

## Stability and Independence

At MetaSwitch, we take the long-term view. We build strategic, lasting customer relationships, design future-proof product architectures, and believe that a sustainable, successful business is in the best interests of our people and our customers.

A privately held, leading provider of carrier systems and software solutions, MetaSwitch benefits from over a quarter century of steady growth and organizational stability. We are proud of our track record of consistent success and innovation over many years.

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*“We really liked the fact that MetaSwitch’s ownership structure gives a real stake in the success of the company to the people we know and work with.”*

– Jeff Kostner  
General Manager, Cochrane Telephone

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## Vision and Experience

An industry-leading company starts with two things: an innovative vision, and the management and engineering expertise to implement that vision. MetaSwitch has both.

Guided by a vision of simplifying the telephony architecture of the past, MetaSwitch has become a leader in software-based switching. We continue to build on this tradition of innovation with MetaSphere™, our next-generation application suite. MetaSwitch was not the first vendor to attempt to converge carrier switching and new service delivery architectures. But we are the first to succeed.

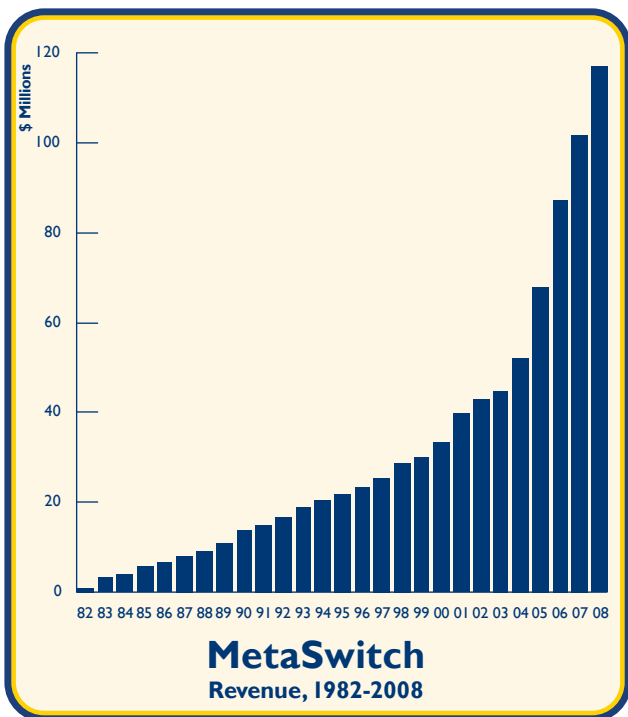
Fortunately, we benefit from 27 years of experience and an exceptional pool of management and engineering talent – respected throughout the industry for its leadership in delivering high quality new technology.

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*“MetaSwitch is garnering increasing industry recognition for its success in delivering a robust switching platform architected around IMS standards.”*

– Stéphane Téral  
Directing Analyst, Infonetics Research

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A world-class team like MetaSwitch does not happen by accident. It is the result of a conscious policy of recruiting, developing and retaining the very best in the industry. The success of this strategy is reflected in our extremely low annual staff turnover rate.



## Customer Commitment

Put together the elements of company longevity and low staff turnover, and you begin to see how commitment to the customer is central to the MetaSwitch organization.

Like any company that is serious about support, we provide installation planning, 24x7 helpline and training. Our approach to customer relationships, however, goes deeper – and stems from four fundamental beliefs.

- Delivering on our commitments.
- Open, honest communications.
- Responsiveness to customer issues, backed up by an unparalleled ability to resolve problems quickly.
- Providing direct access to engineers who understand the product inside-out (most of our support staff have also worked on core development).

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*“At last, we have found a vendor we can trust to deliver what we need, when they promise – and back it up with some of the most talented support engineers in the industry.”*

– Doug Bowyer  
President and CEO, Istel

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## Interoperability and Partnerships

MetaSwitch recognizes that it is not enough to deliver great technology. We must also ensure that our products operate in harmony with other equipment in the network so that the end-to-end solution works.

Ongoing commitment to interoperability is especially important for areas such as IP Multimedia Subsystem (IMS), where standards are still evolving.

We address this issue in two ways.

First, we are active in many industry groups, such as the MultiService Forum, SIP Forum, and IMS Forum, which are committed to promoting standards and interoperability based on real-world end-to-end scenarios.

Second, we build on strong partner relationships with our extensive US-based testing facilities. The charter of our dedicated interoperability test group is to ensure that our customers can deploy “best of breed” solutions in their networks – without themselves having to worry about making the vendors’ equipment work together.



## Strategic Technology, Strategic Partner

Your new softswitch and applications platform will be the engine of your network for years to come, so selecting a vendor you can trust to be a strategic long-term partner is as important as choosing the right technology. MetaSwitch has the stability, experience and technical leadership to offer both.

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*“MetaSwitch has built a solid reputation and loyal customer base.”*

– Danny Klein  
Senior Analyst, Yankee Group

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