



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

David Heuman of CTS Unravels the Mystery Behind Carriers

SOUTHERN ILLINOIS AND ST. LOUIS — May 1, 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 CTS 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, CTS 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, CTS 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 CTS, we strongly recommend signing a twelve month contract 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.

CTS 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 CTS Technology Solutions, Inc.

CTS Technology Solutions, Inc. is the regional leader in providing business communication systems (telephone and computer/data systems). Founded in 1984, CTS Technology Solutions, Inc. continues to be committed to establishing a dynamic partnership with our clients to ensure that their return on investment is maximized. Extensive technology resources, business consulting services and technical expertise allows our team of professionals to design and implement a wide range of solutions that best fit our partners' communications needs. For more information about CTS Technology Solutions, Inc. please call 1-800-443-3068 or visit www.ctscomplete.com.