



News Release

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First Communications LLC Taps Telcordia for Enterprise Services Growth *Leading Communications Service Provider Selects Telcordia Next-Gen OSS for Enterprise & Wholesale to Consolidate Inventory Across All Business Units*

PISCATAWAY, NJ – Sept. 7, 2011 — [Telcordia](#), a global leader in the development of mobile, broadband and enterprise communications software and services, announced today that First Communications, a leading competitive communications service provider (CSP), has selected Telcordia Next-Gen OSS to support growth and efficiency gains in its enterprise and network services business.

The Telcordia OSS solution for Enterprise & Wholesale, based on Granite Inventory Version 8, will help First Communications increase operational speed and accuracy in inventory management, service fulfillment and trouble resolution by consolidating business unit-specific network operations inventory management systems into a single, enterprise-wide inventory management system. This will lead to greater efficiencies and more effective utilization of resources, funds and capital as First Communications expands its enterprise customer base.

First Communications offers high-capacity metro and long-haul fiber network services, as well as a full range of voice and data services, across the Midwest and Mid-Atlantic United States. First Communications provides services over a facilities-based, owned network, enabling the company to provide a high level of service and reliability, as well as advanced and differentiating communications solutions with a greater level of overall customer satisfaction.

Among the key factors in First Communications' selection of Telcordia were comprehensive capacity management, advanced capability to design end-to-end circuits and the ability to immediately identify resources affected by network changes or carrier interruptions.

“A key component to our strategic growth is having a ‘360-degree view’ into all of our networks and services to deliver the highest standard of customer service,” said Joe Morris, president, First Communications LLC. “The Telcordia solution using Granite Inventory provides a flexible

platform that enables us to more easily service our many customers, rapidly address any network or quality-of-service issues and improve our ability to quickly deploy new services to existing and new markets.”

“Providers with their sights on securing enterprise and wholesale customers need to aim high on delivering against customer expectations, and need to invest accordingly. It’s a highly competitive space,” commented Bill Wanke, president, Operations Solutions, Telcordia. “We see the establishment of consolidated, comprehensive systems and automated, efficient processes as integral to realizing the potential of the enterprise services opportunity.”

For more information on Telcordia, visit www.telcordia.com. To learn more about the Telcordia OSS for Enterprise & Wholesale, including a range of enterprise customer success stories, visit <http://www.telcordia.com/solutions/enterprise-services/index.html>

About Telcordia

Telcordia, a global leader in the development of mobile, broadband and enterprise communications software and services, enables Communications Service Providers (CSPs), enterprises, suppliers and governments to successfully deploy innovative and advanced services that help our clients realize operational efficiencies, drive revenue, and maintain a competitive edge. As the industry’s go-to expert for solving the most complex communications challenges, Telcordia is known for getting it right the first time and for having the depth of expertise to fully understand our customers’ situation, respond appropriately, and deliver as promised. Telcordia has globally trusted expertise in software and services to meet the needs of customers and partners, including, [consulting](#), [next-generation OSS](#), [network and application interconnection](#), [service delivery and charging solutions](#), [industry research](#) and [new technology development](#). Telcordia is headquartered in Piscataway, N.J., with offices throughout North America, Europe, Asia, Central and Latin America. (www.telcordia.com).

About First Communications LLC

First Communications (www.firstcomm.com) offers high-capacity long-haul and metro fiber network services, as well as local exchange voice and data services, across the Midwest and Mid-Atlantic United States and into Canada. Our network includes more than 600 on-net wire centers, 250,000 fiber miles and 5,400 fiber route miles. The fiber network includes approximately 500 metro route miles reaching more than 50 Tier 1, 2 and 3 markets. First Communications serves a diverse customer base, including [carrier/wholesale customers](#), [small and medium enterprises \(SMEs\)](#) and [large enterprises](#).

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