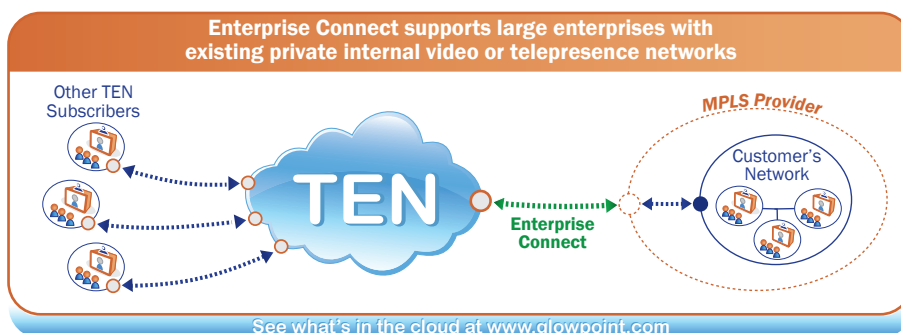


TEN - Enterprise Connect

OVERVIEW

Enterprise Connect enables organizations to directly connect their existing enterprise MPLS network with the Telepresence *inter*Exchange Network (TEN). Through a secure and private IP interconnect, the connection provides enterprises with cost effective access to a complete suite of cloud-based managed video services. Once connected, members can easily connect with other businesses on TEN - now more than 680. Through a “meet-me” connection, the enterprise network is connected at a Glowpoint point of presence (PoP) or through a connection provided and managed directly by Glowpoint.



Video in the Cloud Benefits

TEN connects your business with a global business community of video users. Members receive a unique TEN video number, a TEN global directory listing, ISDN gateway calling, video operator access, and additional business-class video services – greatly enhancing the reach, and calling convenience, of your overall video investment. Every TEN member receives access to our video-in-the-cloud infrastructure, which includes MCUs for multipoint calling, gateways for reaching ISDN video users, a conferencing scheduling portal, webcasting and recording services, 24/7 tech support, and access to a host of managed service packages.

Enterprise Connect - The Value of Connecting

Enterprise Connect members gain access to unique video communications expertise and support without the need to dedicate their own resources, time, or expense. TEN's host of proprietary video applications and services are the result of patented technologies that have been developed by Glowpoint through years of focusing exclusively on video communications. With our state-of-the-art Network Operations Center (NOC) members receive assistance and solutions for physical network issues, monitoring and trouble-shooting, and IP SLA monitoring. TEN Enterprise Connect members receive full support for their video communications environments, and receive a high-quality, easy-to-use, and reliable video experience.

TEN Enterprise Connect is a simple, cost-effective solution for enterprises to utilize Glowpoint's telepresence and video conferencing services cloud, while providing their own network infrastructure.

SPECIFICATIONS

Connection Type:

- Private network with embedded QoS/prioritization characteristics

Hardware Requirements: (any of the following may be used)

- Telepresence (Cisco, Polycom, Tandberg)
- H.323
- SD (standard definition), HD (high definition)
- H.261, H.263, H.264 video algorithms

Network Requirements:

- Video endpoints configured with Glowpoint-assigned TEN IP address and registration information

BENEFITS

Extend Existing Enterprise Video Infrastructure

Secure and private interconnect expands the capabilities and reach from an existing enterprise video infrastructure to support global video communication

B2B Interop and Exchange Services

Seamless communications between all platforms and business networks around the world

Unlimited B2B Calling

TEN members can easily place and receive unlimited video calls with other TEN members at no charge (network fees apply for non-IP video callers)

Dedicated TEN Video Numbers

Simplified dialing with 10-digit numbers assigned to each video endpoint

TEN Directory Listing

Connect with other TEN members by listing your video number in the directory

“In the Cloud” ISDN Gateway Calling

Enjoy full access to Glowpoint's shared gateways for instant video-calling between IP and ISDN video systems – without the purchase of additional hardware

Bridging-On-Demand (BOD)

The BOD service works like a reservation-less audio bridge. Video users can dial in at anytime from any TEN enabled video endpoint. BOD distributes the bandwidth required for all participating video endpoints, eliminating the need for extra MCU bandwidth

Discounted Managed Bridging Rates

TEN members receive special discounts on managed, multi-point bridged calls

Video Operator

Unlimited access to a live, on-screen operator for assistance placing video calls

Video Mail

Add on TEN's video mail system and enjoy video messages from callers when you're unavailable – or auto-forward them to your email

Access Additional Glowpoint Video Services

Enjoy a host of other TEN members-only services, including language translation and interpretation services – and webcasting

