

About SNiP

SNiP is a regional Internet Service Provider (ISP) and Competitive Local Exchange Carrier (CLEC) that has been providing high quality data, telecommunication, and application services to residential, business, and educational customers since 1995. As a combination ISP-CLEC, we are uniquely capable of converging data and voice services to provide a single integrated source for all of your communication needs.

SNiP's region of operation extends throughout the states of New Jersey and Delaware and to the Metropolitan Philadelphia area. Our region of operation is continuously expanding and will soon include Maryland and the Washington DC area.

Mission

At SNiP we are keenly aware of the customer support nature of the Internet and telecommunications business. It is clear that the reason SNiP has risen above the pack of more than 100 start-up ISPs in our region is largely due to our commitment to customer support. Our mission statement reflects this commitment:

"SNiP is a data, telecommunications, and applications service provider committed to providing 'knock-your-socks-off' customer support to residential, business, and educational customers that we believe should not have to understand technology in order to make use of it."

SNiP's focus on customer support has resulted in tremendous growth and extremely low customer churn during our tenure. We have been recognized by the *Philadelphia Business Journal* as both "The Second Largest Regional ISP in the Delaware Valley" and "The Second Fastest Growing Privately Held Company in Southern New Jersey."

Products

The goal of all SNiP products is to deliver simple, Turnkey communication solutions that allow you to concentrate on what your business does best while we do what we do best: connect you to the world through our redundant, digital fiber-optics network for voice, data, and Internet communications.

Our Turnkey products include a broad range of Internet products: residential and business dial-up Internet service, dedicated business Internet access, and hosted applications, which include web sites, e-mail, and e-commerce. Additionally, as a CLEC, SNiP offers a complete line of voice and telephony products such as local, local toll, and long distance services, along

with unique convergent services such as unified messaging and Voice-Over-IP.

Our collocation facility gives you the opportunity to locate your Internet or telephony applications at our facility, eliminating costly line charges and allowing you to take advantage of our telco quality data center.



Facilities

SNiP's Pennsauken New Jersey headquarters encompass over 25,000 square feet and houses our business offices and central data center.

The business functions at this facility include Administrative, Network, Data, and Customer Care operations. A state-of-the-art call center supports Customer Care functions which include sales, service, and technical support.

Our telco quality data center houses all ISP and CLEC equipment, as well as our customer collocation facilities. This data center includes full environmental control, FM-200 fire suppression, anti-static conductive flooring, and DC battery power with diesel generator backup. Additional sales offices and Points of Presence (POPs) are located throughout SNiP's region of operation.



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