

# DAVEL

COMMUNICATIONS, INC.

## About Us

Davel Communications, Inc. ("Davel") through its recent merger with PhoneTel Technologies, Inc. ("PhoneTel") has grown to be the largest, independent telecommunications provider in the Nation. In addition to its public communications services, Davel has two divisions that create tailor made, personalized solutions for clients: Professional Services Group and Synergy Strategic Solutions. Davel has 36 District Service Operations Offices Nationwide and has more than 400 employees.

Davel's management team is comprised of many years of experience in various telecommunications backgrounds.

Davel is prominent in the following markets:

- Malls & Shopping Centers
- Supermarkets & Convenience Stores
- Retail Stores Hotel, Casinos, & Inns
- Government – City, County, & State

And many more...

## ***Mission Statement***

Davel's mission is to be the premier independent communications solutions provider in the nation. We provide valuable voice, broadband and data access options and solutions, to today's *"People In Motion"* market.

We offer our customers the most advanced communications technology and equipment, excellent customer service and a very competitive commission schedule. Most importantly, our customer service goal is to exceed our customers' expectations by providing comprehensive first class service and guidance.

Simply stated: ***"Dealing with Davel is as easy as dialing a phone!"***

## **Davel Offers**

### ***Partnership & Service Level Agreements***

- **Residential/ Commercial Installation & Deployment Services** – Inside Wiring & Cable, Broadband Connectivity, Wireless Fidelity (Wi-Fi) Solutions, PBX Products & Services, just to name a few...
- **Corporate Wide Telecom Bill Management Services** – Encompasses Telephone, Broadband, and Wireless Applications
- **Corporate Conference Calling Services**

### ***Public Communications Services***

- **Wireless Fidelity (Wi-Fi) Solutions**
- **Public Pay Telephones**



## **Residential / Commercial Installation & Deployment Services (IDS)**

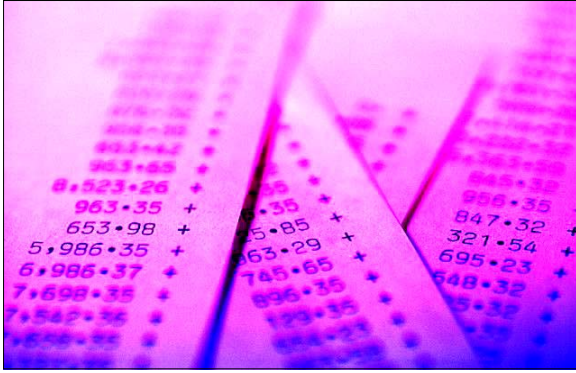
One of Davel's greatest strengths is our nationwide network of district operational offices. Davel has 36 district operational offices with over 400 employees nationwide. With our nationwide reach, Davel has been able to assist several organizations with their deployment and installation projects effortlessly and seamlessly.

### **Partial List of Installation Types:**

- **Inside Wiring Maintenance & Installation for Residential & Commercial Clients**
- **Aerial & Coaxial Cabling**
- **Category 5 Cabling**
- **CATV, DSL and Cable Modem**
- **Phone System Installations & Service**
- **Wireless Fidelity (Wi-Fi) Based Solutions**
- **ATM Installations & Service**

### **Partial List of Davel Communications, Inc. IDS Clients:**

- **AT&T**
- **Talk America**
- **NorthStar**
- **Bridgecomm**
- **Ernest Communications, Inc.**
- **ZTEL**
- **InfoNXX**
- **Muzak**



## Corporate Telecom Bill Management

Telecom bill management is a task many companies find difficult, at best, to bear due to the following reasons:

- **It is not the organization's core business competency.**

*Therefore, the organization does not focus resources or commit time to the task of managing their telecom bills and expenses.*

- **The organization's qualified professionals do not process the bills for payment.**

*Traditionally, the IT or Telecom Departments do not receive the company's monthly telecom bills. The Accounting Department receives and processes payments for the company's telecom bills. For the most part, the Accounting Department assumes the telecom bills are accurate and correct.*

- **Many organizations are unaware of the competitive alternatives to the traditional local telecom companies.**

*Since the local RBOC- Regional Bell Operating Company- has been in business for years, the organization feels that they are the only company they can turn to in order to service their telecom needs. They do not feel compelled to investigate other companies and their service offerings. They are unaware of other alternatives.*

- **The organization underestimates true value of their telecom contract terms.**

*Many companies focus on the negotiated rate and not the actual contract terms. For example, the contract terms portion of the telecom agreement may include contract terms, such as a roll clause that enables the contract to 'roll over' for another term at higher rates than the company originally negotiated. Additionally, many larger companies feel they are already receiving the best rate due to their size and volume their business generates, which is not necessarily true.*



## **Corporate Telecom Bill Management Cont.**

### ***Why is Telecom Bill Management Critical to Your Organization?***

- Organizes and streamlines your monthly telecom billing
- Aggregates all of your monthly billing to one single analysis statement that is easy to understand and interpret
- Provides value added telecom information for your strategic use in operations
- Monitors the organization's needs versus expenses
- Pinpoint problem areas and recommend creative solutions
- Advise the organization of relevant changes in regulations and service offerings
- Management through historical and monthly recurring audits establishes and determines telecom benchmarks, which ultimately control costs.
- Cost savings adds capital back to your bottom line

**Davel Communications, Inc. provides corporate wide telecom bill management services for the following segments:**

- **Telephone** – Local and Long Distance Services , Calling Card Programs, and Teleconferencing Services
- **Broadband Connectivity** - T-1, ADSL, IDSL, SDSL, and Dial Up Accounts
- **Wireless Handheld Applications** – Cellular Phones and Wi-Fi Enabled Technologies



## **Conference Calling: A Cost- Effective Communication Solution**

### **Reservation Plus Conference Calling**

- Schedule calls anywhere in the Continental U.S. with our conference calling specialist. The conference calling specialist is available 8:00am to 8:00pm EST Monday – Friday.
- Direct Dial Access or Toll Free Numbers are available.
- A secured Personal Identification Number (PIN) is utilized to gain access to the conference calls.
- Up to 150 participants per conference call session.
- Daily/Weekly/Monthly Call Detail Records (CDR) are provided with your statement.
- Monthly Per Minute Billing Plans are available.

### **Reservationless Conference Calling**

- Call anywhere in the Continental U.S. 7 days a week, 24 hours a day.
- No reservations necessary.
- Direct Dial Access or Toll Free Numbers are available.
- A secured Personal Identification Number (PIN) is utilized to gain access to the conference calls.
- Up to 15 participants per conference calling session.
- Daily/Weekly/ Monthly Call Detail Records are provided with your statement.
- Monthly Per Minute Billing Plans are available.



## Wireless Fidelity (Wi-Fi) Solutions

### **New Revenue Sources. Efficient Operations. Technology that provides Mobility. Internet Access.**

Change the way operations are completed. Provide real time access to information. Open the door to wireless broadband for your customers. Take advantage of mobility.

Wi-Fi technology, your wireless environment, opens your door for new revenue sources and improvements in current processes.

Davel Communications, Inc. is working to design and provide wireless, Wi-Fi, solutions to the Global marketplace. Combined they will bring together all the technology, skills, solutions to provide you with a secure Wi-Fi network that will allow you and your customers, to transform the way business is done today.

- *Offer wireless broad band services to consumers (I.e. hotspot, games, information, advertisements)*
- *“Wire up” remote, regional offices to enable better communications and efficiencies with the centralized corporate office.*
- *Stay connected to the corporate offices for efficient transfer of information, reporting of sales and other internal operations.*
- *Wireless broadband connection that is more reliable and quicker than a dial up or DSL.*
- *Access email and communication networks seamlessly.*
- *Provides and extends retailers and other consumers the ability to demonstrate their products “live”.*
- *For consumers, Wi-Fi provides a better experience by building customer loyalty through the convenience of technology.*



## **Public Pay Telephone Solutions**

### **Davel Offers**

- State-of-the-art Microprocessor Based Equipment.
- Davel utilizes Protel 310 units, Elcotel and Intellicall II units.
- Payphones are collected and/or serviced at a minimum of once a month.
- Average length for service dispatched calls is 1.3 days or less.
- Personalized TEAM Management Approach with a dedicated National Account Representative that serves as your single point of contact
- Appropriate ADA and Regulatory Compliance.
- Timely/Quality Solutions.
- Accurate Revenue Reporting and Commissions.
- Pre-Installation Site Verification Visits, Detailed Site Survey Analysis and Customized Inventory Reporting.
- Davel currently manages over 60,000 payphones.
- On average, the Davel District Service Operation Office Managers have at least 8 to 10 years of telecom experience working with the company.

### **Customized Reporting Functions**

- Site Survey Analysis
- Detailed ANI Inventory Report
- Detailed Installation Coordination Reports
- Existing Vendor Removal Coordination & Reporting
- Call Blocking & Customized Programming Services
- Monthly Closed Dispatch Report
- Monthly Commission Statement Reports