

Totlcom and VoicePro Merge Customer Support

TOTLCOM, Inc. and VOICEPRO Merge Their Customer Support Departments Two Long Established Communications Technology Companies, Each With Over 25 Years in the Industry Team Up to Provide Exceptional Customer Satisfaction to the Area's Businesses NEWS FOR IMMEDIATE RELEASE

WATSONVILLE, CA — April 22, 2009 — Sam Bishop, President of TOTLCOM, Inc. announced today that his company has assumed support for customers of VOICEPRO, a San Ramon, California based company. VOICEPRO's account base is comprised primarily of organizations that utilize ShoreTel IP telephone systems. With this merger, TOTLCOM, Inc. has one of the largest bases of ShoreTel installations in the country.

"With the significant changes in communications technology, top level engineering talent is needed to properly support customers. This customer base merger is truly a case of efficiency through economies of scale. With this larger base of customers, TOTLCOM can expand its technical depth. This enables our customers to have top level support at a sustainable rate," said Mr. Bishop.

"Technical support in the voice communications systems industry has been changing steadily over the past few years and with the advent of IP based phone systems that change has accelerated," added Mr. Bishop. "Whereas in the past we needed a lot of technicians in trucks to support our customers, the newer IP phone systems are supported largely by our engineering level team in our technical assistance center. Most companies have an IT staff with permanent employees or a support company who takes care of their data network. The ShoreTel IP phone system runs on that same data network. Many routine support needs are handled by the IT staff. Our role is to handle the more complex situations that arise, requiring advanced support. Quality of Service issues, called QoS, which ensure that voice packets get priority over standard data packets in a network, can be very troublesome and often require support from a highly skilled engineer who deals with it on a daily basis. Likewise there are many issues that arise with the provision of dial tone in SIP trunks, PRI's and T1's which can drive a technician mad if they are not used to dealing with them."

A ShoreTel IP phone system can actually save customers a considerable amount of money, because moves, adds and changes to the system can be done routinely by the company's IT personnel. For example, with a traditional telephone system, in order to move a telephone location, a technician usually has to be dispatched to the customer's location and wiring "cross-connects" have to be manually moved. However with IP, one merely unplugs the phone from a data jack and plugs it in at the new location. The system senses the new location and the change is made.

"TOTLCOM offers its new customers additional services too. Because we are an authorized agent for AT&T, American Broadband Services and other network services companies, we have a team of certified professionals who deal with those companies on behalf of our customers. Also, TOTLCOM's data engineering staff is prepared to take full responsibility for their customers' data networks, including servers, routers and switches. That is helpful, because when a problem arises in an IP environment, it could be anything from the phone system, to a bad port on a switch, or a coding error in a router. One company to call makes problem resolution faster," commented Mr. Bishop.

About TOTLCOM

TOTLCOM is the leading converged telephony solutions provider in Northern California, with four northern California offices located in Watsonville, Sacramento, Modesto, and Fresno and system installations all over the United States. Founded over 30 years ago, TOTLCOM designs, builds and manages voice, video and data networks for its customers, bringing innovation and integrity to the customer's solutions. The company's expertise increases customer's profitability and provides a competitive advantage through best-of-class technology and services.