

Broadview Networks Extends OfficeSuite Service Nationwide

Leading provider's hosted IP phone service capable of delivering guaranteed voice quality coast to coast

RYE BROOK, N.Y.—September 17, 2009—Broadview Networks, a network-based business communications provider, announced today that it is taking its hosted IP phone service, OfficeSuite™, nationwide. The company, historically focused on customers in the Northeast, New England and Mid-Atlantic states, indicated that their platform offers companies the “Total Solution” for voice services and data networking needs, with options for guaranteed performance and voice quality.

“It’s all about engineering quality,” said Brian Crotty, Broadview Networks’ chief operating officer. “The model for communications providers changed with the growth of the Internet and advances in IP technology. While there are many small, inexperienced operators in the market, their services are generally ‘best-effort’ and they typically don’t offer service level agreements (SLAs) such as ours. By using MPLS, we’re able to guarantee OfficeSuite’s voice quality and data networking performance to customers across the country.”

OfficeSuite is a hosted IP phone solution that provides small- and medium-sized businesses with an enterprise-grade phone system and service, typically without any capital investment or increased support staff. The solution includes phones located at a customer’s premises and all the network services that support the voice services. OfficeSuite also offers various options for Internet access and private data networking. To make this possible, Broadview hosts the phone system within its own IP network, with only the actual phones located in the customer’s offices. Traffic is sent “into the cloud” where it is routed between office locations or on to its final destination.

OfficeSuite includes over 40 popular and unique features like: “hot desking” that allows users to make and receive calls using any OfficeSuite phone in any office; “mobile twinning” that simultaneously rings an employee’s desk phone and their cell phone; voicemail that can be forwarded in e-mail and played anywhere; and auto attendants that prompt callers to select the right destination for their own call. Customers also get a robust calling plan for local, regional and long distance calls, as well as access to an online portal where administrators and end-users can easily manage the system and preferences, enable features and make real-time changes. Broadview includes system upgrades, simple administrative tools for routine maintenance that can eliminate the need for expensive maintenance contracts, and initial training for all OfficeSuite customers.

“The power of OfficeSuite is even more compelling to customers with multiple locations,” Crotty said. “Companies with several locations generally have multiple networks using different technologies to support voice and data communications. With OfficeSuite, companies can quickly and easily migrate to a single network for all of their communications. This reduces costs, reduces complexity and allows companies make the most of the resources they have.”

Broadview securely connects locations in a fully meshed voice and data network using multi-protocol label switching (MPLS). MPLS is a standards-based technology that runs over a carrier’s private IP network. It allows companies to prioritize traffic based on the nature of the data—the more time-sensitive, such as voice, the higher the priority. This practice, called “tagging,” segments multiple classes of service for all voice and data communications traffic between locations and across the network to make the most efficient use of the bandwidth available.

The company also offers other OfficeSuite options, including the ability to provide OfficeSuite over existing Internet connections and the ability to support remote workers, such as telecommuters, with the same OfficeSuite capabilities they have in their offices.

Broadview will be focusing its immediate efforts on recruiting and training additional partners to acquire new customers across the country. Currently the company has agreements with hundreds of companies that sell services on their behalf and a dedicated technical and support staff to ensure quality services.

“This is a major step for us,” said Crotty. “Extending OfficeSuite has been our long-term strategic vision and a goal for the company. The economics of IP networking allow us to serve businesses of all sizes and scale as they evolve. We’re actively working with companies across the country and looking for others to help us rapidly spread the word about OfficeSuite.”

For more information on Broadview Networks’ OfficeSuite hosted IP phone service, visit www.broadviewnet.com/officesuite.

About Broadview Networks www.broadviewnet.com

Broadview Networks is a network-based business communications provider serving customers nationwide. Broadview provides the total solution for business communications including local and long distance voice communications; premises-based and patented hosted VoIP systems; data services encompassing VPN- and MPLS-enabled applications; traditional telephone hardware; high-speed Internet services; a full suite of managed services; and a range of professional services. Broadview customers benefit from award-winning customer service including a web-based account management tool and a primary point-of-contact for real-time, personal customer care.

Broadview Networks is a control investment of MCG Capital Corporation (NASDAQ: MCGC). Broadview Networks’ largest investors are MCG Capital, Baker Capital, and New Enterprise Associates.