



Services Overview

TTi Company History:

Incorporated in 1999, TTI (tti.us.com) offers Broadcast and Interactive Media system integration services and solutions. Over the past seven years of business, TTI has delivered numerous mission critical solutions and performed thousands of deployments to cable TV systems.

TTi is successful because all of our employees are committed to 100% customer satisfaction. We work closely to ensure that we understand and implement solutions that meet our customer's specific needs and requirements in the most cost-effective way possible. A significant portion of our business is repeat or driven by customer referrals. Our first three customers were Scientific-Atlanta, The Weather Channel and Tandberg Television, and all are still valued customers today.

From system integration and deployment to network management, our customers trust us to build and operate the critical systems that drive their business.

TTi remains flexible in its solutions to our customers' needs and we work hard to maintain the reputation of a company easy to do business with.

NOC Services:

Transparent Technologies, Inc.'s NOC is located within our corporate headquarters in metro Atlanta. Customer trouble tickets and network monitoring/security alerts generated are passed to the NOC where they are actively monitored by our staff 24/7.

Skills-based routing through our Cisco Call Manager® system ensures that issues are directed to the appropriate NOC Engineer for prompt resolution and documentation.

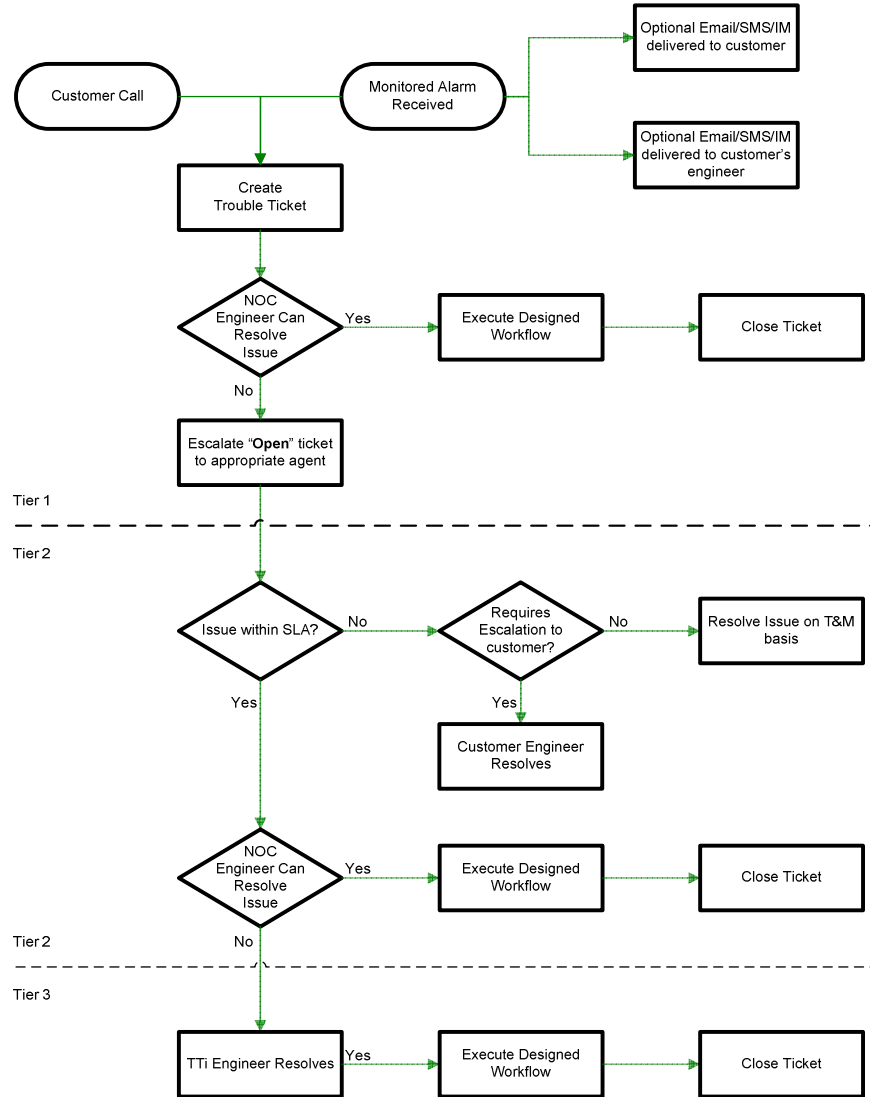
Web-based customer portals give you live access to all interactions and issue resolution.

All alerts and calls are opened as tickets in our Centric CRM system. This trouble-ticketing system enables the status of the incident to be tracked against any SLA provision and ensures that it is resolved in accordance with the agreed service levels.

SLA's customized for each customer incorporate your business into our workflows. TTI can provide IP "hot phones" at customer sites to seamlessly integrate your facilities into our technical support network.



Typical NOC Workflow:



At TTI, we offer support solutions customized to meet the needs of you and your customers. The level and time of response will be agreed with you and defined in your Service Level Agreements (SLA). Customers simply choose their desired support and availability packages. TTI then works with you to customize an SLA that makes sense for your business needs.

Monitoring – Monitoring of your networks, systems and applications ensures that your network alerts are received, resolved and documented.



Backchannel Support - Dedicated TTI Backchannel Engineers manage your private network of deployed equipment at remote customer locations.

Issue Resolution - Calls to the NOC are routed to our engineers, resolved and documented.

CRM Integration - TTI can use the customer's CRM system, provide access to our own system or develop a tool to transport data between systems.

Support Levels

Tier 1	Tier 1 NOC resources Skills based call routing Trouble ticket receiving and logging Basic monthly reporting (call statistics)
Tier 2	In addition to Tier 1 features: Tier 2 NOC resources Proactive Network and Backchannel Monitoring Up to three (3) Customized workflows designed for issue resolution Standard monthly reporting (detailed trouble ticket reporting)
Tier 3	In addition to Tier 2 features: Tier 3 NOC resources Customer Web Portal into ticketing system Unlimited customized workflows designed for issue resolution IP Telephony "hot-phone" provided onsite for customer engineer Enhanced monthly reporting (total workflow analysis)

Coverage Options

Silver	Monday - Friday 8AM EST to 8PM EST
Gold	Monday - Sunday 8AM EST to 8PM EST
Platinum	24X7 including all Holidays



TTi Managed Services

TTi Managed Services offer our customers the ability to cost effectively deploy, integrate and support technology solutions in the field. Our breadth of experience gives us a broad range of capabilities that can be customized to meet specific needs. From Broadcast to VoD and from cable to IPTV solutions, TTI offers a full suite of services to complement your products.

Examples of Past Services:

- Hardware installation and logistical management. Includes acquisition, maintenance sparing and on site repair.
- On site and remote installation, upgrades and maintenance of software.
- Install all networking functions required for the system to operate (IP networking scheme, router/switch configuration, VPN, firewalls, etc.) and perform network analysis.
- Develop custom NMS solutions for proactive monitoring of any network element ranging from servers and switches to components of an HFC network.
- Provide Network Operations Center Tier 1-3 support with 24x7 proactive monitoring.
- Billing System Integration- existing software can be utilized or custom software can be developed as required.
- EPG Integration.
- Perform training onsite and remotely via webinars
- Transition installation and “bring-up” phase to any Network Operations Center
- Remotely operate systems to deliver Broadcast, PPV, VOD, SVOD services.
- Work with content providers to resolve metadata or content related issues for Broadcast, VOD, SSVOD services.
- Provide operational reports to customer on system usage and outages
- Integration and deployment support of network elements into a new or existing system ranging from set tops, headends, HFC elements to IT servers supporting critical back office functions.
- Review operational data with customer and suggest changes to maximize revenue.
- Support integration of future services and applications.