

# Company Profile

**COMPLETE TELECOMMUNICATIONS, INC.****CORPORATE STRUCTURE**

*Established: 1994  
Incorporated: 1999*

**KEY NUMBERS**

*Sales: > \$1,000,000.00/yr.  
Client Attrition Rate: < 1%*

**PARTNERSHIPS****EQUIPMENT**

*NEC Corporation  
Nortel Networks  
Toshiba*

**SERVICE PROVIDERS**

*AT&T Communications  
CenturyLink Communications  
Comcast Business Class Cable  
Start2Star Communications  
TelePacific Communications  
Time Warner Business Class Cable  
Windstream Communications*

**SALES OFFICE**

*74478 Highway 111  
Suite #292  
Palm Desert, CA 92260*

**CONTACT INFORMATION**

*Phone: (760) 980-1366  
E-mail: [info@complete-telecom.com](mailto:info@complete-telecom.com)*

**WEBSITE**

*[www.complete-telecom.com](http://www.complete-telecom.com)*

**Background**

Complete Telecommunications, Inc. (CTI) is a telecommunications consulting and brokerage firm established in 1994 by telecommunications professionals, with the purpose of assisting businesses with the procurement of voice and data products and services. CTI provides their clients with extensive knowledge and expertise that reduces the time and effort associated with analyzing, negotiating and implementing telecommunications solutions.

With over 45 years combined experience in the telecommunications industry, credentials as a *Qwest Elite Business Partner* and *Top SBC Consultant*, CTI has access to the most complete, industry-leading product set available in the telecommunications space today.

**Mission**

*"The mission of CTI is to save our clients time, effort and money!"*

*- Vincent M. Cordero  
President & CEO, CTI*

CTI fulfills its mission by assisting businesses with streamlining telecommunications requirements, reducing telecommunications costs, and improving overall productivity through the analysis, recommendation, planning, and implementation of the following telecommunications products and services:

- Cable & Wiring
- Data Center Services
- Telephone & Voice Mail Systems
- Equipment Relocation & Upgrades
- In-Bound & Outbound Voice Services
- MPLS Service, SIP Services, VoIP Services, Cloud Services
- Internet Access Services (DSL, T1, DS3 & OCx, Cable, Wireless)

For businesses, telecommunications products and services are required commodities, and are often purchased for either price or name recognition. CTI aids companies in obtaining bids and quotes for these products and services while representing a cross section of the telecommunications industry.



## SERVICE ADVANTAGES

A Telecommunications  
Consulting & Brokerage Firm

# Advantages & Benefits

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### CONSULTING & BROKERAGE

Account Management  
New Service Orders  
Work Orders  
Bill Analysis  
Line Audits

### VOICE & DATA SERVICES

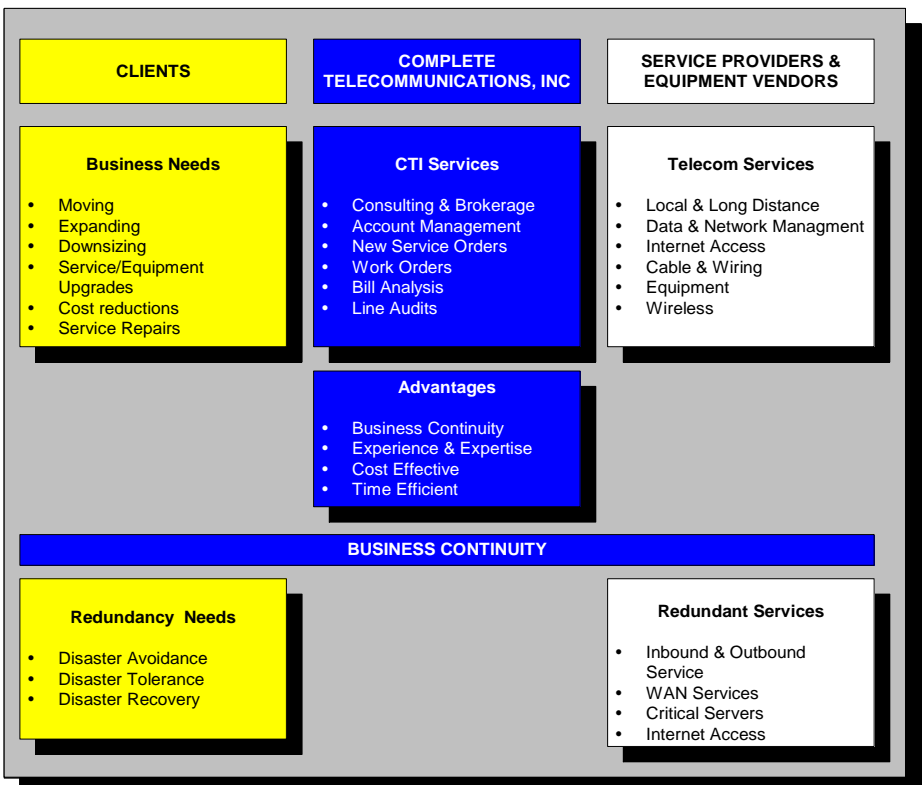
Local & Long Distance Access  
Data & Network Management  
Internet Access  
Cable & Wiring  
Wireless

CTI can be any company's primary account management company or can work with your existing dedicated telecom resources.

CTI services all of their clients' needs from office relocations, changes to existing services, equipment upgrades, and expansions or downsizing of work force. CTI is an ideal outsourced solution for companies that do not have dedicated IT resources. Conversely, CTI has the expertise and flexibility to collaborate with the existing IT staffs that larger companies use to maintain their advanced networks.

The advantages of CTI services is the assurance that clients maintain business continuity, reductions in current communication costs, and relief from the frustrations of dealing with service providers.

With over 45 years of telecommunications experience and strategic partnerships with major service providers, CTI has successfully developed a long term retention of customer satisfaction.



COMPLETE TELECOMMUNICATIONS INCORPORATED

# Frequently Asked Questions

## COMPLETE TELECOMMUNICATIONS, INC.

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#### CONSULTING & BROKERAGE

Account Management  
New Service Orders  
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#### VOICE & DATA SERVICES

Local & Long Distance Access  
Data & Network Management  
Internet Access  
Cable & Wiring  
Wireless

CTI is a one stop shop for all of your company's telecommunications needs. With strategic partnerships and years of experience, CTI can provide voice and data solutions to address your company's requirements with long term customer satisfaction.

#### Who is Complete Telecommunications, Inc (CTI)?

CTI is an independent consultant and broker for voice and data products and services.

#### What services can CTI provide for your company?

CTI can fulfill all of your company's telecommunications needs for the following services:

- Cable & Wiring
- Data Center Services
- Telephone & Voice Mail Systems
- Equipment Relocation & Upgrades
- In-Bound & Outbound Voice Services
- ATM, Frame Relay & Private Line Services
- Internet Access Services (DSL, T1, DS3 & OCx)

#### How can your company benefit from CTI services?

CTI will help to assure that your company:

- Maintains business continuity
- Reduce current communication costs
- Relieve frustration with existing Service Provider

#### When can your company benefit from CTI services?

Your company can benefit from CTI services when:

- Moving or relocating offices
- Changing existing service or equipment upgrades
- Expanding or downsizing work force
- No department or personnel dedicated to address IT needs

#### Why should your company use CTI?

Your company should use CTI because CTI has:

- Over 45 years of telecommunications experience
- Strategic partnerships with service providers
- Long term retention of customer satisfaction



# Business Continuity

## COMPLETE TELECOMMUNICATIONS, INC.

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#### TELECOM SERVICES

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Data & Network Management  
Internet Access  
Cable & Wiring  
Wireless

"A significant percentage of organizations have Business Continuity plans, and CIO's are reasonably dedicated to reviewing and testing them. However, many organizations' business continuity activities have significant holes. Some still treat key areas such as creating redundant systems and lining up backup network providers, as a relatively low priority."

- CIO Insight, October 2001

Corporate telecommunications has to be error-free. Outages cannot invariably occur from time to time and reliability is of paramount importance because of the critical role telecommunications plays in the everyday life of business.

Customers, partners, and employees have come to expect several certainties from their telecommunications products and services. Each expects dial tone to be available when a phone is taken off-hook; web pages to load with every mouse click; and applications to execute without hesitation upon the push of a button.

Business Continuity consists of:

1. *Disaster Avoidance (Policy & Procedure)*
2. *Disaster Tolerance (Redundancy)*
3. *Disaster Recovery (Backup & Restore)*

The heart of Business Continuity is redundancy. In relation to corporate telecommunications, redundancy is alternative and/or duplicate transmission paths, routes, equipment and power in various combinations that enhance reliability and allow continual operation despite failure of one or more components.

CTI assists organizations with planning and implementing Business Continuity for telecommunications products and services. Since there is no one solution, it is important to design a fault-tolerant environment with a systematic and holistic approach. CTI reviews existing areas of vulnerability, provides an evaluation, and recommends a business continuity plan that allows your organization to protect and recover from unplanned interruptions.

Recommended telecommunications products and services requiring redundancy:

- *In-Bound Voice Service (redundant trunks)*
- *Out-Bound Voice Service (redundant trunks)*
- *WAN Services (redundant ATM, Frame Relay, or Point-to-Point circuits)*
- *Critical Servers: E-mail, Database, Application (redundant off-site servers)*
- *Internet Access (redundant circuits)*

Creativity, flexibility and an in-depth understanding of complex telecommunications infrastructures, as well as, operational policy and procedure is the value of CTI.

