



Small to Mid-sized Businesses Reap the Benefits of Access Telcom's Customer Centric Programs

Company Reports Strong Customer Satisfaction Levels By Bucking the Trend of Scaling Back in a Down Economy

SPOKANE, WA — July 30, 2010 Access Telcom, an industry leader in business communications, announced today that the area's small to mid-sized businesses are reaping the benefits from customer centric programs that the company deployed over the years. A number of innovative programs were designed by Access Telcom to continually enhance satisfaction levels, especially during recessionary periods. While most companies cut back services and technology solutions, Access Telcom is expanding to help organizations increase profitability and employee productivity.

A few years ago Access Telcom conducted a thorough needs analysis of their customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn't have the means, resources, or expertise to stay at the forefront of advancements in technology. As a result the Customer Advocate Department was born. Today, Access Telcom's Customer Advocates educate companies about technologies that they haven't currently adopted that could greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), SIP Trunking, call accounting, web and audio

conferencing, and GPS tracking systems for vehicles.

Another Access Telcom program where businesses are reaping the benefits is in managed IT services. Essentially, Access Telcom's customers outsource the management of their data network and infrastructure so they can focus all of their energy on their core competency. Running an efficient network is not easy, especially with the convergence of voice and data. 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 network up to date. Offloading this function to an expert like Access Telcom helps companies concentrate on growing their business.

In today's environment, budgets for most businesses are extremely tight. A program that has become vastly popular is Access Telcom's Current Technology Assurance Plan (C-TAP). C-TAP's two most important objectives are to eliminate technology's obsolescence through refresh, while providing a true cost of ownership. Rather than paying cash up front for a depreciating asset like technology, companies pay a fixed monthly cost that is recorded in an operating budget. This enhances the financial health from both tax and budgeting standpoints. The cost is a known entity and customers on C-TAP never receive another invoice. Included in C-TAP are all of the professional services that Access Telcom offers.

"Our dedication to developing customer centric programs that drive satisfaction has enabled us to envision and prepare for market trends before they even occur," said Kent Biel, President of Access Telcom. "Creating programs like customer advocacy, managed IT services, and C-TAP help companies change the way they do business, allow them to conserve cash, and give them affordable access to new technology. Historically, customer service for most companies dramatically declines during a recession. I'm proud to say that our customers experience the exact opposite."

ABOUT ACCESS TELCOM

Access Telcom offers what today's business customer demands: exceptional customer service, quality products and a variety of telecommunication solutions. Creating a communications strategy is vital to doing business in an increasingly competitive world. Access Telcom helps customers create a plan that will accommodate their businesses into the next century. Their team of Factory Certified technicians are dedicated to providing unsurpassed customer service and technical support. The company is committed to supporting its customers' every need, leading the way through the challenges of the ever-changing world of technology. For more information on Access Telcom, call (888) 621-9555 or visit www.access-tel.com.