

Company Profile

COMPLETE TELECOMMUNICATIONS, INC.**CORPORATE STRUCTURE**

*Established: 1994
Incorporated: 1999*

KEY NUMBERS

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

PARTNERSHIPS

*Toshiba
Nortel Networks
NEC Corporation
AT&T
Qwest Communications
PaeTec Communications
TelePacific Communications*

RECOGNITIONS

*Top 40 SBC Consultant
Qwest Essentials Certified*

OFFICES**HEADQUARTERS**

*2816 Rowena Avenue, Unit #2
Los Angeles, CA 90039*

DESERT SALES OFFICE

*50-020 Monteloma Court
La Quinta, CA 92253*

*Phone: 800-337-7666
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E-mail: info@complete-telecom.com*

WEBSITE

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
- ATM, Frame Relay & Private Line Services
- Internet Access Services (DSL, T1, DS3 & OCx)

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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New Service Orders
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Line Audits

TELECOM SERVICES

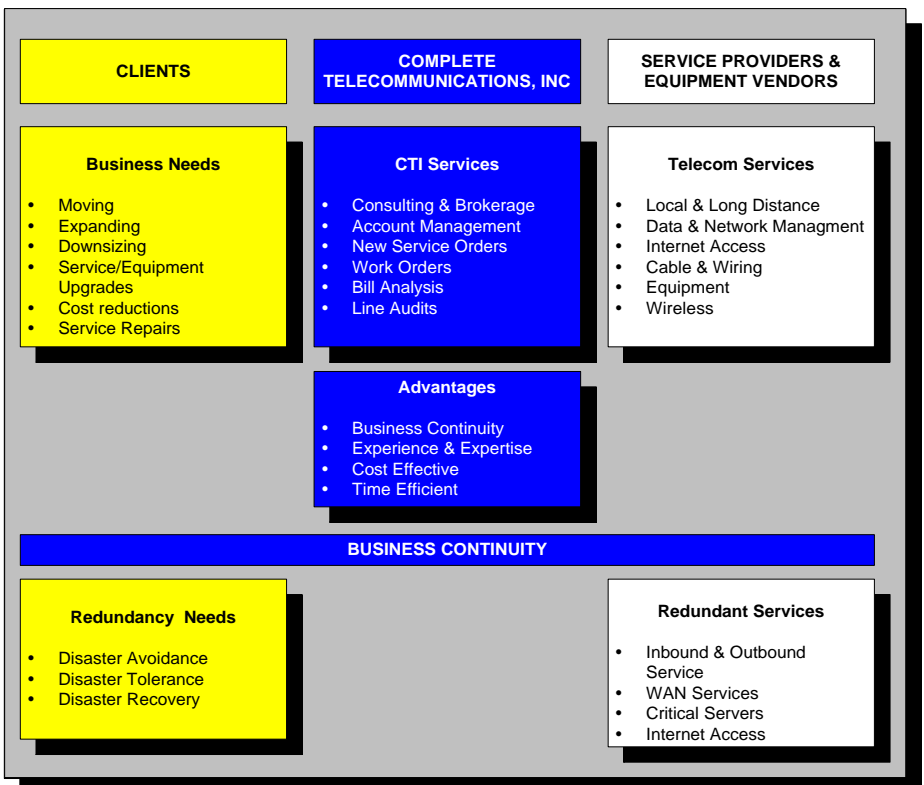
Local & Long Distance Access
Data & Network Management
Internet Access
Cable & Wiring
Wireless

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

Partners

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CTI offers a variety of options for its clients with our strategic relationships with service providers. We have the resources to match client specific needs with available service offerings. We eliminate the hassles of compiling quotes and can provide our clients with cost savings and time efficiency.

Service Providers

Complete Telecommunications, Inc. (CTI) has strategic partnerships with the following service providers:



AT&T Inc. is one of the world's largest telecommunications holding companies and is the largest in the United States. Operating globally under the AT&T brand, AT&T companies are recognized as the leading worldwide providers of IP-based communications services to business and as leading U.S. providers of high-speed DSL Internet, local and long distance voice, and directory publishing and advertising services. AT&T Inc. holds a 60 percent ownership interest in Cingular Wireless, which is the No. 1 U.S. wireless services provider with more than 54 million wireless customers.



PaeTec Communications, Inc. is an integrated communications provider offering local, domestic, and international long distance services, high-speed Internet access, advanced data services, and communications management services to medium, and large-sized businesses, colleges and universities, hospitals, governmental organizations, and affinity groups throughout the United States.



Qwest Communications is a leader in broadband Internet-based data, voice, and image communications. Qwest offers a leading line-up of Web hosting services, managed solutions, high-speed Internet access, private networks, wireless data and other technologies and applications that are redefining global communications around the power and potential of the Internet.



TelePacific Communications provides flexible, reliable voice and Internet services for your business. Headquartered in Los Angeles, TelePacific delivers these converged services to California and Nevada-area businesses, representing seven major metropolitan markets. With a strategic focus on measured growth within its regional markets, TelePacific is positioned as a leader in the Integrated Communications Provider (ICP) industry.



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Coordinating installations between service providers and equipment vendors is frustrating and can result to disruptions or delays in a company's general operations. CTI is experienced in meeting client equipment needs efficiently and cost effectively, minimizing frustrations related to new installations.

Equipment Vendors

Complete Telecommunications, Inc. (CTI) has strategic partnerships with the following equipment vendors:

MTM Telecom

MTM Telecom provides affordable telephone systems to small and medium sized businesses. MTM Telecom offers simple and cost effective solutions through a unique monthly rental program. Specializing in Nortel telephone systems, MTM Telecom combines high quality products, flexible services and low monthly costs.



NEC Corporation is the leading solutions provider for broadband networking and mobile Internet, with a focus on IT-Network integrated solutions. With its extensive background in IP and advanced optical technologies, NEC is developing networking solutions to facilitate the progressive communications resources essential in today's fast-paced world.



Nortel Networks provides industry-leading products that are transforming the current maze of multiple networks into one, easy to manage packet-based network where data, voice and video speed to their destinations quickly and more efficiently.

TOSHIBA

Toshiba is a leader in telecommunications technology, and is committed to designing and manufacturing America's highest quality business communication systems. Toshiba markets a complete line of business communication solutions developed to address the needs of today's small to medium-sized enterprises.



Business Continuity

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"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.



Frequently Asked Questions

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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

