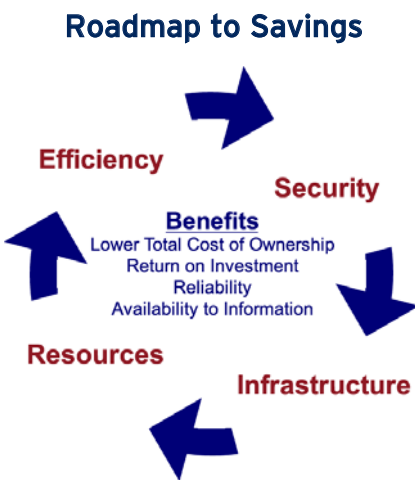


Critical business decisions depend on reliable information and assured service delivery. TeleMate's 'pay as you go' service provides real-time visibility into your dynamic voice infrastructure. As our professional service organization address your voice monitoring requirements you can focus on other mission critical tasks.

TeleMate MAX is a cloud-based service that provides enterprise-class call detail reporting in a fully hosted, high-availability Software as a Service (SaaS) format. TeleMate MAX features transparent service delivery, robust functionality and predictable engagements with no incremental extension, call volume or reporting fees. This facilitates cost-effective, virtualized call accounting solutions without the expense and complexity of on-site infrastructure, reduced IT staff or legacy service bureau systems.



Advanced TeleMate MAX administration and integration capabilities include real-time alarms, automatic report distribution, LDAP integration, SSL data collection, SMDR verification, data portability and authenticated user access control. TeleMate MAX also offers on-demand scalability, with support for unlimited extensions, locations, call records and multi-vendor circuit and IP switch interfaces.

By following the 'Roadmap to Savings' TeleMate's professional service staff will improve the operational efficiency of monitoring your voice network regardless of

the underlying switch fabric. Our technical staff have lead more than 18,000 deployments over the past three decades and are dedicated to servicing your requirements. In other words 'we do all the work' and you 'receive the benefits'.

With TeleMate MAX, users enjoy superior call accounting functionality while simultaneously avoiding the capital investment and limited function of conventional systems. The TeleMate MAX 'under promise and over deliver' approach provides superior call accounting function, more efficient IT resource use and lower total cost of ownership.

Featured Highlights

Service Quality

- Hosted, Software As a Service (SaaS) delivery model
- Assured service delivery
- Predictable engagement structures
- Proactive, ongoing service assurance commitment
- Expert system administration
- Continuous service enhancements
- On-demand scalability
- Support for unlimited extensions, call records and data sources
- Backed by TeleMate.Net Software

Reporting Features

- Real-time call monitoring
- Real-time alarms with user-defined thresholds and notification
- 100 customizable report templates
- On-demand reporting
- Automatic report distribution by e-mail, SMTP, FTP profile
- Report distribution by organizational chart

Telecom Cost Allocation

- Real-time call rating
- Carrier tariff integration
- User-defined call costing
- VPN and special number costing
- Account number/code management
- Multiple currency support
- Tax management
- Time zone reconciliation
- Recurring and non-recurring expense management

Operation & Administration

- HTTPS Web interface
- Authenticated user-level access control
- Enterprise directory integration

Call Processing & Storage

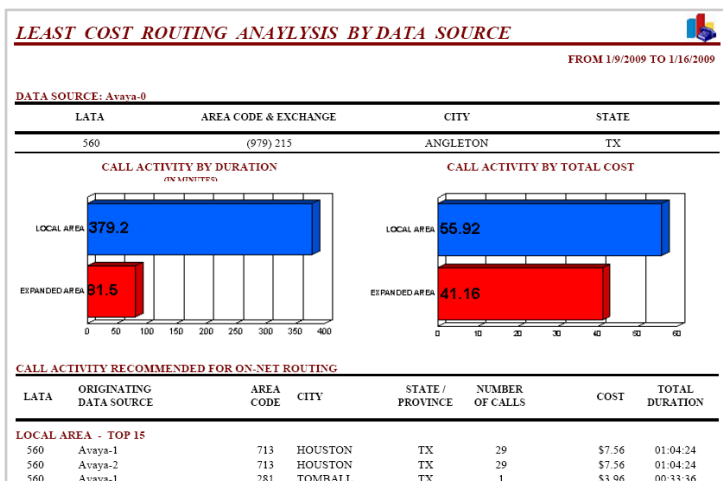
- Multivendor circuit and IP switch interfaces
- SSL data collection
- Software agent call relaying
- Call data portability

Total Cost of Ownership

- No capital investment required
- Predictable monthly operating expense

Reliability & Security

- High availability data center
- Secure operations: Biometric security at data center. SSL data collection. HTTPS interface with user level access control
- Multi-user access with user-level security profiles



TeleMate® MAX

	Edition					Managed Access
	Enterprise	Workgroup	QuickView	Browser	Collector	
System						
Concurrent Users	2	1	1	3	-	10
Maximum Concurrent Users Possible	Unlimited	Unlimited	1	Unlimited	-	Unlimited
Security by Datasource, Feature, Org Level, Report	Yes	Yes	-	Yes	-	Yes
Security Authentication Method	Windows	Windows	-	https ldap	-	https ssl
Maximum Extensions	Unlimited	Unlimited	200	-	-	Unlimited
Datasources (source of call detail records)	1	1	1	-	-	1
Maximum Datasources	Unlimited	Unlimited	1	-	-	Unlimited
Collection						
Direct Serial	Yes	Yes	Yes	-	Yes	Yes
Remote Polling	Yes	Yes	Yes	-	Yes	Yes
Customer Supplied File (Mobile CDR)	Yes	Yes	Yes	-	Yes	Yes
RSP (Avaya Reliable Session Protocol)	Optional	Optional	Optional	-	Yes	Yes
SYSLOG (Cisco CME)	Optional	Optional	Optional	-	Yes	Yes
TELNET (Mitel IP PBX)	Optional	Optional	Optional	-	Yes	Yes
FTP Push / Pull	Optional	Optional	Optional	-	Yes	Yes
Direct Serial to FTP Push	Optional	Optional	Optional	-	Yes	Yes
Scripting	Optional	Optional	Optional	-	Yes	Yes
SSL Automatic Relay	Optional	Optional	Optional	-	Yes	Yes
Report Categories						
Bandwidth / Traffic Management	15	10	3	Included	-	15
Least Cost Routing	2	-	-	Included	-	2
Misuse / Exception Analysis	10	10	-	Included	-	10
Activity Overview by Organization Levels	36	32	4	Included	-	36
Cost Allocation / Billing	8	3	-	Included	-	8
Call Center Activity	8	4	-	Included	-	8
Destination Activity	4	4	1	Included	-	4
DISA / Authorization Code Activity	6	2	-	Included	-	6
Call Planning	3	-	-	Included	-	3
Expense Management	7	-	-	Included	-	7
Alarms	5	5	-	Included	-	5
Directory Listings	5	5	1	Included	-	5
System Overview	5	5	2	Included	-	5
Alarms						
User define Alarming Criteria	Yes	Yes	-	Yes	-	Yes
SMDR Verification (Direct Collection Only)	Yes	-	-	Yes	-	Yes
Performance Monitors Alarming	-	-	-	Yes	-	Yes
Directory						
Historical Tracking	Yes	Yes	Yes	Yes	-	Yes
Recurring & Non-recurring Expense Management	Yes	-	-	Yes	-	Yes
Call Plan Management	Yes	-	-	Yes	-	Yes
Rating						
Automatic Tariff Delivery Service	Yes	Yes	Optional	-	-	Yes
Flat per Call	Yes	Yes	Yes	-	-	Yes
Duration Based	Yes	Yes	Yes	-	-	Yes
Cost Bands by dialing pattern	Yes	Yes	-	-	-	Yes
Mileage Bands	Yes	Yes	-	-	-	Yes
Virtual Private Networks (VPN)	Yes	Yes	-	-	-	Yes
Meter Pulse Rating	Yes	Yes	-	-	-	Yes
Special Numbers	Yes	Yes	Yes	-	-	Yes
Unlimited call type classification	Yes	Yes	Yes	-	-	Yes
Destination Categories	Yes	Yes	Yes	-	-	Yes
Account Number / Code Management	Yes	Yes	Yes	-	-	Yes
Custom Call Processing	Yes	Yes	-	-	-	Yes
Ombudsman	Yes	Yes	-	-	-	Yes
Multiple Currency	Yes	Yes	Yes	-	-	Yes
Time Zone Reconciliation	Yes	Yes	Yes	-	-	Yes
Tax Management	Yes	Yes	Yes	-	-	Yes
Automation						
Real-time Collection, Rating	Yes	Yes	Yes	-	-	Yes
Alarming / SMDR Verification	Yes	-	-	-	-	Yes
Reporting	Yes	Yes	Yes	Yes	-	Yes
Real-time Performance Monitors	Optional	Optional	-	Yes	-	Yes
LDAP Directory Synchronization Delimited Import	Optional	Optional	-	Yes	-	Yes
Delimited File Import	Yes	Manual	Manual	Yes	-	Yes
Custom SQL Procedures, Scripting, Exports	Yes	Yes	Yes	-	-	Yes
SMTP Notification for CDR Collection	Optional	Optional	Optional	Yes	-	Yes

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