



Voice Smart Networks Provides AltaOne Federal Credit Union in Ridgecrest, CA with Substantial Savings with New Unified Communications Solution

SAN DIEGO — July 5, 2011 — Voice Smart Networks, Southern California's leader in unified communications systems, has completed a multi-year, multi-tier communications system upgrade and migration for AltaOne Federal Credit Union, which located in Ridgecrest, CA. with 11 branches in Kern and Inyo counties, according to Mark Wadnizak and Dale Stein, partners with Voice Smart Networks.

Wadnizak said Voice Smart Networks began working with AltaOne Federal Credit Union in June 2009 to manage its carrier services, including all adds, moves and changes, align the accounts to take advantage of more competitive agreements, clean up unsolicited fees, provide complete lines analysis (removal of unused or no longer applicable lines), obtain credits where warranted, handle all trouble ticket and billing issues, realign cell phone plans, and realign the MPLS services to assure proper use and associated charges.

"A cost savings in excess of \$30,000 was realized in the first four months and once the MPLS services were renegotiated an additional savings of \$5,000 per month was achieved, as well as

one time credits from Verizon of over \$100,000," Wadnizak said.

Stein said Voice Smart Networks then spearheaded a migration strategy for AltaOne away from their existing Nortel system. "This was done in several phases, the first was to replace the call center in 2010 with a Zultys solution to resolve a call recording situation that was unreliable. "This year we migrated AltaOne's entire corporate office off of the Nortel system to the Zultys platform and included a pilot program for Lake Isabella branch office." He said the system will migrate to the remaining nine branches next year.

Wadnizak said the benefits achieved with the new system for AltaOne are unified messaging, better call flow to contact departments, mobility with cell phone "twinning" and expanded call center functions.

"With Voice Smart's guidance, AltaOne has driven its telecommunication expenses to their lowest levels in history. From managing our vendors, to bill reconciliation and VOIP integration, Voice Smart has become our strategic telecommunications partner with the sole purpose of reducing our operating expenses while increasing operational efficiencies," said Jason

Silberberg, VP MATS for AltaOne Federal Credit Union.

Silberberg said that in 2009 AltaOne and Voice Smart Networks partnered together to develop the strategic telecommunications plan as part of an overall Strategic Architecture Plan. This plan included migrations to right sized network partners that better met AltaOne's medium sized business needs, to off loading internal competencies to Voice Smart's expert Telecommunications resources and finally analyzing its current corporate telecommunications to design the future infrastructure.

"In 2011 AltaOne and Voice Smart finalized the Corporate office migration to VOIP in preparation to our network upgrade and future roll out of VOIP to our 11 other rural off site locations in 2012..," Silberberg said. "Voice Smart carefully analyzed our business model and designed the right VOIP solution that met our individual unique needs. With onsite right time training to robust installation teams dedicated to our organization during and after the installation, Voice Smart ensured proper system feature adoption rates and proper system utilization. Since day one Voice Smart's cost to the credit union has been

pennies on the dollar to the expense reduction benefit to our bottom line. Voice Smart is our true long-term telecommunications strategic partner.”

ABOUT ALTAONE FEDERAL CREDIT UNION

AltaOne Federal Credit Union has been a safe and sound financial services provider since its inception in 1947 as the NOTS Employees Federal Credit Union. With over 46,000 members and \$500 million in assets today, AltaOne provides a full range of financial services. Membership in AltaOne is available to people who live, work, worship, volunteer, or attend school in Kern, Inyo,

Mono and northern San Bernardino counties. For more information on AltaOne, visit www.altaone.org.

ABOUT VOICE SMART NETWORKS

Founded in 1982, Voice Smart Networks is Southern California's leading data and voice company. The company's mission is to increase its customers' profitability, improve their productivity and give them a competitive advantage by implementing the right technology. Voice Smart

Networks is the only provider that protects its customers from the two risks of technology - obsolescence and cost. As its customers' trusted

technology advisor, Voice Smart Networks has earned the position as the market leader and its customers' business through quality products and services.

As a premier member of Technology Assurance Group, Voice Smart Networks is able to fulfill all of its customers' technology needs. This means that the organization is the ultimate resource for business phone systems (VoIP and Session Initiation Protocol (SIP) provisioning), Managed IT Services, Network Security, Video Conferencing and Disaster Recovery. Voice Smart Networks delivers future technology today! For more information, call 800-500-2696 or visit us at www.voicesmartnetworks.com.