

BULLETIN

Voice, Data & WiFi Services

(10/2012)

Tenant Voice & Data

In an effort to anticipate the changing technology needs of our Tenants, Simon Property Group, through our relationship with Single Digits, has recently concluded the construction of a new, building-wide, fiber network which will be used to support all voice & data services at this center. As an innovative alternative to the phone company, Single Digits (through its Cloud Comm subsidiary) is now offering affordable, reliable and unique solutions to all Tenants at the center. By leveraging the high-speed building network, 1 Cloud eliminates the hassles and delays traditionally associated with new store openings and moves/adds/changes at existing locations.

This center is now considered a “closed campus” and all Tenants must contact Single Digits for the coordination of any voice and data services being ordered for stores within the mall. Traditional carriers (AT&T, Verizon, Comcast, etc) will need to work in conjunction with Single Digits in order to arrange for access to the building network.

Tenant WiFi

In addition, Single Digits is providing new and enhanced WiFi throughout this center. This service is offered to meet the increasing expectations of shoppers interested in “staying connected” while visiting the mall. Simon continues to integrate a variety of social and mobile initiatives into the on-mall shopping experience and while this service is included as a free amenity to our patrons, Simon WiFi is not intended to be a free service to Tenants.

We understand the preference that you may have to access the Internet via a wireless solution. We further understand the limitations that cellular air cards present in the form of reliable bandwidth and cost. For this reason, Single Digits data plans include a WiFi option, specifically designed for Tenant use. The service provides you with a dedicated WiFi connection without the fluctuation often experienced with other wireless options, a fixed monthly cost for **UNLIMITED** usage, convenient billing options and no long-term contracts. Tenants currently using the free Simon WiFi network will be directed to a web portal to choose from a variety of payment & service option or you may contact Single Digits at the number shown below.

Whether it's wired data solutions, voice or WiFi business services, we expect that our relationship with Single Digits will provide reliable and cost effective solutions to let you focus on running your core business.

To place your orders please call:

Single Digits at **1.855.CLOUD.00** (1.855.256.8300) and select **Option 1**.

New Voice & Data Plans For Stores

For an affordable and reliable provider for your voice and data needs, look no further than Single Digits, Inc.

Approved and authorized by Simon Malls, Single Digits is proud to offer low-priced voice and data plans to stores and kiosks within the mall. Not only are our products world-class, we also provide remarkable ongoing service to our customers.

It's time for you to switch to a high-performance product with uncompromising service available to you 24x7x365!



For Immediate Assistance

Please Contact Single Digits, Inc.

1.855.256.8300

Terms & Conditions

SLA Metric	Target
Time to install	1-10 Days
Site Availability	>9.95%
Site-to-Site Latency	<85ms
Site-to-Site Packet Delivery	>99.9%
Site-to-Site Jitter	<1ms
Time to Restore	<4 Hours



SINGLE DIGITS

For more information or to request a quote, visit

SINGLE DIGITS



Cloud

Voice & Data
Business Solution

Guaranteed performance at an affordable price!

Single Digits, Inc.
www.singledigits.com/1cloud
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1Cloud Offerings

Benefits

- World-class customer care – US based
- Fast response – onsite quicker than phone companies
- Quick install
- Proactive monitoring of the line and quick response to issues without having to call in to start troubleshooting
- No phone equipment required - other than handset
- Low upfront costs – monthly cost covers support, maintenance & upgrades
- Quick and easy scalability – pay for the services you use
- Ability to unify company across many states into one account

Voice Services

Full Feature Voice Line

- Local & Long Distance
- Voicemail to Email on multiple devices
- Call Waiting
- Find Me/ Call Forwarding
- Caller ID
- Compatible with Analog & VOIP handsets
- Number Porting - keep your number

Standard Voice Line

- Local & Long Distance
- Compatible with Analog and VOIP

Optional Services

- Fax to Email
- Auto Forward to attendant
- Auto Call distribution

Data Services

Tenant Wi-Fi Services 2 Mbps
SLA not included

2 Mbps
SLA included

5 Mbps
SLA included

10 Mbps
SLA included

20 Mbps
SLA included

50 Mbps
SLA included

100 Mbps
SLA included

Event Services

- Dedicated Ethernet
- Dedicated Wireless
- Project Management
- Event Services

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