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## **American Telesis Continues Its Expansion**

American Telesis (Booth #1213) has expanded its "Hot City" network to Canadian cities, increased its personnel and added service offerings. As a wholesale provider of Private Lines and Specialized Voice circuits since 1992, this privately held company boasts a management team with 50+ years of telecom experience and has been EBITDA positive since inception (47 consecutive quarters). "We pride ourselves as a telecom company that can back the statement that we offer Diversity, Integrity, and Expertise" says Monica Bauer, Vice President of Operations.

Ms. Bauer continues, "We have both geographic and electronic diversity built into our network and we are proud to have recently expanded into Canada. Our Brokerage firm, bank and financial establishment customers are very excited about this network growth." American Telesis understands the demands financial markets have for reliable and secure networks. They route circuits via the best path based on diversity and cleanest route. Their installation intervals are quick and efficient with detailed circuit information provided as a standard. Unlike other network providers who offer quick turn-ups to a few major cities, American Telesis provides a 15 day interval to 60+ cities. Clients appreciate the expertise and commitment of American Telesis' personnel and the robustness of their maintenance systems

American Telesis monitors its circuit database via their Ameritel system, which is a customized maintenance software program. Ameritel provides detailed call history, with up-to-the-minute information on all repairs and trouble-shooting performed by any technician whether network-based, LEC-based or repair notes from the customer's equipment vendor. Ms. Bauer states, "It was essential to invest this money to enable us to provide our clients with efficiently maintained networks. Customers are constantly amazed by our system monitoring and maintenance department expertise. Our service technicians have the ability to readily retrieve and review past service reports; hence, our clients experience significantly reduced downtime and fewer chronic data issues. Why would anyone want to waste time explaining previous service history while their organization sits idle due to a communication outage? Our customers receive unmatched service and support with no auto-attendants! Why have it any other way? "

Outstanding service is further enhanced at American Telesis with the assignment of a dedicated account team available 7x24 that manages all aspects of data requirements from current data audits to detailed coordination of new cutovers. American Telesis does not simply sell circuits like the others; they manage your network for you.

American Telesis strives to provide the best solution to meet their clients' needs and continuously searches for improvements. Ms. Bauer is very excited to announce a new offering, "Customized Invoicing" which enables clients to itemize their billing by region, department, or simply match their internal accounting software. She says again, "Why should customers have it any other way?"

Integrity and honesty are extremely important, especially in the telecom industry which has been plagued by bad publicity for unethical practices. Ms. Bauer is proud, "American Telesis has been recognized in the industry for its Integrity. Our accurate and verifiable billing along with timely processing of disconnects was made evident when an independent client audit determined we were the only carrier not billing for previously disconnected circuits."

In response to consistent growth, American Telesis has increased their workforce to ensure they are continually providing outstanding service and support. Among the new team members, Sara Pecher joined the sales force with a focus on Business Development of new and existing accounts. Her experience in Sales and Marketing at WilTel Communications is a welcome addition and brings a unique perspective to American Telesis. The Provisioning

Department added Kate Rhoades and Michael Burnce. Both bring a wealth of knowledge, experience and enthusiasm. Finally, Sherry Bolte and Bonnie Sheehan joined the accounting group with Michele Green being promoted to Finance Manager.

Ms. Bauer concluded, "It is a great to grow and provide quality service. Our customers believe that our personal attention, diversity, integrity and expertise make all the difference. We thank our existing agents, reseller and end-users for their business and look forward to developing additional contacts at this show".