

Glowpoint® Investor Fact Sheet

Glowpoint is powering a global community where video communications are a part of everyday life.

Glowpoint, Inc. provides carrier-grade, managed telepresence and video communications services that are accessible via its cloud-based, hosted infrastructure and applications. Glowpoint's suite of robust telepresence and video conferencing solutions empowers enterprises to communicate with each other over disparate networks and technology platforms. Glowpoint supports thousands of video communications systems in more than 35 countries with its 24/7 video management services. Glowpoint also powers major broadcasters, Fortune 500 companies, as well as global carriers and video equipment manufacturers – and their customers – worldwide.



The Growing Market for Glowpoint's Services

Glowpoint's managed services for video are positioned for increased demand due to economic, health, security, quality of life, and environmental issues and pressures. According to some industry analysts, the market for managed video services and networks will exceed \$4 billion globally in the coming years. Frost & Sullivan recently highlighted Glowpoint, indicating that "Key [conferencing service providers] such as AT&T, BT Conferencing, Global Crossing, Glowpoint, and Verizon Business continue to dominate the market." [Source: North American CSP-based Videoconferencing Services Market, June 2009]

A Track Record of Success

Our track record and quality-of-service commitments have earned us numerous industry awards and accolades. We ensure a consistent, superior customer experience through the constant innovation of IP-based video functionality and advanced managed services. Glowpoint powers Fortune® 500 companies, educational institutions, major broadcasters, governmental agencies, small- and medium-sized businesses, as well as global carriers and video equipment manufacturers – and their customers – in more than 35 countries with "always on," 24/7 managed video services.

Unparalleled Experience

Glowpoint promotes a strong, customer focused culture and recognizes that the true value of a service is represented by its employees, processes, and technologies. Glowpoint's staff delivers unmatched video communications experience and expertise. With our experience in IP networking, video engineering, application development, and telecommunications, Glowpoint provides a unique skill set that is a key differentiator in the market. Our office locations and staff are located in the United States: Hillside, New Jersey (corporate headquarters and primary Network Operation Center); Conshohocken, Pennsylvania; and Ventura, California. Our sales and demo offices are located in New York City, Philadelphia, Chicago, San Francisco, and Minneapolis.

Monthly Recurring Revenue Model

Our sales and marketing strategy includes a direct and indirect sales approach, and also wholesale "white label" offerings that are rebranded as video communications services of other large service providers – to meet growing demands. Currently, our wholesale program supports: a world-leading video conferencing and telepresence hardware manufacturer; a leading global IP network service and telecommunications carrier; and the world's largest audio-visual integration company. Sales production through our direct and indirect channels continues to grow, with the indirect sales channel contributing the highest amount of new sales on average through 2009. Approximately 10% of new sales were realized through these channels in 2006, growing to roughly 70% in 2009.

Sources of Revenue

Video Network Operations Center (VNOC) - Monthly Recurring

Glowpoint's VNOC Managed Services offer a complete solution for the end-to-end management of telepresence and video conferencing environments. Today, our VNOC services support virtually every major manufacturer's video technology, for more than 400 telepresence and thousands of additional video locations around the world.

B2B Exchange Services - Monthly Recurring

Glowpoint's Telepresence *interExchange* Network (TEN) service is the world's leading business-to-business telepresence and video conferencing open-standard meeting exchange service. TEN enables video users to communicate securely with each other, regardless of the network or video equipment being used. TEN leverages today's most advanced, high-quality bandwidth through multiple networks and global carriers, and overcomes individual enterprise security protocols to connect businesses in a seamless fashion.

QoS IP Overlay Network Service - Monthly Recurring

Glowpoint's managed video service offering bundles our proprietary video application features and services with our Quality-of-Service (QoS) managed network offering. This bundled offering gives customers a single point of contact for their high-quality video communication needs, including bandwidth, service, and access to our "in the cloud" shared-service infrastructure.

Broadcast Services - Monthly Recurring

Glowpoint's IP Broadcast Solutions empower broadcasters to capitalize on the efficiency of IP-based video while maintaining the highest standards of quality. Our solutions provide on-demand broadcasting, with "always on" network connectivity, and reduce transport costs by almost 80 percent in comparison with expensive satellite feeds. Glowpoint's broadcast group boasts renowned clients, including the NFL Network and Comcast's Mountain West Network, and has provided video services for the NFL Draft for more than five consecutive years.

Video Conferencing Services - Usage-based

Glowpoint is a single point of contact to schedule, coordinate, and conduct successful end-to-end telepresence/video conferences. Glowpoint has the ability to support both ISDN and IP for multi-conference events – with enough capacity to support more than 500 participating locations – including the ability to simultaneously provide webcasts of video meetings and content.

Innovating Into the Future

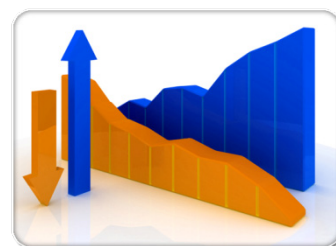
In this era of cloud computing and virtualization, Glowpoint's Video-as-a-Service (VaaS) model and proprietary applications are leading the way for video communications. We are committed to retaining our position as the leader in this growing market by defining the next generation of "plug and play" solutions for the global video user community.

Competitive Highlights

- Full support of all industry standards and equipment manufacturers
- Complete support of all network types, regardless of whether private or public
- Primary focus and competency on two-way video communications
- Proprietary patented, patent pending and trade secret technology
- Breadth of service offerings
- Unique custom built applications and services
- Global distribution and network presence
- Technical expertise, with knowledgeable video service and training personnel
- Commitment to world-class customer service and support
- Existing wholesale relationships with equipment manufacturers, global carriers, and audio/visual integrators

Investment Highlights

- Monthly recurring revenue model with growing margins
- Leading, and competitively differentiated, market position - with growing demand
- State-of-the-art global network
- Diverse, stable, and high-profile customer base
- Strong operating momentum
- Flexible customer and partner solutions
- Experienced and focused management team



Glowpoint Market Facts

As of March 31, 2010

Symbol	Listing	Avg. Daily Volume	52 Week High	52 Week Low	Outstanding Shares	Cash Position
GLOW	OTC BB	38,800	\$0.77	\$0.28	81.8M	\$2.96M

12 Months Ended March 31, 2010 - (In 000s)

Abridged Financial Summary

	2010	% of Revenue	2009	% of Revenue
Core Revenues				
Subscription	\$ 20,335	75.8%	\$ 18,005	72.1%
Non-subscription	5,358	20.0%	4,572	18.3%
	25,693	95.8%	22,577	90.4%
Non-core Revenues	1,126	4.2%	2,403	9.6%
Total Revenues	26,819	100.0%	24,980	100.0%
Operating Expenses				
Network and infrastructure	11,817	44.1%	12,708	50.8%
Global managed services	7,660	28.6%	6,513	26.1%
Sales and marketing	3,305	12.3%	3,365	13.5%
General and administrative	4,000	14.9%	5,162	20.7%
Depreciation and amortization	1,051	3.9%	1,201	4.8%
Sales taxes and regulatory fees	(2,410)	(9.0%)	(166)	(0.7%)
Total operating expenses	25,423	94.8%	28,783	115.2%
Income (loss) from operations	\$ 1,396	5.2%	\$ (3,803)	(15.2%)

3 Months Ended March 31, 2010 - (In 000s)

Abridged Financial Summary

	2010	% of Revenue	2009	% of Revenue
Core Revenues				
Subscription	\$ 5,282	78.6%	\$ 4,828	74.9%
Non-subscription	1,236	18.4%	1,189	18.5%
	6,518	97.0%	6,017	93.4%
Non-core Revenues	203	3.0%	425	6.6%
Total Revenues	6,721	100.0%	6,442	100.0%
Operating Expenses				
Network and infrastructure	2,943	43.8%	2,964	46.0%
Global managed services	2,052	30.5%	1,868	29.0%
Sales and marketing	892	13.3%	780	12.1%
General and administrative	1,143	17.0%	1,608	25.0%
Depreciation and amortization	266	4.0%	271	4.2%
Sales taxes and regulatory fees	-	0.0%	(90)	(1.4%)
Total operating expenses	7,296	108.6%	7,401	114.9%
Income (loss) from operations	\$ (575)	(8.6%)	\$ (959)	(14.9%)

Select Balance Sheet and Share Information (000s omitted)

	3/31/2010	3/31/2009
Cash	\$ 2,985	\$ 2,013
Working capital (deficit)	\$ 825	\$ (4,378)
Stockholder's equity (deficit)	\$ 3,436	\$ (5,772)
Fully diluted common shares	104,503	142,265

- **SEC Filings** - To view all SEC filings, go to www.glowpoint.com/about/investors.asp
- **Press and Media** - To view all press releases, go to www.glowpoint.com/about/news.asp
- **More Information** - For additional information about Glowpoint, visit us at www.glowpoint.com

Executive Team

Joseph Laezza

President and CEO

Mr. Laezza was appointed CEO in July 2010. He joined Glowpoint in 2004 to focus on operations and later became COO in 2006. He eventually became Glowpoint's president in 2008 and co-CEO in 2009.

He has more than 17 years of experience in the telecommunications industry and has held various executive management positions. He is a business executive with broad experience in operations, sales and marketing, and financial management - with direct experience in high-profile sales, marketing strategies, and operations.

Prior to joining Glowpoint, he served as vice president of operations at Con Edison Communications in New York City, where he was responsible for the company's network operations, including service delivery and deployment. Prior, he held management positions at a number of telecommunications service providers, including AT&T and XO Communications where he was responsible for operations, service delivery, and customer service efforts.

Mr. Laezza has completed undergraduate studies in telecom management at Denver University, and management courses at the USC Center for Telecom Management.

Edwin Heinen

Chief Financial Officer and Executive Vice President of Finance

Mr. Heinen joined Glowpoint in 2005 and is currently Chief Financial Officer and Executive Vice President of Finance. He has more than 25 years of financial experience in public and private companies, most recently as the Chief Financial Officer for Communications Network Enhancement, an audio conferencing company. Mr. Heinen obtained a CPA while working for Deloitte & Touche. He has a BS from Cornell University and an MBA from the University of Detroit.

The statements contained herein, other than historical information, are or may be deemed to be forward-looking statements and involve factors, risks, and uncertainties that may cause actual results in future periods to differ materially from such statements. These factors, risks, and uncertainties include market acceptance and availability of new video communication services; the nonexclusive and terminable-at-will nature of sales agent agreements; rapid technological change affecting demand for our services; competition from other video communications service providers; and the availability of sufficient financial resources to enable us to expand our operations, as well as other risks detailed from time to time in our filings with the Securities and Exchange Commission.