



Matt Duray
President

Small to Mid-sized Businesses Reap the Benefits of Connect Telephone & Computer Group's Customer Centric Programs

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

BILLINGS, MT — May 27, 2009 Connect Telephone & Computer Group, 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 Connect Telephone & Computer Group to continually enhance satisfaction levels, especially during recessionary periods. While most companies cut back services and technology solutions, Connect Telephone & Computer Group is expanding to help organizations increase profitability and employee productivity.

A few years ago Connect Telephone & Computer Group 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, Connect Telephone & Computer Group'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 Connect Telephone & Computer Group program where businesses are reaping the benefits is in managed IT services. Essentially, Connect Telephone & Computer Group'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 Connect Telephone & Computer Group 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 Connect Telephone & Computer Group'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 Connect Telephone & Computer Group 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 Matt Duray, President of Connect Telephone & Computer Group. "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 CONNECT TELEPHONE & COMPUTER GROUP

Connect Telephone & Computer Group is Montana's premier telephone and data communications group. Connect provides industry-leading products, serviced by the most certified technicians in the region. The company's local dispatch center delivers round-the-clock service to ensure system reliability. The Connect Group also offers comprehensive service 24 hours a day, 7 days a week and emergency service guaranteed within 4 hours.