



Bob Bennett
President
COMMWORLD of Kansas City

COMMWORLD Launches Current Technology Assurance Plan (C-TAP)

*Small to Mid-Sized Companies to Benefit
from Telecommunication Industry's Most
Innovative Program to Ensure
Implementation of Latest Technology*

KANSAS CITY, MO — June 29, 2005 — **COMMWORLD**, an industry leader in telecommunications, announced today that the company launched its new Current Technology Assurance Plan (C-TAP). C-TAP has emerged as the telecommunication industry's most innovative program. The program ensures that the telecom and information systems of small to mid-sized companies remain current and incorporate the latest in value added solutions. Technology Assurance Group (TAG), a national organization of independently owned telecommunication companies, spearheaded the development of C-TAP in strategic partnership with Great American Leasing Company (GALC), a privately held lease financing firm.

As a premier member of TAG, **COMMWORLD** will be the only telecommunications provider in the region to offer businesses the TAG/GALC supported C-TAP program.

"C-TAP is revolutionizing the manner in which telecom equipment, convergent applications such as VoIP, and connectivity infrastructure is deployed in the marketplace," said Bob Bennett, president of **COMMWORLD**. "As a result of C-TAP, **COMMWORLD** can now proactively manage customer telecom and information system needs in partnership with those customers. When companies participate in C-TAP it assures them that they will always be

at the forefront of new innovations in technology."

C-TAP gives companies the unique ability to refresh or renew their phone equipment any time after 24 months with no change in payment. New equipment and applications are installed without labor charges.

Technology can be added as required within a fixed cost that can be absorbed by an organization's operating budget. Essentially, C-TAP allows the continued implementation of new technology within a set budget.

"Let's take Automatic Call Distribution (ACD) to illustrate how C-TAP works," stated Mr. Bennett. "ACD allows companies to route incoming calls to the appropriate representative, which increases both internal efficiency and customer satisfaction. The price of ACD technology has dropped over the years and under C-TAP companies that could not afford it before can now add it with no change in their monthly commitment. This is just one example where the adoption of new technology will increase an organization's competitive advantage and increase their profitability."

COMMWORLD customers on the C-TAP program will receive numerous benefits. These benefits include 5 hours of national teleconferencing annually, call accounting analysis which detects employee misuse of phone calls, storage system and backup, remote database backup, records and training updates for the equipment administrator, and an annual audit of connectivity charges. C-TAP also provides businesses with special

customer service provisions including priority queuing for adds, moves, changes, and dispatch of service calls, a guarantee of inventory on hand, preferred maintenance, periodic replacement of handset and station cords, and annual preventative maintenance visits.

"We're thrilled about C-TAP and announcing it to our valuable customers," added Mr. Bennett. "Adopting this program illustrates our continued commitment to our customers. Their organizations can both grow and adapt in the changing information marketplace within a budget fixed at the inception of the C-TAP program."

ABOUT COMMWORLD OF KANSAS CITY

COMMWORLD of Kansas City has been providing superior business telephone system products and services to the Kansas City area since 1981. **COMMWORLD** specializes in the most reliable, high quality telecommunications products from the leaders in technology -- Toshiba, ESI, Samsung and Comdial to name a few. Bennett stated, "Customers no longer need to be frustrated with multiple contacts. Our 'one point of contact' concept means your business can come to **COMMWORLD** for full service IP connectivity, converged systems, local/long distance service, Web site provision, audio/video conference service/equipment, voice processing and more. With **COMMWORLD** you get the best of the best." **COMMWORLD** of Kansas City is located at 6200 Main Street in

Grandview, MO. For more information, call (816) 763-1100 or visit www.commworld-kc.com.

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