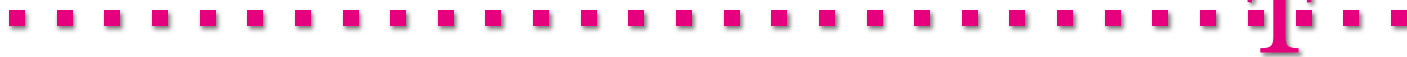




## International Carrier Sales & Solutions (ICSS)

Life is for sharing.



# We are your global communications enabler.

## The market.

**Your end customers** have changed their communication habits. Social networking, online collaboration, and content sharing have become part of their lives. Thanks to the rapid development of technology, they can access many new applications. As a result, they want to benefit fully from rich media experiences on multiple devices.

**Retail and wholesale** providers have to focus their efforts on enabling all types of applications with seamless end-user experience if they want to keep apace with their customers' new demand. The increasing use of bandwidth-intensive services such as online video or Web TV is pushing the Internet towards its limits. "Managing the increasing IP traffic and providing the different applications in the most intelligent and flexible way" must therefore be at the top of each provider's agenda.

### Global Voice

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Reach any worldwide destination of your choice.

### Mobile World

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Mobilize your customers' lives with our one-stop-shopping solutions.

### IP & Transport

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Access millions of eyeballs globally.

### New Media

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Discover new perspectives by experiencing New Media.

## Who we are.

**ICSS is your reliable partner** in dynamic markets. Building on outstanding experiences within the Deutsche Telekom Group and with more than 700 external customers worldwide, we focus on the requirements of mobile operators, broadband operators, content providers, fixed voice carriers, corporate service providers, and carriers' carriers. In addition, we offer our services to resellers like system integrators or digital agencies.

**As one of the largest** carriers in the world, we enable global voice communication, Internet connectivity to millions of eyeballs, and global roaming and messaging on next generation platforms, as well as smart content distribution, media exchange, and virtual carrier solutions.

Global communications  
Reliable partner  
Outstanding experiences  
Customer understanding  
Intelligent services

# We focus on enhancing your customers' experience.

## Our business focus.

**ICSS continuously improves** and extends its service offering portfolio towards your current and future market needs. We leverage innovative and high-value business opportunities along platforms and applications that allow superior customer experience. In the process of doing so, we pay increased attention to your most urgent challenges: we do the utmost to improve your business efficiency, we accompany your smooth transition to all-IP, we deliver customized solutions where required, and we allow you to flexibly innovate your portfolio in order to perfectly meet your customers' new preferences.



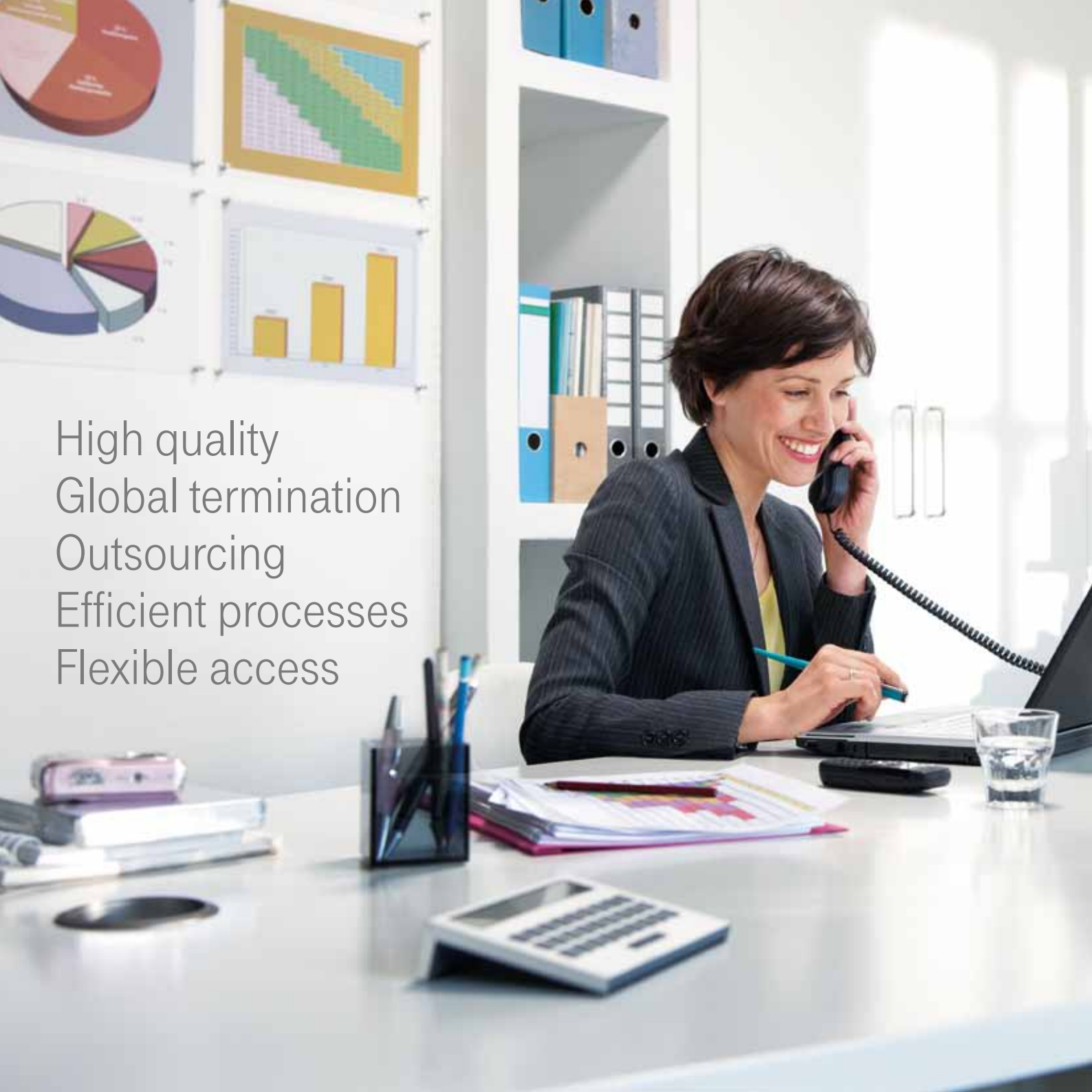
**Efficiency**, simplicity, costs, and the flexible use of an increasing range of next generation applications drive the success of Ethernet. ICSS recognized the value of carrier Ethernet services early and is constantly updating its Ethernet-based portfolio with new features and solutions. Our products range from Ethernet over WDM to Ethernet over MPLS and support all standard port speeds with scalable bandwidth. In parallel, we are strongly working to extend our EoMPLS footprint through partnering and NNIs.

**An all-IP** environment allows seamless next generation network and service provisioning. Since the early commercialization of its own IPX platform, which was followed by important customer wins, ICSS has become your leading interconnection partner for IP services from any type of provider. Further features, such as the SIGTRAN service, have been added to the high-performance platform.

**We customize** cross-border solutions to your individual needs, if required. We prove this important project-management-based capability especially by developing and implementing large international voice outsourcing solutions or by planning and realizing Layer 3 NNIs together with customers and partners.

**Innovation** is fundamental to creating value in times of business transformation. Based on its strong content delivery network, ICSS was able to further enrich its content-based offering by introducing its Content eXchange solution, a global B2B sales platform for video content. The launch of MyCommsuite – a unified communications tool that enables virtual carriers to offer Web 2.0 services to their customer communities is a further step in the direction of innovative value creation.

Business efficiency  
Transition to all-IP  
Adding value innovatively



High quality  
Global termination  
Outsourcing  
Efficient processes  
Flexible access

# Global Voice:

## reach any worldwide destination of your choice.

As one of the biggest voice carriers in the industry, ICSS operates an extensive international network that handles large volumes of traffic very efficiently. A dedicated, worldwide team of experts specialized in buying and selling voice minutes is working in a highly-automated IT environment to provide you with our flexible voice termination services at the best ratio of price and quality. ICSS is your direct link to any destination worldwide, as well as being your experienced and best partner for voice outsourcing solutions.

### Global Voice

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- Premium Hubbing
- Standard Hubbing
- ITFS Hubbing
- VoIP Reselling International
- VoIP Bridging Service

### Highlights.

- Close to the customers with an experienced worldwide team and global coverage
- Highly efficient through economies of scale with more than 22 billion voice minutes
- Attractive service offering portfolio with quality levels designed for customers needs (Premium Hubbing, Mobile Hubbing, Standard Hubbing)
- Expertise in designing high-quality, cost-efficient voice outsourcing solutions
- Awarded in the “Wholesale Service Innovation” category (Global Telecoms Business 2009 and 2010)

### Solutions.

**ICSS's global traders** perfectly respond to your expectations for real-time decisions, transparent pricing, seamless QoS, and flexible routing. We permanently review and improve our skills, systems, and processes. This strategy enables efficient data exchanges and minimized termination costs at highest network performance.

**Focus on your core business** with ICSS's outsourcing solutions. In a consolidating international voice market, you might find it difficult to keep this part of your operations in-house. ICSS has the required size and outstanding expertise to develop and implement scalable, high-quality international voice outsourcing solutions according to your individual needs.

One-stop shopping  
Mobile Internet  
Global roaming  
Seamless messaging  
IP interconnection



# Mobile World:

mobilize your customers' lives with our one-stop-shopping solutions.

Serving Deutsche Telekom's mobile requirements and those of more than 150 mobile operators worldwide ICSS builds on proven expertise for this market. ICSS's unique and innovative mobile portfolio offers one-stop-shopping solutions and ranges from high-quality Mobile Hubbing and best-in-class roaming and messaging solutions to a fully commercialized IPX platform. ICSS is a real frontrunner in IPX and thus your best partner for seamless IP interconnection, even beyond the mobile world.

## Mobile World

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- Mobile Hubbing
- ICSS Mobile World
- IPX / GRX
- Signaling for International Roaming
- MMX
- SMX
- WiFi Roaming Solution

## Highlights.

- Extensive mobile expertise: we serve the mobile needs of Deutsche Telekom's international affiliates (151.7 million mobile subscribers in 2009) and more than 150 mobile operators worldwide
- With IPX, ICSS provides a multi-services platform with CoS and end-to-end QoS open to mobile operators and all other types of service providers for all kinds of application exchange
- Signaling for International Roaming is available via a broad choice of access varieties: TDM-based or IP-based SIGTRAN (including access via IPX)
- Flexible one-stop shopping at its best: the ICSS Mobile World package includes the provisioning of IPX, SMX, MMX, and Signaling for International Roaming at highly attractive conditions

## Solutions.

**With its unique IPX** offering, ICSS enables mobile operators and other service providers to prepare for the next dimension of all-IP communications. The platform allows QoS-based, end-to-end distribution and reception of all type of applications across different provider networks. Leading global players in the mobile communications industry are already connected, and they are testing this offering.

**ICSS Mobile World** is ICSS's answer to your need for a flexible-to-use, one-stop-shopping global mobile services package. With a single contract, you can use a whole range of high-performance services from IPX to Signaling for International Roaming at special commercial conditions.

Smart pipes  
Millions of eyeballs  
Terabytes of capacity  
Flexible delivery



# IP & Transport:

## access millions of eyeballs globally.

The speed of growth in broadband seems to have no limits. Based on its extensive high-capacity global network ICSS takes you anywhere in the world, whether you are transporting voice, data or both. We transmit terabytes of capacity, providing a wide range of interfaces based on your needs. With a complete set of customized and scalable solutions for IP and data transmission, we help you reach peering points, extend your network, and optimize your increased content and VoIP traffic delivery.

### IP & Transport

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- IP Transit
- Carrier Intranet Service
- Standard Transport Connectivity
- Ethernet Services

### Highlights.

- As a "Tier1" provider we have one of the largest IP networks worldwide
- Direct interconnections to leading ISPs and content providers
- IP throughput of more than 350 petabytes a month, 175 petabytes of which for IP Transit
- Total installed capacity: 2000 Gbps for IP Transit and 900 Gbps for IP Peering
- IP Transit offer with high QoS and well-prepared IPv6 support
- Provision of a comprehensive Ethernet solutions portfolio with products ranging from Ethernet over WDM to Ethernet over MPLS and a strong focus on the expansion of ICSS's global Ethernet footprint
- NNIs with 40 carriers implemented for Carrier Intranet Service (Layer 3 VPN) with CoS

### Solutions.

**The carrier Ethernet market** is developing at an accelerated speed. With its current range of services, ICSS is best positioned to answer to all your Ethernet requirements, from traffic control and legacy replacement to network extension and special traffic type delivery. Our offering ranges from point-to-point connectivity up to complex VPLS services with any-to-any connectivity.

**ICSS's Carrier Intranet Service** provides your end customers with a private, secure WAN and quality of service based on reliable, scalable, dedicated VPNs. The service can be implemented on Deutsche Telekom's network or on partner carriers' VPN networks and services with the help of interconnections.

Interactivity  
Social networking  
Shared usage  
Superior experience



## New Media:

discover new perspectives by experiencing New Media.

Interactivity, collaboration, and networking describe a number of new media usage scenarios that have developed alongside the digitization of media, media convergence, and the trend towards software-as-a-service (SaaS). ICSS is building best-in-class IP-based services to ease the transition to the world of new media for you and your customers. We can provide you with solutions for efficient content delivery, online content exchange, or Web 2.0 services provisioning. These solutions allow you to monetize modern communications trends without the need to operate your own infrastructure.

### New Media

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- Content Delivery Solution (CDS)
- Content eXchange (CONX)
- MyCommsuite
- IPTV Smart Solution
- Wireless Smart Solution
- Bill-it-Easy

### Highlights.

- With its New Media approach ICSS highlights the creation of innovative business opportunities for existing and new customers
- Close cooperation with innovative technology-leading partners to address the time-to-market imperative, Web 2.0 dynamics, and the move from traditional to all-IP services
- ICSS is a competent provider of content delivery services and is also involved in building the content delivery infrastructure for Deutsche Telekom affiliates
- The successful rollout of MyCommsuite enables service providers and organizations to deliver converged Web 2.0-based unified communications to their customer communities without need for invest. The first service providers have already chosen ICSS's MyCommsuite as their preferred solution
- Further solutions in the field of premium content distribution, IP video communications, security, and identity management are in preparation

### Solutions.

**ICSS's Content Delivery Solution** provides cost-effective and market-leading content delivery services for different types of content producers with detailed usage analytics. These services range from Website acceleration to video live streaming.

**With "MyCommsuite,"** ICSS has set up a software-as-a-service platform that provides an integrated multimedia telecommunications service portfolio on a white-label basis. The solution unifies all forms of Internet communications from e-mail and instant messaging (IM) to social network aggregation, rich media, and VoIP on a single Web 2.0 interface.

# Worldwide presence – we are working close to you.

## Global network and sales presence.

**The timely, targeted delivery** of ICSS's intelligent and customizable solutions is based on Deutsche Telekom's expanding modern international network. Our customers experience seamless service provisioning and the highest quality.

**ICSS's global sales model** is in line with its global technical footprint – connecting all important business centers in the world.

**Our organization follows** your needs. A three-stage organization with a central office in Bonn, four regional offices in London, Budapest, Singapore, and Red Bank, and 18 local offices around the world allows ICSS to ensure intensive customer care on site.

**Global and local know-how:** our multicultural international team combines global experience with local market expertise. We have the skills to take regional and local particularities into consideration, be it terms of technology trends, competitive conditions, commercial business practices, or user preferences and culture.

**According to the complexity** of your demand, our local sales managers are supported by experts from Production, Sales Support, or Finances to work out the best possible solution for your concerns in a timely, qualified manner. Close cooperation in dedicated cross-functional project teams is ICSS's method for perfectly matching your specific requirements.

**Performance monitoring** keeps you updated. You expect automated, consistent, relevant information through all the phases of your relationship with your provider. ICSS gives you control and visibility in the performance of both its global IP backbone and your individual services from IPX to Mobile Hubbing.

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## ICSS's global sales presence

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Customer proximity  
Global experience  
Local expertise

# Deutsche Telekom ICSS – your innovative, high quality provider.

## Reasons to choose ICSS.

**Proven experience** and deep understanding of wholesale and retail market needs through our solid customer and partner base: we care for more than 700 carriers, service providers and content providers worldwide and support the requirements of Deutsche Telekom and its international affiliates (indirectly serving more than 200 million end customers in 2009) with advanced services.



**Our strong global** positioning in the voice, mobile, IP and transport, and new media markets is based on the following facts:

- **As one of the largest** global voice carriers, we have a well connected and highly-skilled voice trading unit
- **A growing number** of large voice outsourcing customers rely on our project know-how and increase our and your economies of scale
- **Leading IT processes** and highly efficient operations with the option to choose from three quality levels make ICSS your best global voice provider
- **Unparalleled product** know-how and expertise for the mobile market let you take advantage of a portfolio that meets the highest requirements and goes far beyond mobile needs
- **As an early mover** in international Ethernet solutions with products that enable us to sell to a wide range of customers interested in peering, cross-border hosting, VoIP interconnection, and other products, we are well prepared to match all your Ethernet requirements
- **Adding value to** your offering: with high-performance and scalable IP-based services such as IPX, Carrier Intranet Solution, or Content Delivery Solution, ICSS emphasizes its reputation as a future-looking, premium-quality solutions provider
- **We are quick-to-market** and highly efficient when launching innovative media solutions in the fields of content exchange or Web 2.0 services provisioning due to selected partnering with technology-leading companies

Solid customer base  
Unique product know-how  
Innovative portfolio

# Our customers rely on our global expertise and footprint.

## More reasons to choose ICSS.

**Our worldwide sales** presence facilitates close cooperation with our international customers: our highly-skilled team provides global and local expertise at 4 regional and 18 international branch offices.

**We customize** international voice and IP solutions for you, if required: large customer projects are supported by our global sales team and a broad range of expertise in production, finances, bid management, and other areas.

### **Global network and services coverage:**

- **We take your applications** and managed services everywhere in the world, which makes us your natural and preferred partner if you want to reach IP exchanges or private and corporate customers in Western, Central, and Eastern Europe or the United States
- **Our global IP backbone** is able to handle petabytes, supporting IPv4/IPv6 dual-stack, ensures seamless service provisioning, and provides direct connections to all Tier 1 carriers and content providers worldwide

**We are active** in driving forward and shaping developments in the global wholesale communications industry: ICSS participates in the mutual exchange of the wholesale business through key panels, dedicated sponsorships, high-level memberships, and industry competitions, as well as acting as a founding member of associations.

**Customer satisfaction** is an important goal of our strategy. Once a year, we conduct a comprehensive customer satisfaction survey. The results of this survey are analyzed and evaluated in detail and have a clear impact on strategic measures and the further development of our business.

**If you want** to know more about ICSS's special portfolio for you, our product categories, or a specific service, please contact your account manager or find more information on ICSS's Website under

[www.telekom-icss.com](http://www.telekom-icss.com)

**Read what customers** and partners say about ICSS:

[www.telekom-icss.com/customers](http://www.telekom-icss.com/customers)

Highly skilled team  
Customized solutions  
Global coverage  
Shaping the industry



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Life is for sharing.

