

CustomCall Data Systems Announces Contract with 360networks

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Press release from: [CustomCall Data Systems, Inc.](#)

Leading provider of wholesale VoIP and fiber-optic network communications services for the western U.S. will deploy CustomCall's billing and OSS suite

March 15, 2010, Madison, WI — CustomCall Data Systems announced today that 360networks has signed a contract to utilize CustomCall's billing, OSS, and customer acquisition solutions. 360networks will use CustomCall's hosted Webtop BPM and Workflow BPM solutions to manage their billing, DID inventory, order management, number porting, subscriber registrations, and trouble tickets.

"360networks continues to invest in its systems and services to better serve our customers," said Brady Adams, CTO of 360networks. "We turned to CustomCall for their proven ability to help us further automate order entry, billing, and other back office procedures in a service oriented design that allows us tremendous flexibility while improving value for our customers."

"We are pleased to have a company of the stature of 360networks become the latest client to embrace our solution set," said Frank Peregrine, CEO of CustomCall Data Systems. "360networks has a deep network presence in the western United States and over 12 years of experience in the telecommunications industry. Our hosted solution will provide them with a single database of record and a unified means for bringing together disparate locations, business processes, and third party systems."

360networks has an integrated network architecture that spans over 17,200 miles, offering a long haul and metro presence in 75 markets. Their wholly owned network was built to support fast, reliable, and efficient transport of voice, data, and next generation web-based services and applications. 360networks' technology and network design is meshed to provide the highest level of redundancy possible for their customers.

CustomCall's integrated solution for 360networks will leverage proven technology of Webtop BPM to integrate CustomCall's hosted bill processing platform with workflow-guided business process modules to automate customer acquisition, service activation, number porting, collections, trouble ticket administration, inventory, directory listings, and ancillary database administration, including CNAM, LIDB, and E911. The automation platform allows for customized workflow processes for order management, MACDs, commissions, and reseller management. Webtop BPM also enables a customizable end user web portal and other automation tools and services.

About CustomCall Data Systems

CustomCall Data Systems, Inc., founded in 1993, provides billing, OSS, and customer acquisition solutions for communications service providers. With its recent merger with Concretio, CustomCall clients can depend upon the industry's only integrated billing and OSS solution. CustomCall serves all segments of the communications marketplace including cable, Internet, wireless, CLECs, local and long distance companies, VoIP, and IPTV service providers. For secure, scalable billing and OSS solutions, proven reliability, and industry leading support, call (608)274-3009 or visit www.customcall.com. Your best call is CustomCall.

About 360networks

360networks is a full service wholesaler of VoIP, Transport, IP, and Local Access services on its wholly owned fiber optic backbone. Its facilities-based network provides deep coverage, spanning over 17,000 miles to over 75 tier 1 to 4 western U.S. markets (Arizona, California, Colorado, Idaho, Illinois, Iowa, Minnesota, Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, Texas, Utah, Washington, and Wyoming). Financially stable and a CLEC in 36 states, 360networks enables the nation's voice, data, and web-based application and service providers to quickly pursue next generation strategies, migrate from legacy networks, grow into new markets and services, and increase network diversity. www.360networks.com

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