



## Developer Will Serve Statement

**Saddleback Communications** is the local telephone service provider within the Salt River Pima-Maricopa Indian Community. Saddleback will provide businesses the best quality, the highest reliability and the most current communications technology available in the Metropolitan Phoenix area.

### **High Performance Data**

Saddleback provides the reliable, high-performance data transport and Internet access services critical to business. Whether your business requires a 2 Mbps Internet DSL service or a 1000 Mbps dedicated Ethernet connection, Saddleback will provide the connectivity you need. No need to worry about whether or not your building will support Ethernet services because Saddleback serves every office building in our service area with Ethernet-capable fiber optics.

### **Unsurpassed Reliability and Survivability**

Saddleback's core network infrastructure consists of multiple fiber-optic rings and two fully redundant, geographically diverse Central Offices. Each Central Office houses a Class 5 Softswitch able to support 100% of the traffic should a disaster cause one switch to fail. The Saddleback Central Offices are connected to the Public Switched Network and the world via seven separate fiber-optic routes.

### **Softswitch Technology for Business Applications**

Saddleback's voice and switched services are 100% powered by the latest Class 5 Softswitch technology. Softswitch technology provides for the most reliable, flexible business services and the fastest provisioning times. Installation lead times for Saddleback services are typically half that of other local telephone companies. Small businesses and global enterprises alike will benefit from Softswitch-enabled applications, such as auto attendant, simultaneous ring, unified messaging and web-based configuration and control.

### **World-class Services, Local Customer Support**

Saddleback's Customer Service team is local, located in Scottsdale, Arizona, on the SRPMIC. We provide 24/7 business service and support by local customer service representatives and technicians with the fastest response times you'll see from any local telephone company. Saddleback even provides same-day response for DSL Internet service and dispatches on DSL service issues on

weekends, without premium service charges, setting us apart from the normal "best effort" service that is standard for most providers.

Further information for developers is available at <http://www.saddlebackcomm.com/developers>.

If you need further clarification please contact John Aker, Manager - Outside Plant Engineering, at 480 362-7037 or [jaker@saddlebackcomm.com](mailto:jaker@saddlebackcomm.com).