



Corporate Overview

Our History

Cypress Communications is the leading managed communications provider for more than 6,500 companies in 29 major metropolitan U.S. markets. Cypress manages communications, from the network to the desktop phone, eliminating the need to hire extra technical staff, manage multiple vendors, spend exorbitant amounts on capital expenditures, or guess at monthly communications expenses. By leveraging the company's highly consultative sales approach and unparalleled training, service and support, Cypress effectively acts as our customers' communication organization, analyzing their business needs, creating, and managing a customized communications solution that helps bring value to their business by reducing total cost of ownership and increasing their productivity.

Cypress has provided communications expertise to business customers in commercial office buildings for 20 years. The Cypress story started in the mid-1980s, when deregulation of the telecommunications industry created as many problems as it did opportunities. Business customers lost the single point of contact for communications services and equipment that they had become accustomed to, and confusion reigned as they were forced to evaluate and choose from a myriad of products, services and providers. This confusion intensified as businesses realized they lacked the in-house expertise to determine the best and most cost-effective solutions for their communications needs, as well as the financial resources to manage these services on an ongoing basis.

The building-centric communications solutions model came about as a way to overcome these problems and the vendor finger pointing that had become rampant with deregulation and increased competition. Enter Cypress. After years of consolidating the best of the rest – the best buildings, in the best cities, with the best and most experienced technology and communications professionals in the industry, Cypress is now the largest provider of managed communications services in the U.S. and one of the fastest growing companies in the nation, Cypress is well positioned to become the leading provider of managed communications service in the nation. Cypress Communications has also been awarded a Product Innovation award from Frost & Sullivan, *Unified Communications Magazine's* 2007 Product of the Year Award, and VON Magazine's Innovator Award for Hosted Solutions.

Our Management

Stephen L. Schilling

President & CEO

Stephen L. Schilling has over 20 years of experience in the telecom and data communications industry where he has specialized in turnarounds, start-ups and managing high-growth firms. Prior to Cypress Communications, Steve was the founder and President of Netifice Communications, a company he created in 1998 and led until its merger with MegaPath Networks. Under his leadership, Netifice navigated the turbulent waters of telecom in the early 2000's to become a thriving, nationally recognized leader and innovator in the IP VPN space.

Prior to Netifice, Steve was President and COO of Charter Communications International, and prior to Charter Communications, he held executive positions at GE Capital-ResCom, MFS and RealCom Office Communications.

Steve has twice been named to Catalyst Magazine's Atlanta's Top 50 Entrepreneurs list. In 2000 he was an Ernst & Young's Entrepreneur of the Year finalist and in 2004 he was awarded Atlanta Telecom Professionals' Award for Outstanding Leadership. Steve speaks frequently at industry tradeshows and has been published in various trade journals. He earned a B.S. in Administrative Management from Clemson University and an M.B.A. in International Business from Georgia State University.

Scott Drake

Executive Vice President & Chief Financial Officer

Scott Drake brings to Cypress more than 20 years of telecommunications experience in both private and public companies, including CFO roles at five private telecom ventures over the last 15 years. He has also held executive positions at WorldCom, The Breckenridge Group and spent five years in banking and auditing. Scott holds a BA in Accounting from The University of West Florida.

John A. "Jack" Harwood

Vice President & General Counsel

John A. Harwood, known as "Jack", serves as Vice President and General Counsel for Cypress Communications. Jack has an extensive communications legal background, serving as in-house counsel for over 20 years with BellSouth Corporation. From 1992-2007, Jack held the position of Senior Mergers & Acquisitions Counsel for BellSouth. In this position, Jack represented BellSouth in its negotiation of complex contracts, formation of new joint ventures, disposition of unprofitable lines of business, venture capital investments, and merger & acquisition activities.

From 1990 to 1992, Jack served as General Counsel of BellSouth International, where he acted as lead in-house counsel for investments in France, Germany, Italy, Israel, Argentina, Uruguay, Chile, Guatemala, Mexico, Australia, Malaysia, and New Zealand. His career at BellSouth began in 1985 with Jack providing advice in connection with new ventures and domestic acquisitions. Prior to BellSouth, Jack practiced tax planning, commercial law, as well as mergers and acquisitions by joining the Atlanta office of Kutak Rock LLP.

Jack attended Creighton University in Omaha, Nebraska, earning a Bachelor of Arts degree, Magna Cum Laude, in 1978. He then attended the College of Law at the University of Arizona, where he was a member of the Order of the Coif and an editor of the Law Review. After receiving his Juris Doctor degree, Jack attended the Graduate Tax Program at the University of Florida, where he received a Master of Laws degree in Taxation.

Jorge L. Rosado

Executive Vice President Engineering and Network Operations

Jorge L. Rosado has over 30 years of engineering and telecommunications executive management experience. As Executive Vice President of Engineering and Network Operations, Jorge leads the development and execution of the company's IT, IS and network business plans.

Prior to joining Cypress, Jorge served as EVP Operations and Development at Netifice Communications, COO at Intelispan Inc. (acq. by McLeod USA), SVP of Operations and Development at Splitrock Services (acq. by McLeod USA), Co-Founder and VP Operations & Planning at Gridnet International (later part of MCI WorldCom) and held several positions in Engineering, Operations and Planning at Bellsouth, including VP General Manager of Bellsouth Advanced Networks. Jorge received a BSEE from Florida Atlantic University.

Frank M. Grillo*Executive Vice President Marketing*

As a visionary communications executive, Frank M. Grillo joined Cypress Communications in August of 2005. Frank is known for his ability to identify growth opportunities and to produce extraordinary results that make a real contribution to the bottom line of an organization. Previously, Frank worked as Senior Vice President - Business Services for Z-Tel and as Senior Vice President of Global Business Markets for MCI WorldCom, where he managed over 1,000 marketing professionals and was responsible for global business marketing strategy, including product management, pricing, marketing communications, advertising, sales training, sales support, sales engineering and online and alternate channel distribution. From 1995 to 2000 he was Vice-President of Marketing for LDDS.

Carolyn Prantil*Executive Vice President Service Delivery and Customer Care*

As Executive Vice President of Service Delivery and Customer Care at Cypress, Carolyn Prantil is responsible for Customer Care, Service Provisioning, Client Implementation and Training, Circuit Provisioning and Process Improvement and Analysis. To this role, Carolyn brings a diverse background that spans 15 years in Customer Experience and Support, Operations, and Product Management. Most recently, Carolyn served as Vice President of Business Operations at EarthLink, launching and managing all non-network operations for the newly formed Wi-Fi business unit. Prior to that, Carolyn served as the Vice President of Customer Optimization in EarthLink's Customer Support Organization and spent a number of years consulting with Scott, Madden and Associates. Carolyn earned Bachelor of Science degrees in Business and Economics as well as a Master of Science degree from SUNY Stony Brook in Long Island, New York. In addition, Carolyn holds a Master of Business Administration from the Goizueta School of Business at Emory University in Atlanta, Georgia.

Dale L. Bennett*Senior Vice President Field Operations, Southeast / West*

Dale L. Bennett serves as Senior Vice President of Field Operations and is responsible for the company's local field operating units in the southeastern and western regions. Dale has 27 years of experience in both public and private telecommunication companies and 10 years of service with Cypress Communications. Dale has also served Cypress as Regional Vice President of Field Operations and Vice President of Field Operations - Enterprise Services. Prior to Cypress, Dale held management positions at Bell Atlantic/Verizon, as well as Georgetown University and Medical Center. Dale is also a decorated veteran of the U.S. Marine Corps.

Michael Blair*Senior Vice President Field Operations, Northeast*

Mike Blair serves as a Senior Vice President of Field Operations for the northeast region. In this role, Mike is responsible for the branch operations and the Cypress field technical force operating throughout the northeast. With nearly two decades of experience in the telecommunications industry, Mike brings a diverse background to this role at Cypress. He also has over 15 years spent in management positions at distinguished telecommunication companies such as Fairchild Communications, Shared Technologies and Intermedia. Most recently, Mike served as Cypress Communications' Vice President of Shared Tenant Services Operations. Mike studied business at Montana State University and earned a Telecommunication degree from Dakota County Technical College in Minneapolis.

Mark J. Herold*Vice President Human Resources*

Mark Herold comes to Cypress Communications with two decades of experience, driving change and cultivating a high-performance culture. Mark is responsible for facilitating a performance-driven culture guided by the Cypress values, resulting in the delivery of superior customer service. Previously, Mark served as vice president of HR at AMVESCAP Retirement. As part of the due diligence team, he helped seamlessly transition the company during its acquisition by Merrill Lynch Global Retirement Services. Mark also led human resource shared services at the U.S. headquarters of ING Financial Services, providing leadership and strategic direction of the payroll and benefits administration needs of 10,000 full-time ING Financial employees and 5,000 retirees.

Mark also serves as executive sponsor of Cypress Cares, a company-wide community involvement organization. Employees are encouraged to participate in worthwhile and rewarding community volunteer programs. Mark graduated from St. John's University in Collegeville, Minnesota with a degree in Business and earned a Master of Business Administration with a concentration in Industrial Relations from the University of Minnesota. Outside of Cypress, Mark enjoys his family, gardening and a day on the tennis court or golf course.

Company FAQs

Q: How long has Cypress been in business?

A: Cypress Communications has been in business for 20 years providing managed services to enterprises across the country. Having a single focus for over two decades gives Cypress a unique position in the industry. We know what we're doing. And we do it well.

Q: What's your history?

A: Our history dates back to the 1980s when CEOs and office managers were forced to figure out their communications systems after the deregulation of the telecommunications industry. We stepped in and began helping businesses determine the best and most cost-effective solution for their needs and we've been doing it ever since. We not only supply customers with simple, high-quality communications at a low cost of ownership, we continue to develop state-of-the-art services and innovative VoIP technologies that are unparalleled in the industry. Today, we're the leading managed communications provider for mid-sized enterprises, managing desktop communications for more than 65,000 handsets nationwide. We're aligned with some of the biggest names in cutting-edge communications technology, like Microsoft and Nortel. And we power the nation's largest hosted PBX network and operate an extensive private IP network. At Cypress, we focus on providing end-to-end seamless communications that are flexible enough to support our customers' business needs, today and for years to come.

Q: Where are you located?

A: Our corporate headquarters are located at Four Piedmont Center, Suite 600 in Atlanta, Georgia. We also have local staff in 29 major metropolitan markets.

Q: How are you different from other phone service providers?

A: For starters, we offer solutions nationwide. We currently service over 6,500 customers and 65,000 handsets in 29 major metropolitan markets offering turnkey, state-of-the-art phone, voice, data, and Internet solutions.

We're known as one of the largest in-building communications providers with 813 Cypress-powered office buildings across the U.S. Our private IP network then extends our solutions to any building within our national footprint, which we are constantly expanding.

Another major difference between us and others is our experience. We've been putting phones on desks and managing the communications network for our customers for over 20 years. That's right. 20 years! Not many in the industry can say that. You can depend on the expertise of our highly skilled

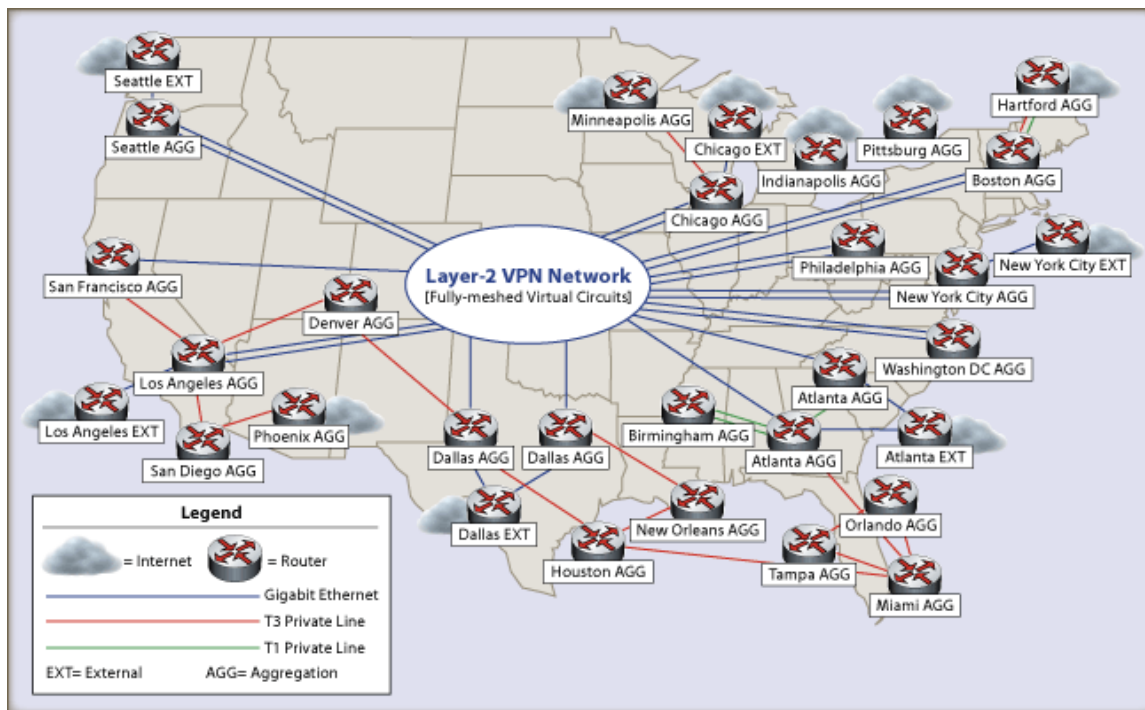
technical support staff, local on-site technicians and centralized network operations center for a superior customer experience.

And lastly, our private IP network has been built from the ground up for hosted VoIP applications. But don't worry. We aren't settling for any risky technology. At the core of our network is a central office switching platform that's boasts decades of tested field hours in the public telephone network. Within the network, every packet is managed and prioritized for optimum call quality.

Network FAQs

Q: What kind of geographic coverage does Cypress' IP Network provide?

A: The network supports enterprise locations in 29 metro markets nationwide.



Q: How does the Cypress Network ensure a Platinum Experience?

- At the heart of our solution is a purpose-built network architected to deliver VoIP services. Private VoIP network engineered for 99.999% availability and voice prioritization with no single point of failure.
- QoS managed from handset across LAN/WAN and IP network.
- Fully meshed network with logical and virtual paths to/from each city, connecting it directly to every other city on the network
- Network supported by redundant devices to ensure maximum availability of voice and data communications.
- The network is designed to automatically detect potential faults and self correct in order to maintain premium service levels.
- Best of breed routers from Cisco and Juniper.
- The network and its components are monitored by Cypress' NOC 24x7 on a real-time basis.

Q: If the platform fails, what happens?

A: The Cypress C4 IP switch is considered a central-office-grade switching platform. It consists of an identical set of hardware operating in “hot standby” to each other and mirroring all of the active processes and call flows that are occurring at any moment. Each half of the platform operates using distinct power supplies on separate power feeds. If a failure should occur on any hardware or software component of the platform, its workload would be assumed by its redundant counter-part without interruption to any process or call handling.

The C4 IP switching platforms are located in hardened carrier-grade collocation centers with dual power feeds, redundant generators, UPS and air conditioning systems all designed to withstand natural and man-made disasters. Cypress also maintains diverse connectivity from the switching platforms into the Cypress backbone and out to the public network.

Q: How does the DS3 located in the individual locations get to/connect to our physical network. If it fails, what's happens?

A: The Cypress backbone network consists of diverse paths connected using MPLS VPN virtual circuits. In the event of a fiber cut effecting one of the virtual circuit paths, calls would be routed across the back-up path without interruption. Cypress can also work with you to engineer diverse access paths from your office locations into the Cypress network as well, if this is desired.

Additionally, in the event of a connectivity failure between your location and the Cypress network, the voice traffic could be routed across your connectivity to the public Internet and still reach Cypress's switching platform. While this could result in some degradation in voice quality because of the lack of QoS on the public Internet, it would keep calls flowing.

Q: How secure is the Cypress private IP network?

A: At the desktop, Cypress IP phones use secure, private IP addresses, making them unreachable from external sources. The Cypress C4 IP phones are further secured behind an integrated firewall within the customer premise (CPE) router—the Cisco 1841 Router with Advanced Security IOS enabled. Calls are transferred across our secure, private IP network which is protected by a series of managed firewalls and has 24-hour network monitoring to ensure that data is not compromised. Off-net calls (calls made to non-Cypress IP telephone numbers) are transferred to the secure, U.S. Public Switched Telephone Network (PSTN).

Q: How does Cypress' private network ensure business continuity?

A: Cypress provides comprehensive Disaster Recovery. Since the communications intelligence is not located at your office location, if you encounter a building emergency, simply reroute the service using any Internet browser or by placing a call to our 24/7 customer support center.

Cypress also provides fully redundant voicemail systems. Cypress' network incorporates redundant voicemail servers with failover capabilities. If the primary server experiences problems, traffic is automatically rerouted to the secondary server. All of your employees will be provisioned and have access to the same voice portal along with multiple ways to access their voicemail regardless of their location. When your employees use the IP Unified Messaging feature, they can also copy all voicemails to their email address. By enabling this feature, users can store the message on the Cypress voicemail network and also on your email server.

At the user level, each Premium Seat user will have their own PC Client installed on their computer for easy access and management to all communication features. In the event of a building disaster, they can use the Toolbar to place and receive calls via their computer or use the PC Client to initiate Unified Messaging so that any other phone can act as their office extension.