philosophy that changes how we work significantly reducing environmental impact and costs while improving employee satisfaction and productivity.



The 5 Customer Promises

- 100% Satisfaction Guarantee
- Exceptional Personalized Customer Service
- Fast Live Help
- Consistent Follow Up and Follow Through
- Management Accountability



Large Enterprise Communications Solution

One Bill. One Provide. Guaranteed Savings, Service, and Performance Every Month

At BetterWorld, we don't sell products, we sell solutions. Our first activity with your organization is to perform a free and comprehensive assessment of your current and future voice, data and Internet requirements. We then present a comprehensive comparison and proposal with suggested pathways to a more comprehensive and forward-looking solution.

Our management team has over 175 years experience in telecommunications. Let us put our experience to work for your organization. You will love our service, support and the fact that we are aligned 100% with your organization's mission to help make the world a better place.

	Description	Partial Feature/ Benefit List
Inbound and Outbound Voice Communications	<p>Options. Single Source. Working with a like-minded company that REALLY cares about your mission and taking communications services off your list of worries and time-consuming issues.</p> <p>BetterWorld has created a suite of local, long distance, toll free and conferencing services that we wrap around the exact needs of your organization –our billing is simple and easy to understand, no hidden fees, no complex contracts or rate plans that you need an accountant to figure out.</p> <p>Your voice services need to work and be cost effective. Since we are technology agnostic, we bring all the products to the table and evaluate side by side, with you involved in the process to determine which combination works best for your organization today and tomorrow.</p>	<ul style="list-style-type: none"> • Local Calling, high and low volume • Long Distance Services, calling to the next county over or around the world -our quality is guaranteed with no questions asked, every day, every month • Flat rate calling plans, including local, long distance • Calling features (three way, caller ID, call transfer, and dozens of others) are very important in today's business environment --you can use internal equipment or outsource these features to BetterWorld • We offer platforms that unify all inbound communication to your employees, locations, across all your phone devices, faxes, email
Data Services and Internet Connectivity	<p>From DSL to T-1, OC-3 and 10 Mbps Ethernet connections –we simply offer the highest quality data and Internet connectivity options nationwide. Whether you have one or a hundred locations, we have the exact data service for EVERY location. One Bill. One Number to Call for support.</p>	<ul style="list-style-type: none"> • We use only Tier 1 backbone connections for all of our customers –reliability, security, cost effective • We offer a host of equipment and management options to help you control your data network



Setting the new corporate standard for social and environmental performance.
bcorporation.net

Small Office/Home Office Communications Solution

Internet, Voice, and Business Features in One Easy-to-Use and Affordable Package

Whether you are a startup or have been around for ten years, communications is critical to your business. For organizations that have less than 20 people, IT resources are typically NOT on-site, making voice and data (as well as internal network) issues very time consuming and expensive.

Let BetterWorld take this burden off the shoulders of your small organization -- you have more important ways to be spending your resources. With cost effective solutions and a company that actually takes responsibility for your satisfaction, BetterWorld's unique approach provides small and home offices with the perfect voice and data solution. By combining your voice and data over one pipe, you can reduce costs, headaches and gain more control over your infrastructure. Gone are the days that you need to deal with the big communications monopolies that are setup to provide nothing more than assembly line service.

Take control, switch your organization to BetterWorld today and help us Change the World: One Call at a Time.™ Below is a voice and data solution that any small organization in the USA can implement TODAY.

	Description	Partial Feature/ Benefit List
Inbound and Outbound Voice Communications	<p>One service handles all your calling and feature needs: BetterWorld Virtual PBX and Unified Communications (UniCom). Say your organization has 10 people, 7 in one location 3 in another –with BetterWorld Unified Communications; everyone shares a common calling plan, common call tree, as if they are in the same office.</p> <p>All of your voice messages are sent to your email, all inbound faxes are sent to your email as a PDF attachment. You can connect all of your phones (in the office, cell phone, home office, etc.) to your common call tree, and your constituents can reach you by dialing ONE NUMBER.</p>	<ul style="list-style-type: none"> • Flat rate calling plans per person, including all local and long distance calling to anywhere in North America, International additional and per minute • Hundreds of features including your organization's call tree, call transfer, fax to PDF, voice mail to email...essentially you get the features of a \$100,000 PBX for no extra cost • Voice and Web Conferencing, as well as other value adds such as Toll Free Per Minute and free to sign up • One Bill. One Number to Call for Support –a company that is aligned with YOUR mission
Internet Connectivity	<p>From DSL to T-1 quality, we have dozens of choices and combinations to suit your small organization - - at the best price for the features that exactly meet your requirements.</p>	<ul style="list-style-type: none"> • Our nationwide backbone utilizes only Tier1 connections - our quality and performance is guaranteed, no questions asked every month of service.



Data Services and Internet Access

*Nationwide Dedicated Internet Providing
Your Organization With High Quality Connectivity*

If your business requires the reliability and speed of a dedicated Internet access service, BetterWorld offers a number of options with bandwidth speeds ranging from 1.5 to 1,000 Mbps. BetterWorld Private Data Networking services deliver scalable transport solutions to solve the simplest or most complex network connectivity problems.

BetterWorld Offers Only the Most High Quality Connections to the Internet – We Have a Solution That is Perfect for Every Organization

	Description	Partial Feature/ Benefit List
Dedicated Internet Access	BetterWorld provides high speed Internet access services to businesses with dedicated Internet connection to a Tier 1 IP network backbone. We connect your organization with a fully peered, facilities-based Tier 1 internet backbone --delivering data to its destination securely, reliably and along the fastest route possible. 1.544 to 1000 Mbps (T1/DS1, T3/DS3, OC3, Ethernet offered).	<ul style="list-style-type: none"> • High-speed access to the Internet, intranet and extranet sites • Guaranteed bandwidth to meet heavy data demands • Reliability backed by the industry's only 100% no questions asked guarantee • Optional pre-configured, managed router • DNS registration and IP number allocation
Ethernet Solutions	Point-to-point or any-to-any configurations with bandwidth from 10 Mbps all the way up to Gigabit Ethernet (1Gbps).	<ul style="list-style-type: none"> • Easy to use • Cost Effective • Flexible
Private Lines	High speed dedicated point-to-point connections so you can securely transfer data between locations.	<ul style="list-style-type: none"> • Streamline communications • 1.5Mbps to OC-N speeds • Help control expenses
DSL	Business high speed Internet access services utilizing telephone lines.	<ul style="list-style-type: none"> • The choice of a variety of options and speeds • Monitoring and equipment available



Local Calling Services and Options

Local Dial Tone, Features and Calling Plans for Organizations of All Sizes.

From Switched POTS Lines to Dedicated PRIs and Split T-1s. BetterWorld offers a host of traditional local transmission options –delivering local calling solutions to organizations with one or dozens of locations.

Local Calling Product Categories & Basic Features

	Description	Partial Feature/ Benefit List
Switched Local	Basic Business Lines, often called "Plain Old Telephone Service" or POTS lines, supply a single, voice-grade communication channel for telephones, key systems, modems and other devices that need access to the Public Switched Telephone Network (PSTN). Basic Business Lines provide small, growing and large businesses with low-cost, flexible telephone service.	<ul style="list-style-type: none"> • Call Forward Busy • Call Forward Don't Answer • Hunt Groups • Call Transfer • Voice Mail
Business Trunks/PRI	<p>Business Trunks are communication lines that connect your PBX or Hybrid Key System to the Central Office to provide access to the Public Switched Telephone Network (PSTN).</p> <p>Business trunks provide capacity up to 24 lines, ideal for growing or larger organizations that require more than 15 switched lines at a particular location.</p>	<ul style="list-style-type: none"> • Analog or Digital connections • Up to 1.544 Mbps Dedicated Bandwidth • Supports Inbound, Outbound and Two-way traffic • Direct Inward Dial (DID) support
Integrated Voice and Data T1	Great, high quality replacement for smaller orgs with switched lines and DSL. Integrated Voice and Data facilities provide your organization with a standard, all digital technology that gives you simultaneous, integrated voice and data capabilities. This is an ideal solution for growing and large businesses that need a cost-effective solution for clear voice and high-quality data traffic.	<ul style="list-style-type: none"> • Unlimited local calling • High Speed Dedicated Internet access • Call Forwarding • 3-Way Calling



Setting the new corporate standard for social and environmental performance.
bcorporation.net



Communication Solutions

People. Planet. Profit. BetterWorld Customer Value Defined.

Long Distance and Toll Free Services

Local Dial Tone, Features and Calling Plans for Organizations of All Sizes.

BetterWorld Long Distance Services provide the best quality connections to the next town, state or across the world. From basic switched long distance and Toll Free services to Enterprise Dedicated LD and Toll Free Services, BetterWorld quality calling services are the best quality and value available today.

Long Distance and Toll Free Calling Product Categories & Basic Features

	Description	Partial Feature/ Benefit List
Switched Long Distance	BetterWorld Long Distance service places calls over standard phone lines to connect your calls between two states (interstate), between two call regions within your state (intrastate) or internationally.	<ul style="list-style-type: none"> • Verified or Non-Verified Account Codes to track long distance expenses • International Connections to over 200 Countries • One Bill for Interstate, Intrastate and International Calls • Post-paid Calling Cards
Switched Toll Free	Toll-Free service lets businesses offer customers an easy way to connect to customer support, sales offices or other company office locations using a toll-free access number (ex. 800, 866, 877, or 888 prefix).	<ul style="list-style-type: none"> • Real Time Automatic Number Identification (ANI) Delivery • Dialed Number Identification Service (DNIS) • Call Overflow Routing • Alternate Routing/Disaster Recovery Plans
Dedicated Long Distance and Toll Free	<p>BetterWorld Dedicated Long Distance is a leased line service most often used by medium and large sized companies that want circuits (trunks) dedicated specifically to carrying high-volume long distance traffic.</p> <p>By connecting your premise equipment on these circuits directly to the BetterWorld network switch, you achieve maximum network efficiency at competitive rates.</p>	<ul style="list-style-type: none"> • Programmed to existing phone lines • Vanity numbers • Variety of Summary Reports



Setting the new corporate standard for social and environmental performance.
bcorporation.net

Unified Communications and Virtual PBX

Bring Together All Your People , All of Your Locations, Into One Common Platform.

Simplify, simplify, simplify. If you run a small to medium-sized organization --or a large organization with many satellite offices --you are probably aware of the benefits of Unified Comms and Virtual PBX. The cost savings. The simplified infrastructure. The advanced features. While the move is inevitable, where and how you move are critical considerations. It is also why you should let the BetterWorld team perform a free assessment of your current infrastructure and recommend a pathway to create less moving parts and greater satisfaction.

With BetterWorld Unified Communications and VPBX Services, Move Your Organization to the Next Generation with Complete Confidence

	Description	Partial Feature/ Benefit List
<p>Complete Calling and Feature Packages – Including Local, LD, Plus all Calling and Enterprise Features</p>	<p>The movement from old to new technology isn't always one that must take place in a single, often resource-prohibitive step. Movement can be transition as much as replacement.</p> <p>The feature sets, which vary depending upon the type chosen, include personal services and mobility, voice mail messaging and web-based call management tools. We essentially bypass the traditional telephony network and transmit all your incoming and outgoing calls using Voice Over Internet Protocol (VoIP) technology.</p> <p>This flexible technology allows you to match feature sets to your specific and future needs—from the most feature-demanding requirements to basic dial tone services.</p> <p>Easily, conveniently and seamlessly connect satellite offices together without expensive capital and changing out existing equipment, while consolidating data and voice bills. We can provide the phones and equipment or you can provide your own.</p>	<ul style="list-style-type: none"> • Flat rate calling plans, including local, long distance • Dozens of calling features included in one, low monthly price • Bridge all of your devices, phones and personnel to one common platform • Feature Highlights: Receive voice mail via email, Find Me-Follow Me • Caller ID • Extension Dialing Across the Enterprise, from ANY location • Full Call Tree and Automated Attendant Features –you design your own master call tree • SAVE PAPER: Faxes sent automatically as a PDF to your email
<p>Advanced, Call Center Features and Options</p>	<p>Create a virtual call center with all the features and functionality of ACDs and high priced call center equipment, setup in just days without any extensive up-front costs. There is no other solution in the industry that compares.</p>	<ul style="list-style-type: none"> • Automated Call Distribution • Time of Day Distribution • Unify multiple people in multiple locations into a single —Call Center



Corporation
Setting the new corporate standard for social and environmental performance.
bcorporation.net

VoIP and SIP Trunking

Someday We'll All Communicate This Way. Why Not Start Now?

Most people have heard of Voice Over Internet Protocol (VoIP) or Session Initiation Protocol (SIP) Trunking –what do these technologies really mean and how can they benefit your organization? Since BetterWorld is a full service provider, with both a traditional and leading edge products, we are actually technology agnostic and take a neutral stance on what products you should be employing.

From our experience, VoIP and SIP Trunking have a couple major benefits, for organizations with many, disparate locations and people, as well as organizations that have made heavy investments in their own digital PBX and/or phone sets & infrastructure. VoIP and SIP Trunking are great ways to maximize these situations, but one must be careful in determining what is the best scenario, that is what we do best at BetterWorld, making sure that you pick a solution that is not just right now but also a pathway to the future for your organization.

BetterWorld Offers Only the Most High Quality Connections to the Internet – We Have a Solution That is Perfect for Every Organization

	Description	Partial Feature/ Benefit List
Enterprise VoIP – Virtual PBX	The movement from old to new technology isn't always one that must take place in a single, often resource-prohibitive step. Movement can be transition as much as replacement. We essentially bypass the traditional telephony network and transmit all your incoming and outgoing calls using Voice Over Internet Protocol (VoIP) technology.	<ul style="list-style-type: none"> • Flat rate calling plans, including local, long distance • Dozens of calling features for one, low monthly price • Bridge all of your devices, phones and personnel to one common platform • Extension Dialing Across the Enterprise, from ANY location
SIP Trunking	Making your move to VoIP is not as challenging a proposition as you might think. With BetterWorld SIP Trunking implemented at your PBX site, you can leverage your data connection to simultaneously serve both your data and voice needs. A certified Integrated Access Device (IAD), which is simply installed at your premises, connects to our proprietary network via our IPDirect™ service or via the Internet. This configuration provides access to DIDs nationwide—and can also lower your long distance bills and other related fees and taxes.	<ul style="list-style-type: none"> • Purchase a limited number of lines to match your communications costs closely to your actual business needs • Consolidate your data/voice bills • Lower expensive phone bills due to long distance calls and the taxes that go with them • Leverage your existing Internet connection for both data and voice



Web and Audio Conferencing Services

The World's Most Advanced and Integrated Suite of Web and Audio Conferencing

A great way for companies to reduce their carbon footprint – utilizing more conferencing, less travel and less commuting. BetterWorld offers more ways for you to connect to people across town or around the world. Explore the ways we can help you. With BetterWorld, meetings are just the beginning.

Integrated and Affordable Conferencing Options to Suit Any Situation and Organization

	Description	Partial Feature/ Benefit List
Audio Conferencing	Reservationless — Access an audio conference call whenever you need to get people together - no reservations required.	<ul style="list-style-type: none"> • Hosting weekly status meetings • Linking cross-functional teams from around the country or world • Optional assistance from an expert and knowledgeable operator throughout your call • Multiple entry options make it easy for participants to join the conference • Call recording and delivery
	Operator Assisted — Streamline and manage your most demanding audio conference calls with this scalable, customized solution. Perfect for an audience of a dozen executives, investors and analysts or a 2500 member sales force.	
Web Conferencing	Web Conferencing Basic - Perfect for situations where you just need to add slides to a call or presentation, participants use the same PIN codes for the audio and web portions of the call. Limited billing detail is provided and a per minute, per conference leg charge applies.	<ul style="list-style-type: none"> • Set up the Web service once and have instant sign-on right from your desktop. • Conduct web meetings using a simple interface. • Use an intuitive wizard to schedule, plan and manage webinars • Set up the service once and have instant sign-on right from your desktop • Schedule instant meetings in Outlook® for easy invitations and one-click entry
	Advanced/Integrated Web Conferencing - Powerful Suite of tools to help you invite participants, track registrations and report attendance, so it is simple to plan and manage your event. Advanced billing detail and full integration with the voice portion of the call. Advanced, detailed billing is provided, a per minute, per leg charge applies to the voice and web portion of the call.	



Setting the new corporate standard for social and environmental performance.
bcorporation.net



Communication Solutions

People. Planet. Profit. BetterWorld Customer Value Defined.

Corporate Wi-Fi HotSpots and Internet Connectivity

Corporate Program: Surf in Town *HotSpots Made Easy* SM

If you want to attract new customers, increase off-peak traffic, or bring in business or community groups, consider turning your corporate locations into Wi-Fi hotspots. By offering free wireless Internet access, you let the "Connected Generation" know that they are welcome at your business.

SURF in Town, brought to you by BetterWorld Telecom, offers a low cost, reliable, and hassle-free way of turning your location into a Wi-Fi HotSpot. For one low price, BetterWorld and SURF in Town provide all of the hardware and software, Internet Connectivity, perform the installation and maintenance and handle all customer questions. We help promote the service and your business, and we provide you monthly management reports on traffic and usage. You can even build a customized "Splash Page" for each location or a common interface at each location.

Our Hot Spots Made Easy Service includes a valuable list of features:

- **Complete end-to-end service:** All equipment and Internet are provided, installed and maintained by BetterWorld and SURF in Town.
- **Installation:** Our trained integration staff will work with you to install and maintain the hotspot. We are always available for questions about changing your network and how that might affect the hotspot services. We have an excellent technical understanding of the issues that might arise when integrating this service such as firewall/NAT issues, port forwarding, and security.
- **Technical support:** We provide table tents to assist your customers in using the service. In addition, we provide a toll-free support number. Your customers call us, not your staff, for help.
- **24/7 monitoring:** We remotely manage all service locations all the time. We remotely repair or dispatch a local technician at the first sign of trouble. Our system can page your IT department if there is a disruption in service at one of your locations.
- **Rapid start-up:** Service can be installed in as little as two weeks.
- **Promotion:** Location(s) will appear in hotspot listing services. (jiwire.com).
- **Management portal:** Control how and when your users access the service.
- **Measurable success:** We make reports available showing the number of users, number of sessions, time on-line, and usage patterns.
- **Nationwide:** 4,400 technicians around the country to install and maintain service.
- **Affordable:** Affordable installation and monthly price.



Corporation[™]

Setting the new corporate standard for social and environmental performance.
bcorporation.net