

Best Tel, LLC Finds an Innovative Way to Keep Their Customers' Technology Refreshed and Always Current Without Increasing Monthly Expenses

*An Interview with **Gary Gonzalez** Illustrates a New Plan that's Changing How Companies Invest in Communications Technology*

PORTLAND, OR — October 28, 2005 — Technology is changing faster today than it ever has in the history of the world. This shouldn't be a surprise to anyone. The latest and greatest invention or technological improvement today will in many cases be outdated tomorrow. These changes can be very exciting; however, they present a significant challenge to businesses of all of sizes. Business owners must now try and find solutions to a question that's keeping them awake at night. How can I keep my company's technology current to not only remain competitive, but to increase my profitability at the same time? The wrong answer to this question could put them on the street.

“At Best Tel, we make it a point to understand our customers' industries and listen to their concerns impacting their business on a daily basis. Through our research and proactive interaction with presidents and owners, we learned of their strong desire to keep their communications technology up to date and on the cutting edge,” said Gary Gonzalez, Managing partner for Best Tel.

Telecommunications is the heart and life blood of every business and having the latest technology has a major impact on an organization's efficiency, profitability, and competitiveness. As a result of Best Tel's customers' valuable feedback, the company developed the Current Technology Assurance Plan (C-TAP) with the assistance of Technology Assurance Group (TAG), a national organization of independently owned telecommunication companies.

C-TAP ensures that the telecom environment and information systems are refreshed with the latest

advancements in technology and value added solutions. For example, updates to a company's phone system can occur anytime after 24 months with no change in payment. Additionally, both labor charges and software upgrades are waived. C-TAP also enables companies to transfer technology costs from a capital expense to a fixed monthly expense absorbed by an organization's operating budget.

Here's a simple example that illustrates how C-TAP works. Companies are losing significant amounts of money on a daily basis because they do not sufficiently monitor their telecommunications systems. On a normal business day, over 30% of all phone calls made or received by employees are non-business related. Thus, dramatically decreasing productivity and increasing telecommunications costs. Call Accounting Software allows companies to better manage their systems by eliminating inefficiency and ensuring that their employees' time is well spent. Under C-TAP, companies that could not afford this technology before can now simply add it with no change in their monthly commitment.

C-TAP has the awesome potential to change the way companies make investments in technology. Instead of having to upgrade a phone system every five to seven years and painfully utilizing antiquated technology, companies will benefit from leading edge innovations. Additionally, organizations will benefit from a wealth of other components embedded into the program. Some of these value added items include:

- Priority queue to the “Partnership Operations Center”
- Priority scheduling for adds, moves, and changes
- Priority dispatch on all service calls
- Guarantee of “Inventory On Hand”

- Preferred service and replacement of defective equipment per factory recommendations
- Periodic replacement of handset and station cords
- Annual preventative maintenance visit
- Waiver of charges for no trouble found carrier calls
- Remote programming changes during normal business hours
- Backup and archiving of system databases where applicable

Essentially, C-TAP provides a new telecommunications industry standard for consultation, education, and special services to let technology make a difference.

“Actively listening to customers and understanding their problems often provides the keys to developing a new way of doing things,” added Gonzalez. “In this case, the C-TAP program was created to meet a changing need in the marketplace for a structured plan to maintain and refresh one of the most important areas of a business. By implementing C-TAP we're helping companies focus on what they do best, while we take care of their communications technology. As result of the program, businesses will increase their profitability, improve employee productivity, and obtain a competitive advantage in their marketplace. But most importantly, we're helping presidents and owners sleep better at night.”

ABOUT BEST TEL, LLC

Best-Tel LLC's Portland office is 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, Medford, and Seattle, Best Tel is uniquely positioned to respond quickly and effectively to a wide range

of customer equipment and service requirements.