

TURNKEY MVNO SOLUTIONS



ONE
VISION

ONE
SYSTEM

ONE
TEAM

CONNECTING YOU TO THE WORLD ON YOUR TERMS

One Solution



The Ignition Wireless MVNO platform enables the launch, support and management of MVNOs. Quickly launch and support your MVNO business with a turnkey back office solution where you can plug in virtually any service from any provider and sell, provision, fulfill, and provide world class customer care on one ubiquitous platform. Supported services include prepaid and postpaid cellular, VoIP, wireline, Internet, long distance and more. Ignition Wireless has streamlined the process of becoming a successful MVNO. In development since 1998, Ignition Wireless has used client input from over 100 MVNOs to refine our core MVNO software and create a robust and cost effective MVNO solution that rivals any in its class.

As a global leader in communications billing we strive and continue to define the standards of our industry.

Software Benefits

- Ignition Wireless develops all software in-house
- MVNO Software has launched and supported over 100 MVNOs
- Launch your MVNO in days, not weeks or months
- MVNO solution includes a full suite of .NET web services
- Scalable infrastructure to manage a large customer base
- Quickly integrate with multiple service providers (cellular, Internet, VoIP, cable, ILD)
- Integrate with multiple service providers for the same product or service for redundancy and low cost flexibility
- Full integration and complete automation with all major carriers: Verizon, AT&T, Sprint, T-Mobile
- 100% automation with all carrier functionality needed to activate and support wireless customers
- Add multiple ILD gateways for least cost routing
- Bundle multiple service offerings to create triple or quad plays
- Easily integrate with a tax solution provider such as BillSoft or Vertex
- Complete billing solution for prepaid, postpaid or hybrid models
- Supports paper billing and E-billing with "View Bill" links in customer portal
- Genealogy allows you to report and pay real-time commissions at any level for any product
- Complete payment gateways for credit card and ACH processing
- Comprehensive, automated reporting on all system functionality
- Quickly customize, configure and publish rate plans, phones and accessories
- Customer Service / CRM module enables clients to provide their own customer care
- Supports PIN based customer acquisitions, replenishments and third party top ups
- Customer Service Call Analyzer allows you to track and report on all support calls
- Dealer, CSR and Customer Management portals for end-to-end support
- Management portal for third party fulfillment vendors to complete pending orders



Launch your MVNO with a flexible, robust, turnkey solution that can quickly adapt to carrier changes and changes in the industry. Imagine launching your MVNO in just a few days with access to multiple carriers, products and services including a retail website with eCommerce capabilities. Five layers of genealogy provide you with a dynamic commissioning engine where you can quickly configure the software to match your acquisition model whether online sales, thousands of store locations or both. Each layer in genealogy can be tracked, reported and commissioned individually. The Ignition Wireless software can also track and manage fulfillment of handsets, accessories or any other products.

MVNO Software Features

- Prepaid, postpaid, hybrid billing and rating
- Help desk with knowledge database
- Supports E-billing and paper billing
- Comprehensive reporting
- Wholesale auditing and reporting
- PCI compliant
- Security dashboard
- Customer lookup
- Dealer search
- 15 pre-configured system reports
- Trouble ticketing system
- Carrier connection monitoring
- Automated system alerts
- Automated SMS generator
- Carrier QA
- MIS reporting
- Custom dashboards
- Integrated tax engine
- Integrated credit check
- Integrated ILD solution

MVNO Software Features

- B2B PMT processing
- B2C PMT processing
- NACHA file processing
- .NET Internet web service
- Upload and manage ESNs, SIMs, IMEIs
- Manage device blacklist
- Link and bundle services and features
- Tiered commissioning and reporting
- Turnkey, privately labeled POS Website
- Privately labeled and fully automated IVR solution
- Proprietary AFIDS (Anti-Fraud and Intrusion Detection System)
- Complete inventory management solution (vendor to store)
- Bulk upload, bulk activate
- Easily manage hot phones with "Suspend-In-Transit" functionality
- Copy / Paste functionality for creating new rate plans and features
- Promo code support to override default rate plan settings
- Publish and manage announcements to MVNOs and dealers
- Self care portal for subscribers
- Customer notes
- Report scheduler
- Rate plan optimizer
- Procurement queues
- Easily load and manage devices
- Easily generate and manage PINs
- Plus much more...

Launch Quickly



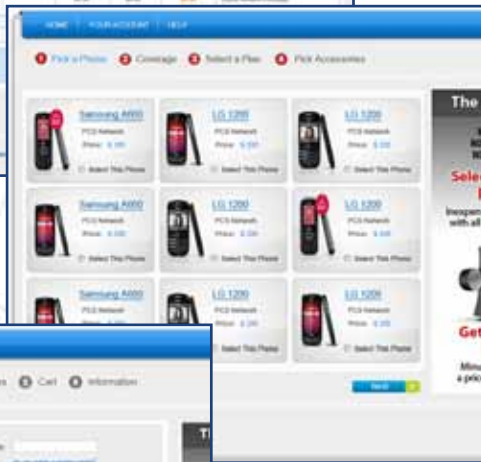
Ignition Wireless has developed an automated, state-of-the-art solution for launching your MVNO quickly and efficiently within days...not weeks or months. Enter basic required information, check/uncheck desired functionality and the software automatically configures the back office. Load dealers, phones, rate plans and features and start activating. Setting up and supporting dealers has never been so easy. Load their contact information and they're ready to activate! The Ignition Wireless platform manages everything from commissions to inventory.

MVNO Management Functionality

- Easily enter required info into organized text fields
- Upload MVNO graphics to privately brand pages
- Upload optional custom Terms & Conditions
- Enter FTP location
- Select default language
- Select default currency
- Configure third party top up options
- Configure dealer settings
- Enter alert and support emails
- Enable hot phones
- Enable IVR
- Configure inventory settings
- Configure tax settings
- Configure ILD settings
- Configure prepaid and postpaid settings
- Configure credit card and ACH payment options
- Configure suppliers
- Configure user access
- Copy one dealer to easily create a new dealer
- Easily publish or unpublish MVNO functionality
- Easily modify MVNO navigation
- Easily toggle MVNO reports on / off



Ignition Wireless software provides MVNO clients with a turnkey POS Website that can be privately labeled. The automated, state of the art, web based, POS system allows you to activate, provision and manage all available services. This feature packed POS can be completely re-skinned to fit any look and feel or you can even use your existing POS by connecting to Ignition Wireless's complete suite .NET web services.



Private Label POS Features

- Complete privately labeled POS portal live and ready to activate within days!
- Use any unique domain name
- Can be displayed in almost any language and currency
- Integrated online credit check for postpaid programs with automated score based actions
- Automated provisioning of international long distance services
- Customer autopay feature reduces churn
- Private label payment processing
- Funds can be deposited directly to you or your dealers
- Private label self care module so customers can manage their own accounts online
- Private label IVR
- Private label tier 2 dealer support
- Private label dealer training manuals
- Private label FAQ's to answer common questions
- Private label one page or five page activations
- Private label affiliate sites implemented in as little as 24 hours
- Private label tower ads on each page (optional)
- Select from all available carriers
- Browse rate plans, features and accessories
- Private label shopping cart
- Private label receipt (print and email versions)

Dealer Activations



Dealer activations have never been easier. Each dealer is given a unique user name and password to access the system. The Dealer dashboard includes “Activate”, “Replenish” and “Lookup” quick links to get dealers where they need to go quickly. We know time is critical and we have streamlined every process to minimize time and effort. **Input from over 100 MVNOs has helped us create a feature rich, agile solution that will impress any dealer.** Additional dashboard features include at-a-glance real-time carrier status gauges, new announcements, an assortment of key reports and help desk with integrated knowledge database.

Activate New Subs

- “Activate” quick link on dealer dashboard
- Select carrier
- Enter desired coverage area
- Select rate plan
- Select device (buy new or customer owned)
- Add / remove plan features
- Enter customer info (optional)
- View shopping cart
- Submit order / view real-time status
- Print / email receipt

Replenish Existing Subs

- Lookup customer
- Replenish current plan or select new
- Add / remove plan features
- Select payment option
- View shopping cart
- Submit order / view real-time status
- Print / email receipt

Manage Existing Subs

- Add new lines
- Upgrade / swap devices
- View current plan details
- View usage details
- View bill
- View customer notes
- View / update customer information
- View / update user name / password
- View / update security questions
- Apply manual debits / credits
- Manage autopay settings

ID	Action	Date	Amount	Type	Status
208205	Credit	May 1, 2012	\$108.95	Credit	SETTLED

ID	Mobile Number	Type	Amount	Date	Description
304124	(918) 298-8623	0	\$68.00	May 31, 2012	Charge Access

Procurement queues provide users with a real-time look into carrier activity. **At a quick glance you can see how many orders and operations are being processed.** Visible queues include pending operations such as restores, suspends, ports pending, pending mobile number requests, orders pending fulfillment, returns and change requests. The queues are a powerful tool for managing carrier activity. Support teams can view, troubleshoot and update pending operations real-time. Valuable information is available to streamline communications with carrier resolution teams.

Fulfillment Orders	
Description	Quantity
Pending Operations	5
Ports Pending	5
Ports Pending Fulfillment	5
Pending Mobile Number Request	5
Mobile Number Request	5
Mobile Number Pending	5
Full Customer Fulfillment	5

Supplier: PCS Network

PCS Network Queues

Select MFIID: All Queues

Select Supplier: PCS Network

Select From: Select One

Select To: Select One

Search

Order Information

Activation ID: 10000

of Lines: 0 (0)

Mobile Number: [input type="text"]

Bring System MFIID: [input type="text"]

MSI: [input type="text"]

Device ID (IMEI - MEID): [input type="text"]

IMEI: [input type="text"]

Carrier Code: All Subscribers

Bring up: [input type="text"]

Activation Details

Creation Date: 10/20/2010

Supplier: PCS Network

PCS Network Queues

Select MFIID: All Queues

Select Supplier: PCS Network

Select From: Select One

Select To: Select One

Search

Pending Operations

Job ID	Device ID	Feature Code	Request Date	Order Status
100000	1000000000	10000	10/20/2010 9:10:10 AM	OK
100000	1000000000	10000	10/20/2010 9:10:10 AM	OK
100000	1000000000	10000	10/20/2010 9:10:10 AM	OK

Supplier: PCS Network

PCS Network Queues

Select MFIID: All Queues

Select Supplier: PCS Network

Select From: Select One

Select To: Select One

Search

Pending Orders / Declines

Description	Quantity
Order Line & Pending Order	5
Order Pending Payment	5
ERT Fulfillment Declines	5
ERT Complete Customer Declines	5
Registration Declines	5

Fulfillment Orders

Description	Quantity
Pending Operations	5
Ports Pending	5
Ports Pending Fulfillment	5
Pending Mobile Number Request	5
Mobile Number Request	5
Mobile Number Pending	5
Full Customer Fulfillment	5

Procurement Queue Features

- Real-time at-a-glance view of current activity
- Easily open and edit pending operations
- Easily reprocess or clear failed orders
- Easily void pending orders
- Easily activate or reset an activation
- View job ID, device ID and feature codes
- Open orders are locked to one user for editing
- Filter results by dealer
- Filter results by carrier
- Filter results by operation or desired value
- Fulfillment queue for one-up orders pending device ID includes “activate”, “test ok” and “print label”
- Real-time device verification
- Real-time error trapping

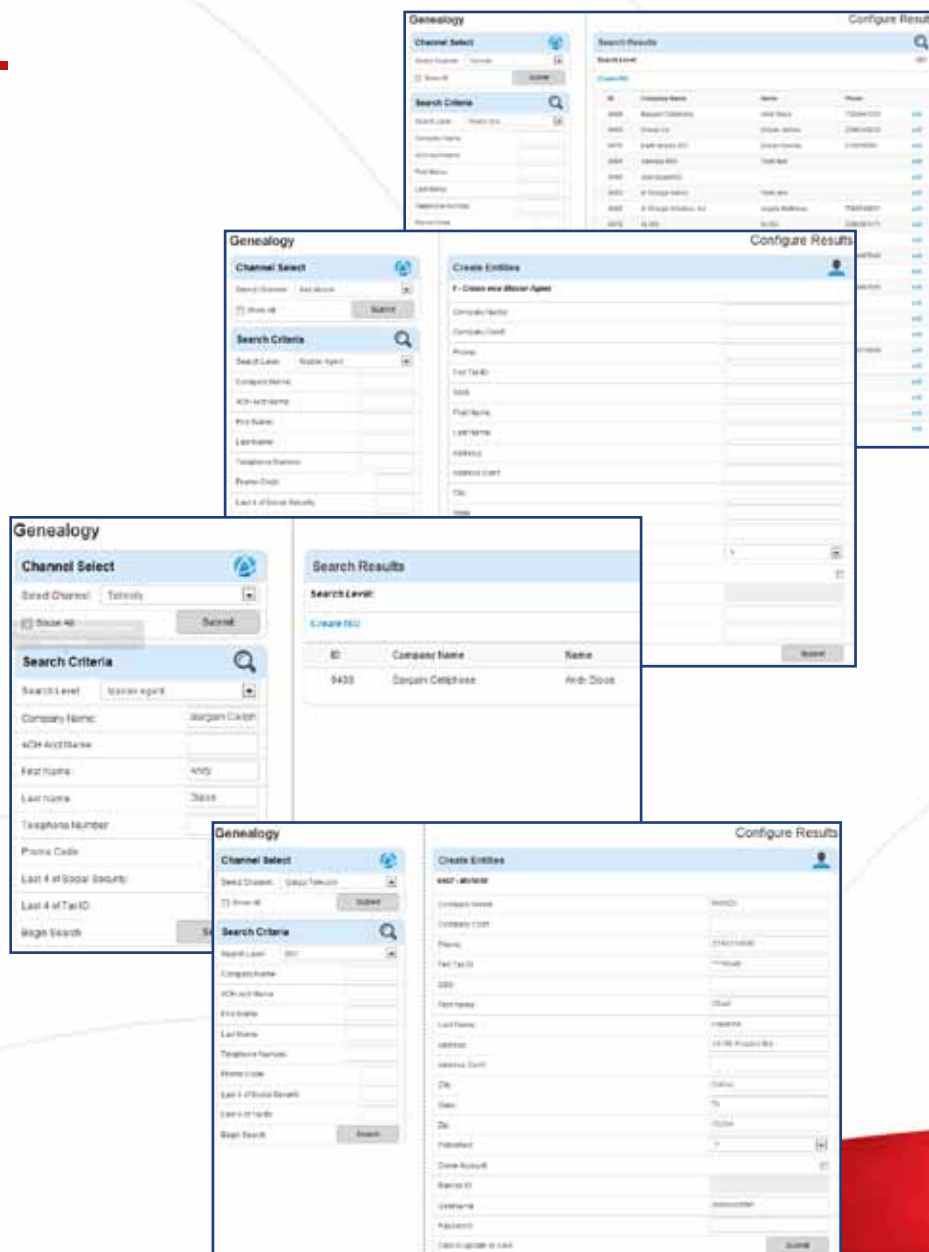
Commissioning



Ignition Wireless software includes genealogy, a commissioning and reporting engine that powers your distribution network. **Genealogy can be configured to match the hierarchy of any distribution scenario.** Genealogy includes four main layers (ISO, Master Agent, Agent, Dealer) with no max width at any level. Each level can be commissioned and reported on separately. Dealers can keep their commissions real-time or the software can be used to collect all revenue and commissions paid at any desired interval. Reporting is available to audit and reconcile all activity and transactions.

Genealogy Features

- Commissions can be real-time or delayed
- Commissions can vary per product
- Commissions can vary per level
- Clerks can be setup for each dealer
- Product offerings can be controlled by level, time or location
- Copy / paste feature to add new dealers
- Lock replenishments to specific dealers
- Canned, automated reports for each dealer
- Login management for each dealer
- Offer cash rate and charge rate
- Configure starter cards
- Cap allowed credits per clerk
- Define user roles
- Set activation fees per product
- Nightly batch ACH
- Real-time credit card processing
- Configure promo codes



Rating & Billing



The Ignition Wireless MVNO solution is built around a sophisticated rules based billing and rating engine. This powerful engine has the capability to rate as often as carriers can send customer call data records. **The Ignition Wireless rating engine can concurrently rate multiple services, prepaid and postpaid from dozens of suppliers.** Ignition Wireless software can be integrated upwards into any carrier and/or downstream into any client's existing legacy system.

Billing and Rating Functionality

- Automated real-time rating
- Watch Dog feature offers real-time monitoring of rating for revenue assurance
- Autopay safety level can be set by the customer which ensures their phone is never shut off by prepaid rating
- Rate and bill both usage and bundled type rate plans
- Build and rate any conceivable plan
- Support optional features of any type including phone leasing, mobile to mobile, free incoming calls, and much more
- Change any rating variable in seconds
- Support true postpaid plans, postpaid with spending limits, and prepaid plans
- Support PIN based business models
- Support customer overage limits
- Automated text messages alert customers when bills come due, if overage balance occurs or if customers are low on minutes
- Provide E-billing and paper billing

The screenshots illustrate the software's capabilities in three main areas:

- Rate Plan Management:** A screen for configuring individual rate plans, including fields for Name ID, Rate Plan Name, In Prepaid, Phone, and Plan, and a table of service inclusions.
- Wholesale Management:** A screen for managing wholesale services, featuring a table with columns for Description, Carrier ID, Supplier ID, and Supplier Wholesale Plan ID.
- Upload ESR / BSR:** Two screens for uploading Electronic Service Records (ESR) and Billing Service Records (BSR), including fields for File Name, Password, and Phone Number, and a detailed list of upload instructions.

The Ignition Wireless MVNO solution offers dynamic tools that enable world class customer care. The customer self care website provides each subscriber with the ability to log in and manage their own account. Other powerful self care tools include WAP, smartphone apps and a sophisticated private label IVR solution.

Customer Lookup

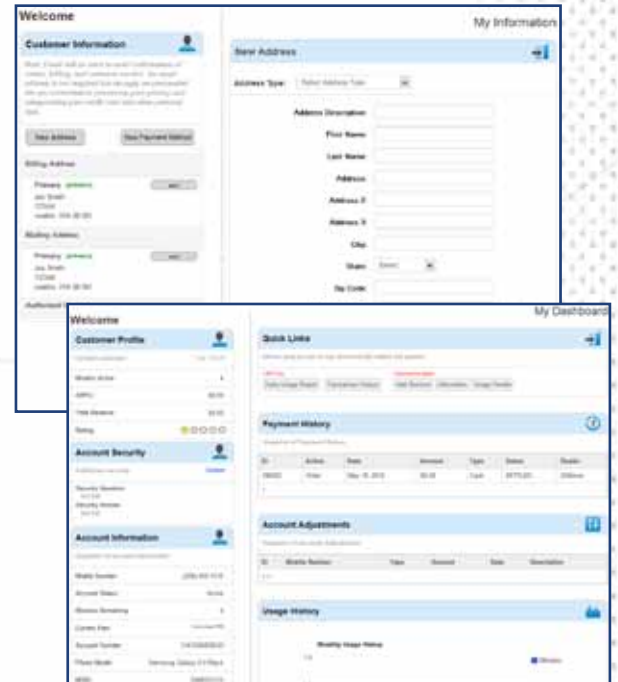
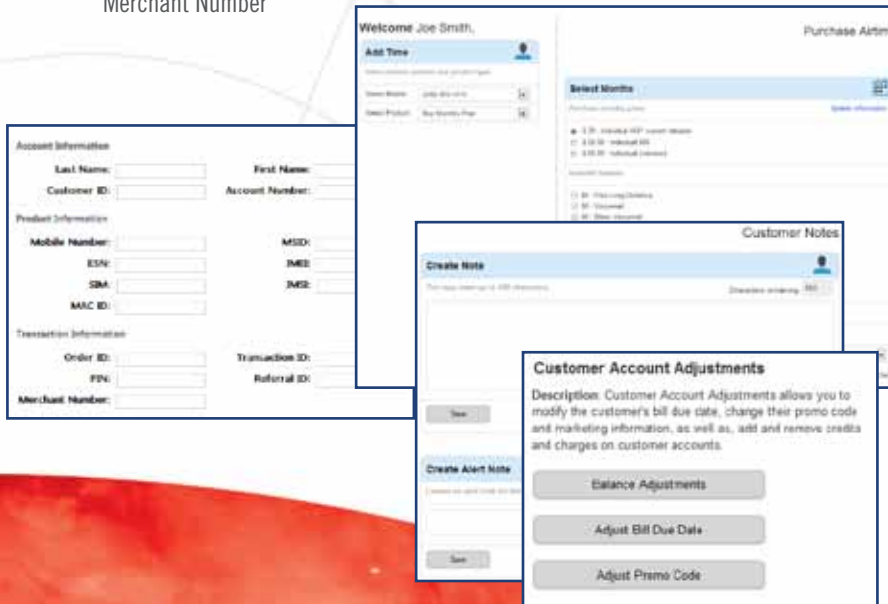
- Search results limited to access level
- Show all, show active only
- Live search results
- Search by:
 - Last Name
 - First Name
 - Account Number
 - Customer ID
 - MDN, ESN, SIM, IMEI, IMSI, MSID
 - Order ID
 - Transaction ID
 - PIN
 - Referral ID
 - Merchant Number

CSR Tool Box

- View / edit customer information
- View / edit user name
- Reset password
- View customer notes
- View current plan / device details
- View usage details
- View / upload documents
- Replenish / Suspend / Restore account
- Manual adjustments (credits / debits)
- Adjust bill due date
- Edit autopay settings
- Edit promo code

Customer Self Care

- View / edit customer information
- View / edit user name
- Reset password
- View current plan / device details
- View usage details
- View documents
- Replenish account
- Edit autopay settings



Device Management



The Ignition Wireless MVNO solution makes it easy to manage devices. **Simple, intuitive interfaces allow quick upload and management of devices and accessories.** Upload in bulk or one at a time, verify status and assign to store locations. Easily set email and sms alerts to go out when inventory becomes low. Changes are just as easy; open, modify and save. Link PDFs from manufacturers to provide more information about devices. Link to rebates when available for specific devices. Managing inventory has never been this easy.

Device Upload / Update / Remove

- Easily upload and publish devices
- Easily modify info and pricing
- Upload images and details
- Assign inventory type and location
- Assign UPC (optional)
- Set start date and end date
- Set shipping options and charges
- Enter rebate details and URL (optional)
- Link PDF for more information (optional)

Device IDs

- Easily upload device IDs (bulk or one-up)
- Excel template online for bulk upload
- Verify upload
- Verify device status in system
- Assign device to dealer
- Assign device make, model, color to ID
- Set if returnable yes/no
- Upload SIMs (ICCID / IMSI)
- Assign supplier to SIMs
- Assign SIMs to dealer

Device Inventory

- Easily upload inventory
- Excel template online for bulk upload
- Assign inventory to store locations
- View download inventory level reports
- View phone models
- Set alerts for low inventory
- Upload and manage accessories
- Easily add / update store locations



Phone Model	Price	Status
BlackBerry Bold 9930	199.99	Available
Apple iPhone 4	299.99	Available
Apple iPhone 4S	199.99	Available
Apple iPhone 5	199.99	Available
Apple iPhone 5c	149.99	Available
Apple iPhone 5s	199.99	Available
Apple iPhone 6	199.99	Available
Apple iPhone 6 Plus	299.99	Available
Apple iPhone 6s	199.99	Available
Apple iPhone 6s Plus	299.99	Available
Apple iPhone 7	199.99	Available
Apple iPhone 7 Plus	299.99	Available
Apple iPhone 8	199.99	Available
Apple iPhone 8 Plus	299.99	Available
Apple iPhone SE	149.99	Available
Apple iPhone SE 2	149.99	Available
Apple iPhone SE 3	149.99	Available
Apple iPhone 11	199.99	Available
Apple iPhone 11 Pro	299.99	Available
Apple iPhone 11 Pro Max	399.99	Available
Apple iPhone 12	199.99	Available
Apple iPhone 12 Pro	299.99	Available
Apple iPhone 12 Pro Max	399.99	Available
Apple iPhone 12 Mini	199.99	Available
Apple iPhone 13	199.99	Available
Apple iPhone 13 Pro	299.99	Available
Apple iPhone 13 Pro Max	399.99	Available
Apple iPhone 13 Mini	199.99	Available
Apple iPhone 14	199.99	Available
Apple iPhone 14 Pro	299.99	Available
Apple iPhone 14 Pro Max	399.99	Available
Apple iPhone 14 Plus	299.99	Available
Apple iPhone 15	199.99	Available
Apple iPhone 15 Pro	299.99	Available
Apple iPhone 15 Pro Max	399.99	Available
Apple iPhone 15 Plus	299.99	Available



Phone Model	Price	Status
BlackBerry Bold 9930	199.99	Available
Apple iPhone 4	299.99	Available
Apple iPhone 4S	199.99	Available
Apple iPhone 5	199.99	Available
Apple iPhone 5c	149.99	Available
Apple iPhone 5s	199.99	Available
Apple iPhone 6	199.99	Available
Apple iPhone 6 Plus	299.99	Available
Apple iPhone 6s	199.99	Available
Apple iPhone 6s Plus	299.99	Available
Apple iPhone 7	199.99	Available
Apple iPhone 7 Plus	299.99	Available
Apple iPhone 8	199.99	Available
Apple iPhone 8 Plus	299.99	Available
Apple iPhone SE	149.99	Available
Apple iPhone SE 2	149.99	Available
Apple iPhone SE 3	149.99	Available
Apple iPhone 11	199.99	Available
Apple iPhone 11 Pro	299.99	Available
Apple iPhone 11 Pro Max	399.99	Available
Apple iPhone 12	199.99	Available
Apple iPhone 12 Pro	299.99	Available
Apple iPhone 12 Pro Max	399.99	Available
Apple iPhone 12 Mini	199.99	Available
Apple iPhone 13	199.99	Available
Apple iPhone 13 Pro	299.99	Available
Apple iPhone 13 Pro Max	399.99	Available
Apple iPhone 13 Mini	199.99	Available
Apple iPhone 14	199.99	Available
Apple iPhone 14 Pro	299.99	Available
Apple iPhone 14 Pro Max	399.99	Available
Apple iPhone 14 Plus	299.99	Available
Apple iPhone 15	199.99	Available
Apple iPhone 15 Pro	299.99	Available
Apple iPhone 15 Pro Max	399.99	Available
Apple iPhone 15 Plus	299.99	Available

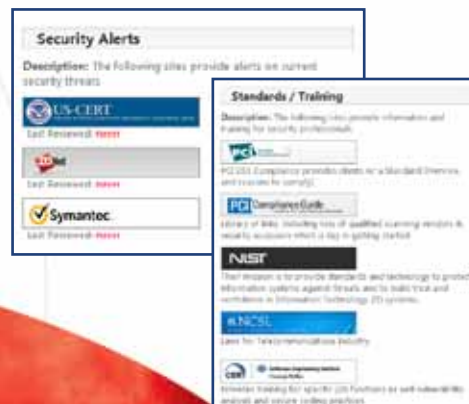
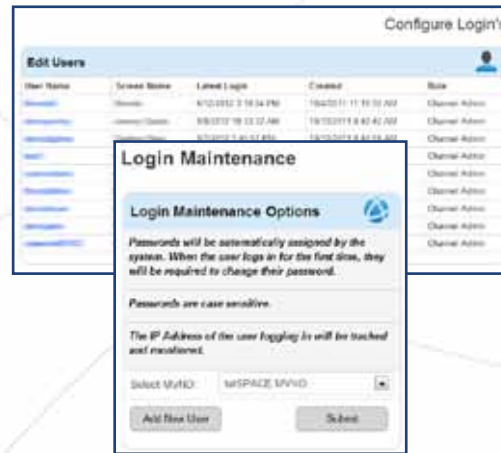
Security and access control is essential to our billing solution. **The Ignition Wireless software has been carefully designed, segregated and locked down to meet strict PCI Data Security Standards.** Access can be locked to specific IP addresses, passwords can be expired at set intervals and all system activity is tracked by user name and IP address. Reports are available to show the path, actions and history of any user and critical alerts can be sent to key people.

PCI DSS Compliance

Safeguarding data is always a top priority. The Ignition Wireless software has been engineered and architected to meet strict PCI Data security Standards. The Ignition Wireless software protects cardholder data by using double encryption technology, token based authentication, strong password requirements, and unique application IDs for logging and security access. PCI DSS compliance is a continuous process and is fully integrated into the development life cycle of the Ignition Wireless Software.

AFIDS (Anti Fraud and Intrusion Detection System)

Our exclusive AFIDS Module (Anti Fraud and Intrusion Detection System) is used to protect MVNOs against system penetration as well as MNO errors. This involves AI type programming that allows the system to self monitor and evolve using sophisticated layers of intuitive reporting, self monitoring, and self adjustment.



Access Control and Login Maintenance

Setting up new users is fast and simple with the intuitive interface. Each new user will get a temp password that they will need to access the system. New users will be prompted to create their own password when they log in for the first time. The users role, security level and department will determine what functionality and information is available to them once they access the software. User access can also be locked to specified IP addresses. Passwords can be reset and users removed if necessary.

Automated System Alerts

Automated system alerts can be set up to alert key people when necessary. Alerts can be configured for critical issues that include unauthorized access at any level, unauthorized access to the database or process servers, pause in rating, carrier operations that are processing slower than normal or complete connection failure with a carrier. Alerts can be set up for any failed process and sent to key people through SMS or email. Audible and visual alarms are also available when the key people are already logged in to the software. These system alerts are essential to operating and managing any back office solution.

System Training and Support



As with any new partnership a successful launch is absolutely critical and sets the stage for years to come. **Experienced project management, effective training and unlimited access to invaluable resources can minimize the learning curve for any new platform.** Ignition Wireless has gone above and beyond to make sure you have access to what you need, when you need it. From installation and integration to training and ongoing support Ignition Wireless is with you every step of the way. Our revenue is tied to your success which makes us the ultimate partner, today and tomorrow.

Training

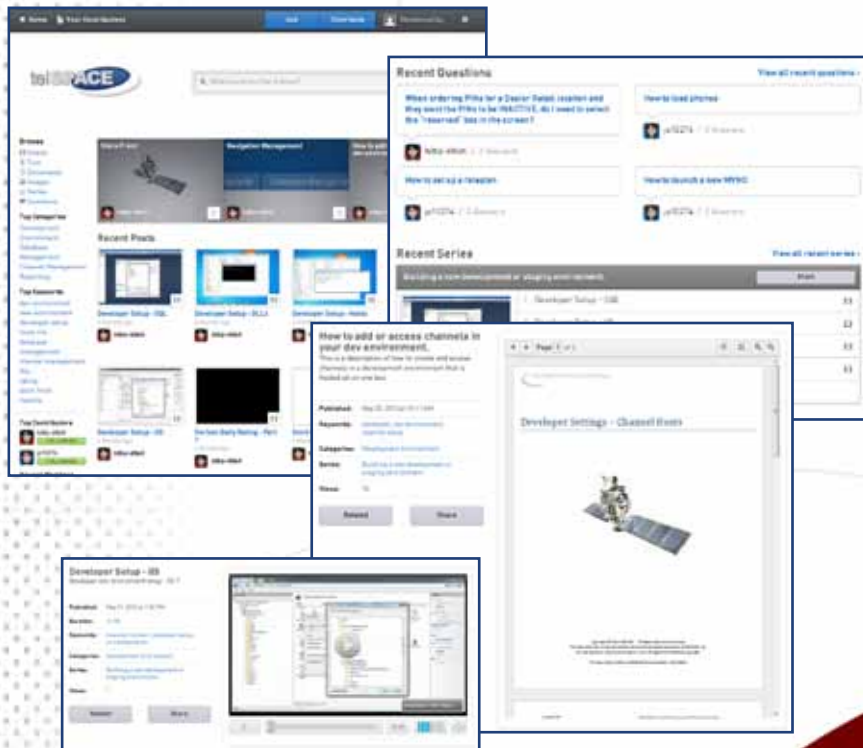
- Detailed training manuals
- Detailed training videos
- On-site, in-person training
- Training at two Ignition Wireless locations
- Video conferencing
- GoTo Meeting, WebEx and Adobe Connect
- Skype instant messaging
- Access to the knowledge database
- MVNO, MVNO, Dealer, Clerk FAQs
- Quick launch guides

Help Desk (Knowledge Database)

- Organized how to videos
- Browse categories, videos, documents
- Q & A with developers and support staff
- Post questions and comments
- View / search previous posts
- Sort by keywords, recent or popular
- Follow members and contributors
- Invite new members

Trouble Tickets

- Create new ticket
- Search or view all tickets
- View only your tickets
- View tickets from all users
- Edit / update existing tickets
- Change ticket status
- Add comments to open tickets



Agile. Robust. Intuitive. User Friendly. Affordable.

“There is growing demand for technology integration between carriers, MVNOs, and the end customer, and we have developed a completely rules-based operating platform where MVNOs can efficiently deliver, **in literally a matter of days**, a turnkey MVNO solution including access to facility carriers, customer service, fulfillment, payment processing and even a fully loaded POS platform.” - Ryan Reed, Ignition Wireless’s CTO.

In this fast paced industry automation and flexibility is key. Our clients depend on a billing system that can quickly adapt to changes in business requirements and carrier updates. The Ignition Wireless back office integration strategy is based on automation and creating efficiencies in areas where technology has not yet caught up to its fullest potential.



Carrier Access



Commissioning



Customer Care



Reporting



Data Security

The Ignition Wireless software has been in development since 1998 and launched in 2003. **For the first time since conception the complete Ignition Wireless MVNO solution is available for license or purchase.** This unique offer allows our clients to take ownership and control of the source code (compiled and non compiled) where you host, manage and modify the software as needed to adapt and grow your business.

Remove the handcuffs of your current vendor and enjoy the operational freedom of owning your own billing system.

“There is incredible demand in the marketplace for Ignition Wireless’s MVNO software as larger companies wish to create the ultimate triple or quad play. Our clients enjoy the convenience of managing multiple services from multiple suppliers on one ubiquitous platform. The Ignition Wireless software can integrate with virtually any supplier and aggregate the volume across multiple clients allowing our clients to significantly reduce costs and provide a very cost efficient and competitive product.” - Jeremy Sands, CEO of Ignition Wireless.

Call (208) 413-6810 or email us at sales@IgnitionWireless.com for a free demo.



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About Ignition Wireless

- Headquartered in Kirkland, Washington
- In business since March, 1998
- Strong management and development team
- Offers a convergent acquisition, billing and care platform to support any type of service
- Strong US carrier technology partnerships for cellular, Internet, VoIP and long distance
- Strong relationships with device manufacturers
- Strong relationships with the largest fulfillment companies
- Strong MVNO industry relationships

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