



Jason Landry
VP of Sales

Small to Mid-sized Businesses Reap the Benefits of Gage Telephone Systems' Customer Centric Programs

Company Reports Strong Customer Satisfaction Levels By Bucking the Trend of Scaling Back in a Down Economy

Baton Rouge, LA — May 27, 2009 Gage Telephone Systems, an industry leader in business communications, announced today that the area's small to mid-sized businesses are reaping the benefits from customer centric programs that the company deployed over the years. A number of innovative programs were designed by Gage Telephone Systems to continually enhance satisfaction levels, especially during recessionary periods. While most companies cut back services and technology solutions, Gage Telephone Systems is expanding to help organizations increase profitability and employee productivity.

A few years ago Gage Telephone Systems conducted a thorough needs analysis of their customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn't have the means, resources, or expertise to stay at the forefront of advancements in technology. As a result the Customer Advocate Department was born. Today, Gage Telephone Systems' Customer Advocates educate companies about technologies that they haven't currently adopted that could

greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), SIP Trunking, call accounting, web and audio conferencing, and GPS tracking systems for vehicles.

Another Gage Telephone Systems program where businesses are reaping the benefits is in managed IT services. Essentially, Gage Telephone Systems' customers outsource the management of their data network and infrastructure so they can focus all of their energy on their core competency. Running an efficient network is not easy, especially with the convergence of voice and data. Too often companies are caught up in day-to-day operations that mission-critical network maintenance and security management get overlooked. Unfortunately, most businesses do not have the resources to properly maintain, support, and keep their network up to date. Offloading this function to an expert like Gage Telephone Systems helps companies concentrate on growing their business.

In today's environment, budgets for most businesses are extremely tight. A program that has become vastly popular is Gage Telephone Systems' Current Technology Assurance Plan (C-TAP). C-TAP's two most important objectives are to eliminate technology's obsolescence through refresh, while providing a true cost of ownership. Rather than paying cash up front for a depreciating asset like technology, companies pay a fixed monthly cost that is recorded in an operating budget. This enhances the financial health from both tax and

budgeting standpoints. The cost is a known entity and customers on C-TAP never receive another invoice. Included in C-TAP are all of the professional services that Gage Telephone Systems offers.

"Our dedication to developing customer centric programs that drive satisfaction has enabled us to envision and prepare for market trends before they even occur," said Jason Landry, VP of Sales of Gage Telephone Systems. "Creating programs like customer advocacy, managed IT services, and C-TAP help companies change the way they do business, allow them to conserve cash, and give them affordable access to new technology. Historically, customer service for most companies dramatically declines during a recession. I'm proud to say that our customers experience the exact opposite."

ABOUT GAGE TELEPHONE SYSTEMS

GAGE Telephone Systems, Inc. was established in 1980 by Gregory A. Wood, Sr. The company's original mission continues today, which is to provide the very best products and services that enable its clients to increase their profitability, obtain a competitive advantage, and improve employee productivity. GAGE has served the Baton Rouge and South Louisiana business community for nearly 30 years through a culture of striving towards excellence and unparalleled commitment to customer service.

GAGE helps companies of all sizes simplify their technology decisions with straight answers about everything from business telephone systems and computer networking to VoIP and voicemail services. The company conducts a complete needs analysis to ensure that each customer implements the right technology to meet their needs now and into the future.

GAGE has built a strong team of highly experienced and industry certified voice and data specialists. These individuals proactively assist customers through high level support and strive to exceed their expectations on a daily basis. The team is backed by a fleet of state-of-the-art service vehicles ready to respond to customer calls 24 hours a day, 7 days a week.

GAGE has distinguished itself from the competition by becoming one of the region's leading telecommunications companies. For more information on GAGE please call (225) 753-4243 or visit <http://www.GAGetelephone.com>.