



## **Best Tel and Kentrox Form Strategic Partnership to Provide State-of-the-Art Access Routers for VoIP Systems to Small and Medium Size Companies**

*Q-Series Access Router Ensures High-Quality VoIP Performance*

PORTLAND, OR —November 30, 2004 — Best Tel, LLC, an industry leader in telecommunications, announced today that the company has formed a strategic partnership with Kentrox, a leading manufacturer of high-quality network access solutions, to deliver state-of-the-art access routers for VoIP systems to small and medium size companies.

“Customer demand for VoIP is at an all-time high because more and more companies view the technology as a way to eliminate long distance costs, increase employee productivity, and obtain greater flexibility and functionality from their telecommunications system,” said Dell Hoffert, branch manager of Best Tel. “However, as businesses consider VoIP, they are often concerned with quality degradation of their voice calls. This quality can easily be adversely affected by other traffic running on the same line, such as web downloads or email. In order to ensure voice quality and proper function, the system must be connected to a high-performance access router. As a company, we conducted a thorough analysis of the various types of solutions in the marketplace and found that the Kentrox Q-Series is providing businesses with the highest performance and greatest customer satisfaction.”

With the Q-Series, Best Tel’s customers will receive the functions of an IP router, Quality-of-Service (QoS)

appliance, Virtual Private Network (VPN) appliance, firewall, WAN access device and Ethernet switch - all in a single and cost-effective device. Integrating six devices into a single unit significantly reduces capital outlay and management and maintenance expenses over the life of the product. The Q-Series router guarantees that VoIP traffic maintains precedence over non-real-time applications. Additionally, the routers are designed to be easy enough for less experienced staff to install and set up. The router uses an embedded, Web-style graphical user interface (GUI) that is simple, intuitive and requires no special training. The Q-Series are interoperable with Cisco routers, integrating easily into existing networks.

“The performance of the Q-Series has surpassed all of our customers’ expectations and they are reaping the benefits of their investment on a daily basis,” said Dan Murray, vice president of marketing at Kentrox. “We’re excited about this new partnership with Best Tel because their customers will now have access to excellent voice quality, even at busy locations. Q-Series routers can control network conditions by automatically giving voice priority over data to ensure consistent, business-quality voice connections every time.”

### **About Kentrox**

Kentrox is a supplier of high-speed network access equipment, including QoS access routers, DSU/CSUs, ATM Access Concentrators, and performance management solutions. Their extensive customer base includes carriers, government entities and enterprise businesses worldwide. Based in Hillsboro, Oregon, the company is located at 20010 NW Tanasbourne Drive, Hillsboro, OR 97124. Contact the company at 800-733-5511 or 503-643-1681 or via the Web at [Twww.kentrox.com](http://www.kentrox.com).

Kentrox is a registered trademark and Q-Series is a trademark of Kentrox, LLC.

### **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.