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VIVID IP

Press Release

Vivid IP partners with Packet Island to provide 24x7 VOIP Call Quality Monitoring for their hosted VoIP Customers

San Diego, CA - Vivid IP announced today their intent to use Packet Island's VoipPro and VoipCare solutions for network assessment, deployment verification and to provide 24x7 monitoring service with SLA reporting to all of their hosted VoIP customers.

The partnership between Packet Island and VIVID IP offers cost effective pre-deployment testing and post development monitoring of the VOIP system. VIVID IP now has the ability simulate the customers' internet and phone needs to ensure that size and quality of the internet connection are sufficient before going live. The post development continuous monitoring allows for quick troubleshooting to identify and work with an IT department to rectify any problems, should they arise.

Packet Island's solution has two components; the VoipPro Field Service Kit and the VoipCare Monitoring Service. This combination of capabilities creates a powerful tool for LAN and WAN assessment, VoIP deployment verification and VoIP troubleshooting. Using these two micro-appliances and a hosted internet call target, Vivid IP can perform a variety of LAN, WAN and multi-site network assessments, while troubleshooting complex VoIP problems with ease. With Packet Island's solution, Vivid IP deploys inexpensive micro-appliances at each SMB customer site to continuously monitor every call. The quality of every VoIP call can be continuously monitored with active route and traffic analysis done to determine if there are external problems that may be impacting service quality. At the end of each month the customer will be provided with an SLA report. This pro-active monitoring helps Vivid IP determine if there are quality issues, and what is causing these issues. Since this is done 24x7, data is now available for troubleshooting transient issues.

VIVID IP is excited to be working with Packet Island as they are an industry leader in VOIP deployment and monitoring and greatly increase the quality of service without great expense. Mr. Michael Zadeik notes that "voice over data lines is the future and the future is here now." The partnership with Packet Island tackles the issue of voice quality over VOIP and provides a way to analyze and fix any problems that may arise.

"We are delighted that Vivid IP 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 Vivid IP 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.

For Immediate Release

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About VIVID IP

Based out of San Diego, CA, VIVID IP is Southern California's leading source for business-class IP-phone solutions for small and mid-sized companies. VIVID IP's experts can help you design, implement and maintain reliable and cost-effective communications network by offering complete and proven solutions for single- or multi-site businesses including remote-user environments. They offer equipment, cabling, installation, and support. For more information, visit <http://www.vividip.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>