

## **Vinculum Communications, Inc. (Vincomm) partners with Packet Island**

SAN DIEGO, July 10, 2007-Vinculum Communications, Inc. (Vincomm) partners with Packet Island to provide leading-edge VoIP lifecycle management to SMB market

Santa Clara, CA - Packet Island Inc. today announced that Vinculum Communications, Inc (VinComm) the fast-growing voice over IP business phone service provider, will use Packet Island's comprehensive VoIP Lifecycle Management (VLM) service for its SMB customers.

VinComm partnered with industry leader Packet Island to provide efficient and effective VoIP readiness assessments, verification of VoIP deployments, deployment snapshots, and ongoing VoIP monitoring. This strategic relationship will help VinComm ensure that every SMB customer enjoys carrier-grade VoIP service as their network evolves over time. Vinculum's VoIP readiness assessments and deployment verifications will be performed using Packet Island's VoIP Pro Field Services Kits. Continuous VoIP monitoring and periodic SLA reporting will be performed using Packet Island's VoIPCare service.

Today when customers experience VoIP quality problems, their VoIP service provider has no easy means to accurately determine the source of the problem. Often such quality issues become finger-pointing exercises between the customer, their ISPs, and the VoIP service provider. Furthermore, since most VoIP problems are transient in nature, troubleshooting them requires expensive on-site equipment. With Packet Island's solution, Vinculum deploys inexpensive micro-appliances at each SMB customer site to continuously monitor the quality of every call. This pro-active monitoring helps Vinculum determine if there are quality issues, and if the issues are caused by customer LAN issues, WAN congestion, phone malfunction, or VoIP service issues. IT staff at every SMB site can also get access to the data collected by the micro-appliances enabling them to do capacity planning and trend analysis.

"As part of our 'all gain, no pain' customer support philosophy, Packet Island's solutions are a perfect fit for our increasing commitment to provide affordable, reliable VoIP broadband solutions to small and medium businesses," says Scott Goodwin, VinComm Chairman & CEO. "The foundation of our business is quality customer service, and network management tools are an integral part of our process."

"We are delighted that Vinculum has chosen our solution for delivering end-to-end VoIP lifecycle management to their SMB customer base. One of the big challenges facing the VoIP market is that most customer LANs and ISP WANs are not ready for VoIP, and troubleshooting VoIP post-install problems end up as complex, expensive, and time consuming exercises. Industry veterans agree that the key to high quality VoIP service delivery is to implement an end-to-end VoIP lifecycle management solution with appropriate tools, processes, and expertise.

We strongly believe that the true leaders in the multi-billion dollar SMB VoIP market will be companies like Vinculum who firmly believe that telecom service is all about delivering quality and customer satisfaction, and implement the operational processes to back up their conviction.” said Praveen Kumar, president of Packet Island, Inc.

#### About Vinculum

Vinculum Communications provides Voice-over IP (VoIP) telecommunications services to communications carriers as well as to small and medium-sized businesses. Vinculum’s “Vintalk™” switching technology, network footprint and reporting services gives the company a significant advantage over its competition. Vinculum’s unique global VoIP network has rapidly been deployed with coverage in more than 200 countries. For more information, visit <http://www.vincomm.net>

#### About Packet Island

Founded in 2004, Packet Island Inc. is a venture-backed company located in Santa Clara, California. Since its founding, Packet Island has pioneered the development of award-winning SaaS-based solutions for managing converged media networks for SMB and multi-site networks. More information can be found at <http://www.packetisland.com>