



Best Tel Customer Advocates to Introduce Managed IT Services to Small and Mid-Sized Businesses

Outsourcing the Management of Data Networks Enables Companies to Focus on Their Core Competencies

EUGENE, OR — December 22, 2008 — Best Tel, LLC, an industry leader in business communications, announced today that the company's Customer Advocates will introduce managed IT services to the region's small to mid-sized businesses. By outsourcing the management of an organization's data network and infrastructure to Best Tel, they can focus all of their energy and resources on their core competency.

"Running an efficient network is not easy, especially with the convergence of voice and data," said Gary Gonzalez, president of Best Tel. "Too often companies are caught up in day-to-day operations that mission-critical network maintenance and security management get overlooked. Unfortunately, most businesses do not have the resources to properly maintain, support, and keep their technology up to date. Managing the network is our core competency so it makes sense to outsource this important function to our team of industry experts."

Managed IT services was designed to assist companies in not only monitoring their network, IT infrastructure, and phone system but providing methods and tools for maximum utilization. Types of services include remote network

monitoring and reporting 24 hours a day, 7 days a week, firewall monitoring, intrusion detection, patch assessment and vulnerability scanning, preventative tasks, disaster recovery, data backup and regular performance analysis. Best Tel also offers help desk support on any issue an employee may face.

Outsourcing the support of a company's network has a number of unique benefits. First and foremost, Best Tel's experts in the field analyze the network to develop a complete game plan. Modeling and simulation tools assess current network traffic and evaluate the performance of desired enhancements and upgrades to determine the most appropriate solution before implementation. The end result is a custom designed system that supports future growth and change through flexible and scalable network environments. Best Tel is quickly becoming their customers' trusted advisor offering CIO level of advice to their businesses.

"It doesn't make economic sense for a business to incur the cost of adding full time in-house IT professionals with all of the loaded costs that come with it when this function can be outsourced saving thousands of dollars each year," added Mr. Gonzalez. "We've developed a detailed communication plan that our Customer Advocates will execute so all of the businesses we serve are educated the value of our

managed IT services offering. During this economic downturn companies must evaluate the manner in which they conduct business and look for these types of solutions that have the power of increasing their profitability, while giving them a competitive advantage."

ABOUT BEST TEL, LLC

Gary Gonzalez and his business partner's, Dennis Poulin, Chuck Whiteley and Tamara Gonzalez, are owners of Best Tel LLC, a member of the Technology Assurance Group (TAG). Best Tel has built a team of professional voice and data specialists dedicated to the highest levels of customer support. Best Tel's pattern of steady growth reflects their commitment to keeping pace with the constantly evolving telecommunications technology arena, and the dramatic expansion of the Pacific Northwest's business market. With offices located along the I-5 Corridor in Portland, Eugene, and Medford, Best Tel is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements. For more information on Best Tel, please visit www.callbesttel.com.