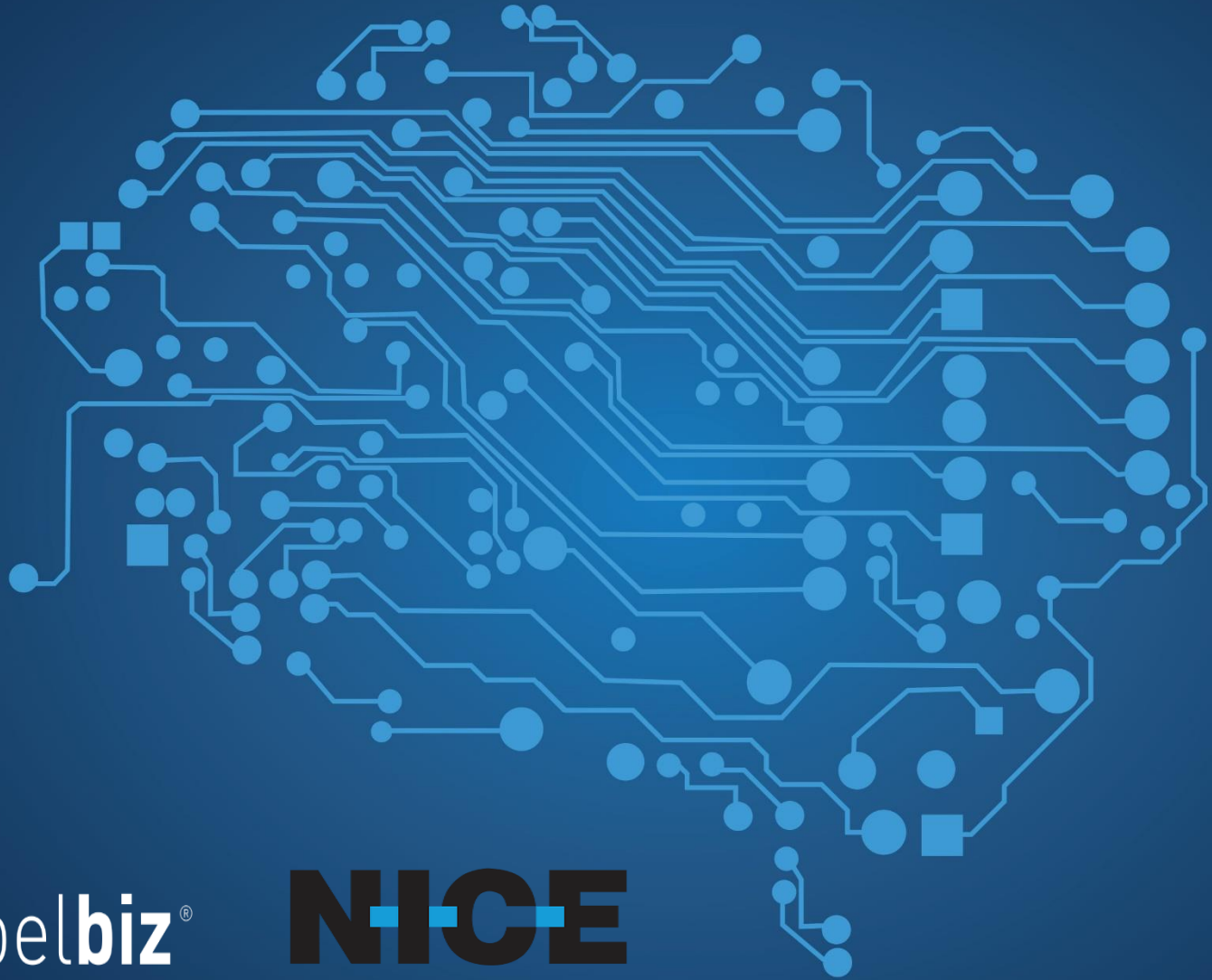


# LocalTouch

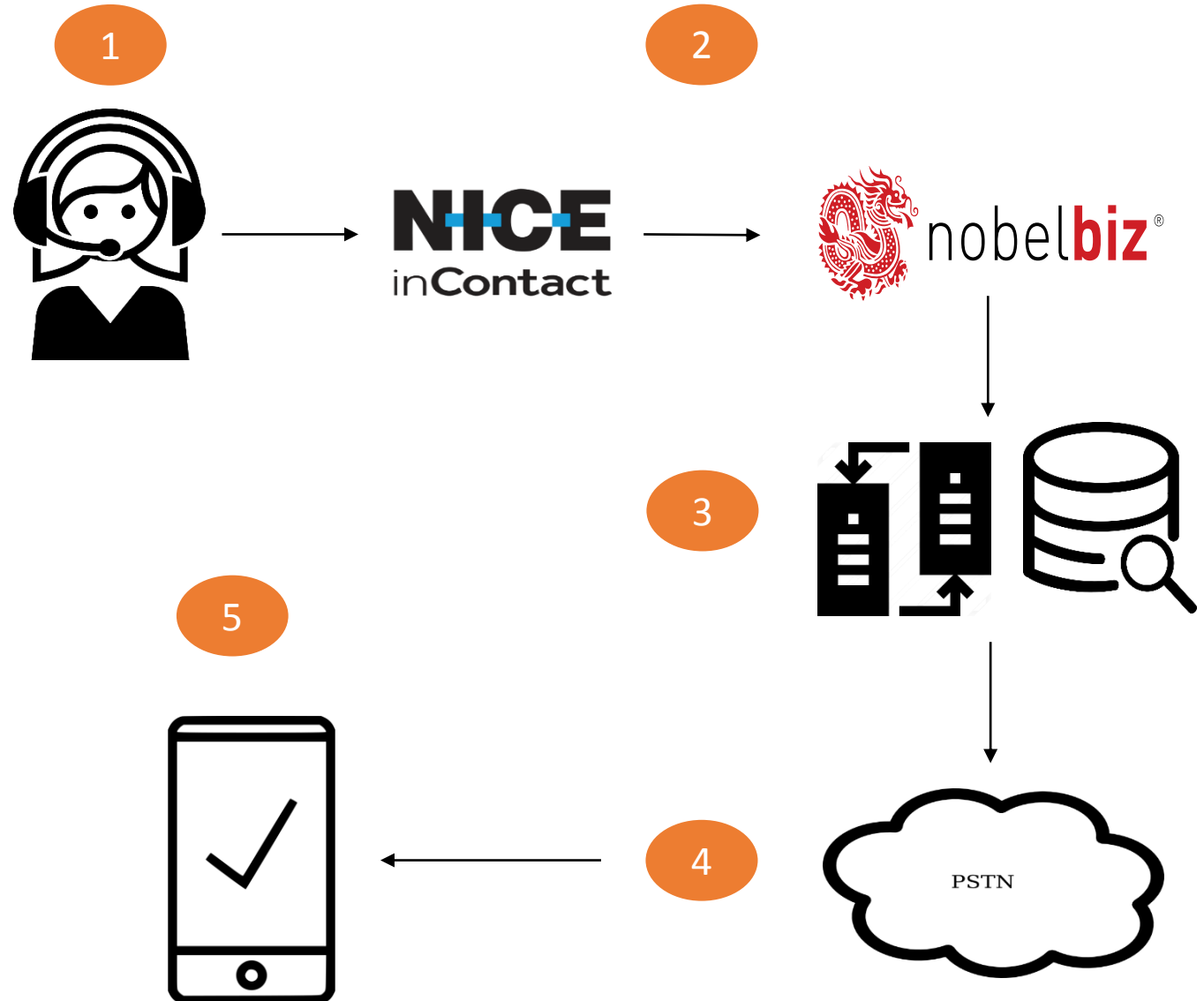


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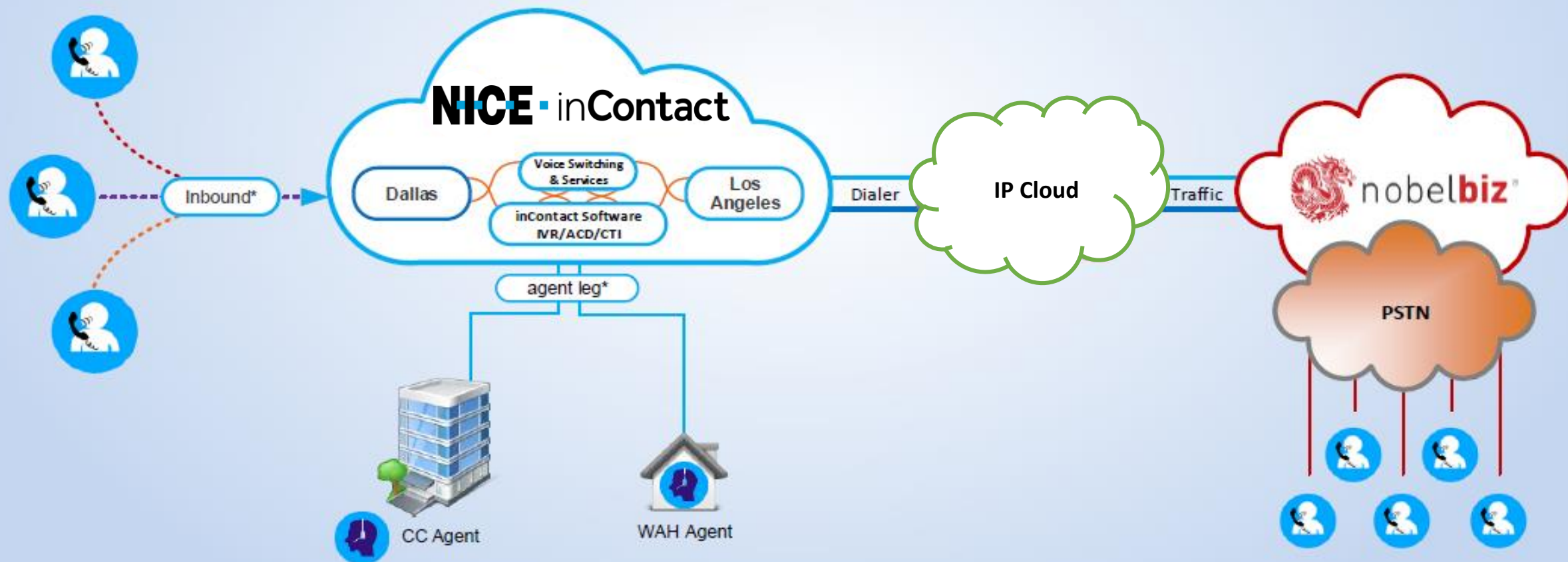
**NICE**  
inContact

# LocalTouch call flow

1. Customer originates a call using their pre-determined trigger ANI
2. NICE inContact sends calls to the NobelBiz network
3. The trigger ANI is recognized by the NobelBiz network and the algorithm and rotation is applied
4. NobelBiz delivers call via the PSTN
5. LocalTouch number presented to subscriber receiving the call

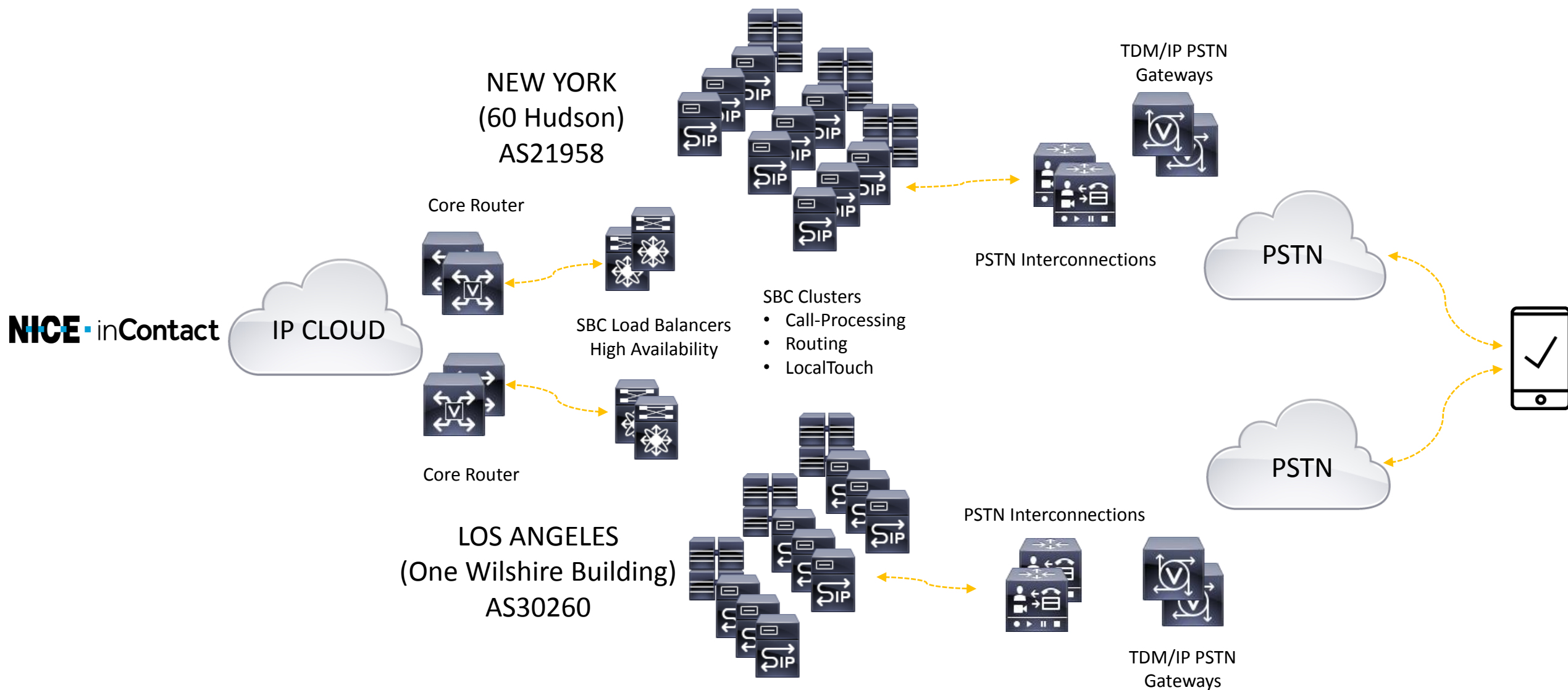


# High Level Network Call Flow

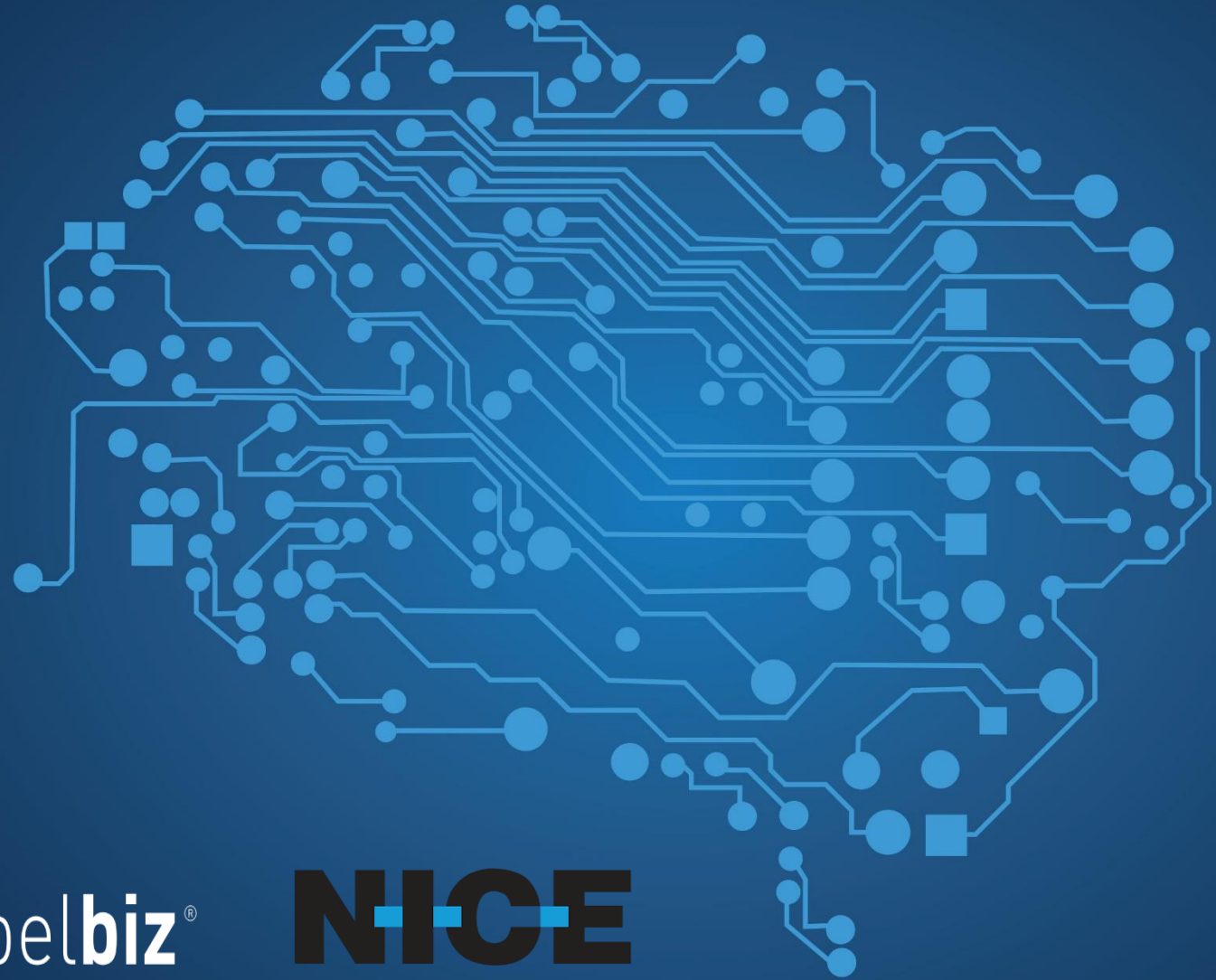


- Each data center is one of the most secure and core COLO's in the United States with redundant:
  - **Power**
    - Facility has back up power and generators
  - **Equipment**
    - In clusters and load balanced set up in high availability
  - **Data circuits**
    - From several Tier 1 providers to reduce hop counts and provide diversity
  - **Downstream providers**
    - 30+ outbound carriers proactively managed

# Detailed NobelBiz Network



# LocalTouch



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