



Best Tel Partners With The Amanda Company To Offer Small to Midsize Businesses Interactive Voice Response (IVR) Technology

Companies to Reap Benefits of Superior Technology Cost Effectively

EUGENE, OR — June 28, 2004 — Best Tel, an industry leader in telecommunications, announced today that the company established a strategic partnership with The Amanda Company, a leading supplier of call processing software, integrated solutions, and messaging systems for industry-standard PC platforms, to offer small to midsize businesses Interactive Voice Response (IVR) applications and solutions. The relationship enables Best Tel's current and prospective customers to tap into the latest Computer Telephony Integration (CTI) technology, including IVR, cost effectively.

"As a company, it is our mission to become our customers' single point of contact for all of their communications needs and the advanced offerings from The Amanda Company gives us additional value added solutions that we can bring to the table," said Gary Gonzalez, Best Tel's managing partner. "They've developed strong technology around solid performance and high quality service. Our customers will definitely enhance their ability to communicate with their customers helping to increase efficiency and employee productivity on a daily basis."

The Amanda Company's market leading IVR and Automatic Call Distribution (ACD) system directs callers quickly and easily to the right company representative through an automated attendant with the option of speech recognition. All types of

businesses benefit from the utilization of The Amanda Company's IVR and ACD technology including healthcare, law, automotive, hospitality, real estate, and financial. There are a number of applications that can greatly assist businesses with their communications such as appointment setting and confirmations, collections calling, status information for service calls, and outbound calling capabilities for automatic notification purposes. Additionally, the combined IVR and ACD system on one platform provides companies with the flexibility of developing an inbound phone tree that gives callers flexibility, helping to increase customer satisfaction.

"We're very fortunate to have such a well respected telecommunications provider facilitate our services into the local marketplace," said David Woo, managing director of The Amanda Company. "Best Tel truly understands the power of IVR and ACD technologies, and how they can help their customers become more efficient, provide greater levels of customer service, and increase their overall profitability."

ABOUT THE AMANDA COMPANY

The Amanda Company (www.theamandacompany.com), of Irvine, California, is a convergence and innovation technology company with roots in the voice-processing

space. Utilizing the worldwide public switched telephone network, Intranet and Internet computer based technologies, and corporate database systems, Amanda seamlessly integrates business systems, data networks, the web, and telephony, thereby enabling access to information and delivering solutions that improve customer contact experiences. The Amanda Company currently has a network of over 500 dealers that resell The Amanda Company line of products to the small and medium business market. Amanda based software has been installed in more than 60,000 businesses.

ABOUT BEST TEL, LLC

Gary Gonzalez and his business partner, Dennis Poulin, 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, Medford, and Seattle, Best Tel is uniquely positioned to respond quickly and effectively to a wide range of customer equipment and service requirements.