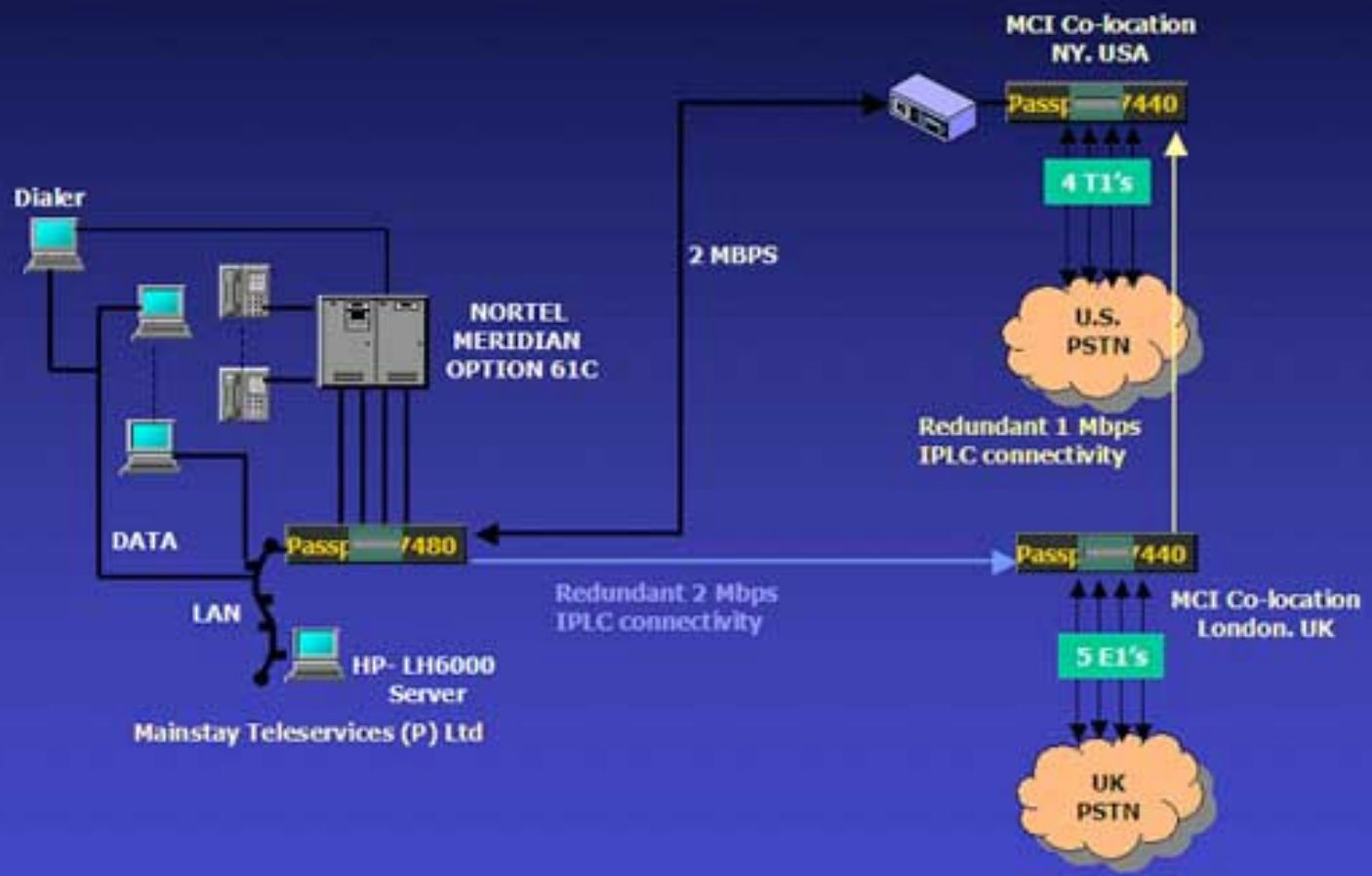


TildaMainstay Network Diagram



Specification Sheet	
Seats	220 Seats
Additional Ramp-up Capacity	120 Seats
Area	25,000 Sq. Ft.
Voice Connectivity (US)	2 MBPS
Channels / Lines	192
Voice Provider	MCI – USA / VSNL – India
Termination	New York
Route	Atlantic
Redundant Voice Connectivity (1 MBPS (US) and 1 MBPS (UK))	2 MBPS
Redundant Channels / Lines	160
Redundant Voice Provider	MCI – UK / Reliance - India
Redundant Termination	London
Other Redundancy Routes	Atlantic
Local Loop	Duplicate Local Loop – OFC
Redundant Call Center	Group Owned Call Center outside Bangalore
ACD	Nortel Symposium Call Center Server
MUX / DMUX	Nortel Meridian Option 61 C with Nortel Passport 7480
Dialer	Intel Dialogic Card based, Plato in-house Developed
CRM Software	In House Developed
ECRM Software	In House Developed
Knowledge Base	In House Developed
Operating System	Windows 2000
Domain Controller	Xeon HP LH6000
Data Switching	Matrix E5 Series
Network (LAN)	Lucent Certified
Software Capability	In-house
Level 1 - Power Main Backup	
Level 1 - UPS Redundant Backup	40 KVA 4 Hours Battery Backup
Level 2 – Generator	250 KVA, One Minute Switching Capability
Level 3 – Generator	Mobile Generator within 4 Hours