



The Dark Side of Telecommunications: The Carriers **Are You Being Taken Advantage Of?**

Marc Agar of CA Communications Unravels the Mystery Behind Carriers

MINNEAPOLIS, MN — October 23, 2006 — Taking the time to decipher a phone bill can be one of the most unpleasant and painful management responsibilities to do in life. The mere thought makes people feel sick to their stomach, especially if they are the owner of the company. Local, long distance and broadband carriers billing can be confusing and difficult to interpret at best. So how do company owners know what services they're getting for what they're paying? They really don't.

Most businesses today, regardless of size, have no idea what's included in their contract or that they're actually getting services and pricing that were originally contracted. On top of that, the task of matching service charges to usage can be an insurmountable task. This is where a leading telecommunications provider like CA Communications can help unravel the mystery behind the carriers.

By being a premier member of Technology Assurance Group (TAG), a national organization of leading, independently owned telecommunications providers, CA Communications has access to over 20 long distance phone carriers, 15 local carriers, and numerous broadband organizations. This unique relationship enables us to act as a non-biased, third party helping small to medium size businesses select the carrier that's right for them. We handle the difficult and tedious work of analyzing the carriers and presenting customers with options that will meet their needs. More importantly, CA Communications

monitors the services provided by carriers on a semiannual basis, conducts intensive audits of phone bills, and matches the charges to those services to ensure accuracy and that carriers are meeting expectations. By outsourcing this service, we make sure companies are paying the correct amount and receiving the services for which they've contracted.

The trap that most companies fall into when dealing with any carrier is signing a long-term contract. When businesses sign a long-term contract it is next to impossible to break it, therefore, they're stuck with poor service, high fees, and no way out. At CA Communications, based on the product and pricing, we recommend the correct length of contract for our clients and at the end of that period we assist in renegotiating contracts to get the best possible service and deal. Our customer advocate representatives have found that companies embracing this service are extremely happy because they now know that they're receiving the contracted level of service.

CA Communications takes away the burden from companies having to spend the time, money, and resources necessary to monitor this situation. However, conducting quality assurance on carriers is something that must be done because it impacts every company's bottom line and overall profitability. Minimizing costs is the name of the game to be successful in any marketplace.

ABOUT CA COMMUNICATIONS, INC.

CA Communications is a business resource for all of our customers' telecommunications, computer hardware, software, service, and support needs. With over 20 years of experience in design, installation and service of voice, data, and networked communication systems, CA Communications understands business communication needs and can customize a system to exact specifications.

CA Communications provides its customers with industry leading products, which are serviced by factory certified technicians. The company is an authorized Toshiba dealer and can equip any organization with a traditional phone system or provide cutting edge technology such as IP Telephony. Through its partner network CA can also provide service and parts for other major phone systems including: Fujitsu, Panasonic, Vodavi, Executone, Nortel, and Lucent/Avaya/AT&T.

CA Communications offers local dial tone, long distance services and data services such as VPN, ATM, and Frame Relay. Through its partner network, CA Communications can provide data services and equipment including: Microsoft NT and 2000 Server, MS Windows 95/98/XP, MS Exchange Server, Microsoft Office, Cisco, Novell Netware and Novell Groupwise.

For more information on CA Communications, please call (952) 473-3100 or visit www.cacommunications.com.