INCREASE EFFICIENCY

SUPPORT TOOLS FROM NITEL

STAY INFORMED.
BE MORE EFFICIENT.

In today's fast-paced world you need access to information to stay competitive. React too slowly and you could miss out on opportunities or find yourself at a disadvantage. Nitel understands this and gives customers the necessary tools to succeed.

GET THE
BEST NETWORKS WITH n-TELLISOURCE™

Nitel has streamlined the sourcing of telecom networks through its proprietary intelligence tool, n-Tellisource. n-Tellisource ensures that clients receive the best network option by identifying carriers, networks, availability and routes from over 80 providers. Quotes are returned quickly and accurately, and you are assured of the best price using the best network.

With data on over 80 of the nation's top-tier network providers, n-Tellisource provides the intelligence to design and price the best network solution quickly and efficiently.

Data Included in n-Tellisource includes:
➡ POP locations
➡ Carrier hotels
➡ Central offices
➡ In-building location (floor, suite)
➡ Lit buildings

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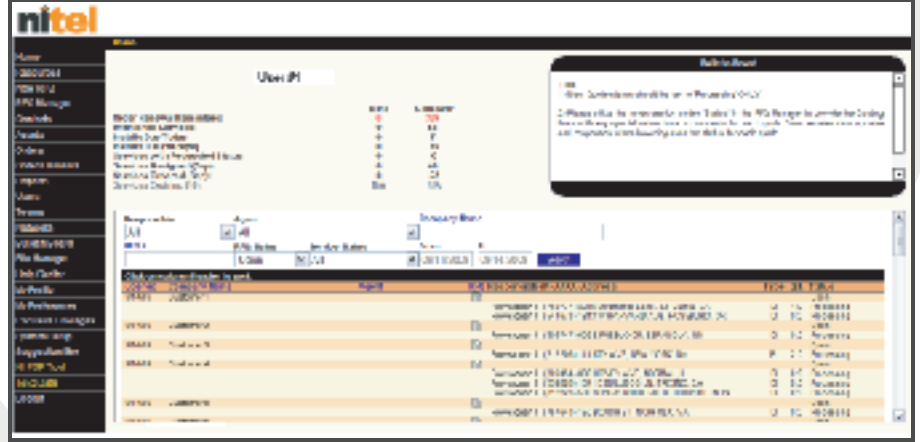
INSTANT PRICING AND ORDER STATUS THROUGH n-TELLIPRO™

n-Tellipro is Nitel's online ordering and provisioning management system. n-Tellipro gives customers:

➡ Point and click access to circuit pricing via an easy-to-populate web-based form with helpful prompts
➡ One-click circuit ordering from previously provided quotes
➡ Online order provisioning status to provide quick and up-to-date information regarding order processing, FOC, and due dates in response to client requests

Benefits

Current customers can visit the n-Tellipro web site at https://ntellipro.nitelusa.com to receive the following benefits:

➡ Online order tracking decreases time spent tracking information via telephone
➡ Improved service to end-user customers via instant circuit pricing
➡ Our secure site ensures that your circuit data remains private
➡ Web access to n-Tellipro enables access to information from any computer

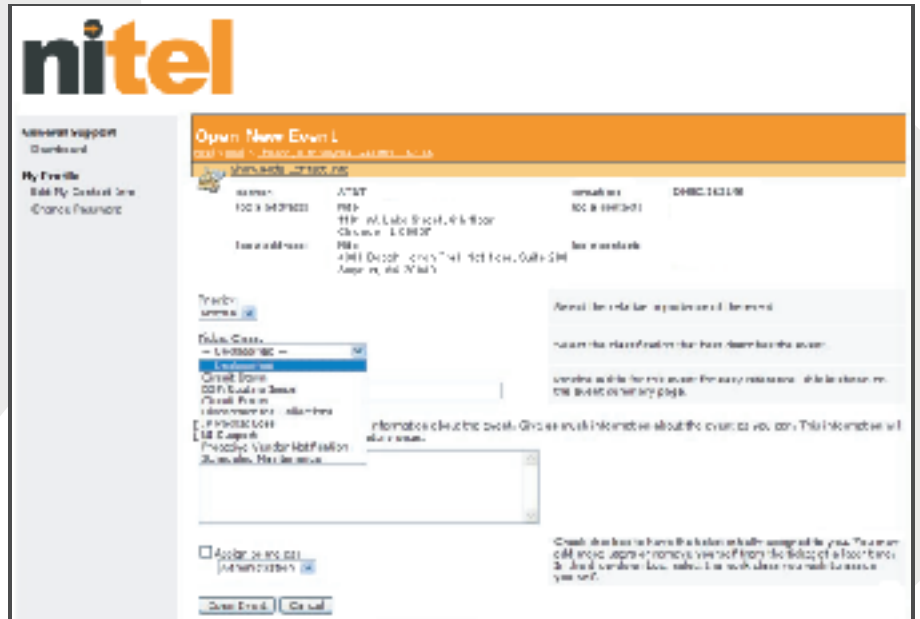# ONLINE CUSTOMER SUPPORT THROUGH n-TELLISERVE™

n-Telliserve is our user-friendly online customer support system. After installation, n-Telliserve provides web-based access to our back office for:

➡ Trouble ticket entry, management and status
➡ Network monitoring and status
➡ Event and element management
➡ Notification and reporting

Benefits

Customers enjoy the convenience of accessing information on trouble tickets, network status, events and notifications through n-Telliserve. Having this information at their fingertips allows them to more effectively manage all services provided by Nitel. Customers go to http://ntelliserve.nitelusa.com to receive:

➡ Real-time status on trouble tickets to better serve your end-user customers
➡ Multiple ways to report network trouble
➡ Access from any computer via web-based system

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