

IS YOUR TELECOMMUNICATIONS TECHNICIAN CERTIFIED? **IF NOT, YOUR VOICE & DATA SYSTEM COULD BE IN BIG TROUBLE**

Voice Smart Networks Explains Why

VENTURA, CA — May 23, 2005 — Telecommunications is a very fast-paced industry which is constantly changing due to new technological advancements. The technology is evolving so rapidly that it's vital for companies to ensure that their telecommunications provider stay informed. Unfortunately, too many businesses continue to overlook this topic and do not ask a simple yet crucial question, "Is my telecommunication technician certified?" If the answer is a resounding yes, then you can probably put your mind at ease. However, if the answer is no, your company's vital voice and data system could be in jeopardy.

Would you let a mechanic that wasn't properly trained work on your car? Probably not. So why not treat your voice and data system with the same care. It is very important to make sure that your provider's technicians understand the technology so they can install, service, and maintain your system to ensure its future reliability.

All too often businesses experience damaging affects by providers who don't understand the technology they sell. The most common include:

- Lost revenue due to system downtime
- Increased repair costs
- Damage to system components

- Key features are not implemented which results in a lack of productivity enhancements

In order to combat these problems, leading telecommunications providers such as Voice Smart Networks incur substantial cost to guarantee that highly certified industry technicians are installing and servicing their clients' voice and data systems

Voice Smart Networks requires hours of rigorous educational training for sales people, management and most importantly technicians, so they can fully understand today's state-of-the-art voice and data systems. Voice Smart Networks believes certification is an extremely valuable investment for their employees, which ensures experts are servicing their clients.

Steven Gran, sales manager of Voice Smart Networks, said that their service technicians are comprised of professionals who enjoy being in the vanguard of new emerging technologies. Their dedication, coupled with their ongoing training certification programs, ensure our customers systems will be serviced by industry experts in a cost-effective manner.

"Voice Smart Networks has made a commitment in providing our technicians with the latest education and certification in converged technologies," said Gran. "Our customers enjoy the benefits associated with having highly trained technicians service their accounts which translates to unsurpassed service in a timely and cost-effective manner."

Gran said "When our Gold Seal Maintenance clients require emergency service assistance, they can expect a 2-hour guaranteed emergency response time which means less downtime for their telecom system to help minimize business disruption."

It's time to validate whether your telecommunications partner has taken the initiative to have competent and knowledgeable employees service your account. It's much easier to take a proactive stance to prevent problems from occurring than to gamble with technicians who are not certified in the systems they service.

ABOUT VOICE SMART NETWORKS

Founded in 1982, Voice Smart Networks is committed to establishing and maintaining a dynamic partnership with every customer. Extensive technology and service experience allows Voice Smart Networks to team up with industry leading manufactures such as ShoreTel Mitel, Inter-Tel and Cisco to develop an understanding of each customer's unique telecommunications requirements, and in turn, custom design solutions that increase their customer's profitability and make their customer's more competitive within their own industry. For more information and to discuss "real case scenarios" please call 800-500-2696 or visit us at www.voicesmartnetworks.com.