

Corporate Fact Sheet



Company Profile

Splice Communications, Inc. provides single-source technical consulting and support in the design, implementation, and management of customized data network connectivity solutions that set the standard for best industry practices. Splice's team of professionals includes telecom and IT experts, who together represent more than a century of strategic and tactical experience in meeting the data and telecommunications requirements of business.

Through its close relationships with major carriers, Splice maintains detailed knowledge of their infrastructure locations and capabilities. By matching customer needs with its multi-carrier portfolio of products and solutions, Splice offers superior service delivery and customer care. Having Splice take end-to-end responsibility for the solution enables its customers to save on capital expenditures, achieve more efficient operational costs, avoid the distraction of managing multiple carrier relationships, and thus allocate more resources to their core capabilities.

Splice Solutions

As a network solutions provider, Splice takes the familiar connectivity products others offer and uses its strategic and tactical expertise to transform them into solutions. Companies outsource to Splice with confidence that it will handle the burden of researching all the options, and provide a solution that results in tangible value and increased efficiencies. By leveraging its major carrier relationships to provide customized Internet and data networks, Splice offers a customer experience

that includes improved carrier diversity, lower overhead, and a reduced total cost of ownership for network services.

Carrier Management

Splice professionals excel at creating solutions that simplify a business's network activities throughout the four key areas of effective carrier management: custom design, provisioning, unified billing, and support and monitoring. Splice leverages its extensive knowledge of the major carriers' networks to support carrier and route diversity, while providing one point of contact for all telecom services.

Network Management

As a single-source service provider, Splice manages entire network infrastructures, including all network hardware and software, desktops, laptops, and mobile devices. Splice proactively monitors the WAN with a dedicated network operations center 24 / 7 / 365, detecting malfunctions instantly, and remotely troubleshooting the problem. Our services include regular reports, analytics, patch management, help desks, and change management in response to connectivity events.

Managed Hosting

Through managed hosting, Splice provides businesses a cloud-based high-availability computing solution for their web servers that is reliable, scalable, and cost-effective. Based on a solid understanding of a company's applications, capacity, scaling schedule, and other needs, Splice designs a hosted platform with the best redundancy architecture in the industry, connected to Tier 1 ISPs. A system of 24 / 7 support distributed across time zones for all hosting hardware ensures reliability and continuity.

QUICK FACTS

Founded: 2002

Corporate Headquarters: Menlo Park, CA

CORE OFFERINGS

- Dedicated Internet Access
- Private Line
- MPLS
- Conferencing
- Carrier Management
- Network Management
- Managed Hosting
- Outsourced Provisioning

MANAGEMENT TEAM

Andy Coan, *President and CEO*

Scott Bischoff, *Chief Financial Officer*

David Gilbert, *Director of Sales*

Carol Kimura, *Director of Marketing*

Eileen Warner, *Director of Service Operations and Carrier Relations*

Natalia Rowland, *Director of Pricing and Carrier Development*

RECOGNITION

Recognized by Inc. 500 | 5000 as one of the Fastest Growing Companies in America.

Outsourced Provisioning

For customers who've ordered circuits directly from a carrier or reseller, or who want to change existing circuits, Splice offers standalone outsourced provisioning. Splice project manages all aspects of the provisioning process, taking full responsibility for everything from navigating carrier interactions to resolving any problems that occur. In most cases, Splice completes provisioning faster than a carrier typically could.

Dedicated Internet Access

Splice offers the flexibility, reliability, and speed to handle any network application – from local connections to across the nation, for bandwidth from T1 to 10 Gbps. Through its carrier partners, Splice provides a wide variety of global access methods including Ethernet and optical-based connections. Splice also supports industry-leading service level agreements, as well as optional continuous network monitoring capabilities.

Private Line

Splice offers a variety of private line configurations that meet security, speed, and reliability needs in a dedicated, point-to-point connection. Splice's private lines provide speed and scalability through end-to-end dedicated circuits. The product supports global coverage – from metro, domestic, to international service; plus it includes multiple configuration options, such as various point-to-point and point-to-multipoint scenarios.

Multiprotocol Label Switching (MPLS)

Splice's MPLS service supports the prioritization of voice, video, and data traffic; while any-to-any connectivity helps simplify network topology and associated support requirements. It is an essential disaster-recover strategy, and is ideal for supporting a hybrid solution between public and private networks while enabling automated business processes.

Voice and Web Conferencing

Splice conferencing offers feature-packed, professional-level platforms, while excelling at the basics, such as reliable technology, easy-to-use interfaces, and friendly customer service. Conferencing options include reservationless meet-me conferencing, operator-assisted and event conferencing, and web conferencing.

Why Splice

Since 2002, Splice has provided custom telecom and IT network solutions that set the standard for best industry practices.

As a single-source provider of technical consulting and support, we offer the advantages of network solution design, implementation, and relentless customer service, as well as unified, user-friendly billing. Splice simplifies network solutions, represents your best interests across all carrier relationships, and helps lower your overall cost of ownership for network services. Our strengths include:

- **Deep Expertise:** Our operations team has significant carrier experience, which informs our detailed technical

knowledge of and insights into the systems that deliver those services. In turn, we apply our expertise to create solutions that give you more value for your investment.

- **Carrier Relationships:** Working with multiple carriers lets us design the best possible connectivity solutions at competitive pricing, since we don't have to limit ourselves to a single provider's infrastructure.
- **Outstanding Customer Service:** We simplify the complex, and make service agile and responsive. There's no waiting and no delay in writing up a trouble ticket. We are your advocates across all your carrier relationships, know what it takes to resolve or even avoid problems.
- **Single-Source Solutions:** We can consolidate all carrier data services into one provider. By offering a single point of contact for managing carriers, we help improve the reliability, quality of service and operating efficiency of your IT staff and telecom infrastructure.
- **Lower Total Cost of Ownership:** Outsourcing to Splice helps avoid the expenses and operating inefficiencies associated with managing network services internally. Splice removes the burden of coordinating and managing projects that involve carrier interactions, which in turn lowers the overall cost of ownership for network services.

About Splice

Splice Communications, Inc. is a single-source provider of custom data network solutions backed by a laser focus on delivering outstanding customer service and support.

Splice's telecom experts specialize in the design, implementation and management of network solutions that best meet customers' needs, and alleviate the challenges of working directly with multiple communications vendors. Splice's cost-effective solutions free up customers' internal resources, enable more responsive and reliable network performance, and help lower the overall costs for network services. Through its core offerings which include Dedicated Internet Access, Private Line, MPLS, and Network Management Solutions, Splice eliminates network management headaches by providing one contract, management portal, support team, and invoice. Splice is headquartered in Menlo Park, California. For more information visit www.splicetelecom.com.

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