



...to the World
Joy! Communications
Business Telephone Systems
& Data Cabling



Peter Engle
President
Joy Communications

IS YOUR TELECOMMUNICATIONS TECHNICIAN CERTIFIED? **IF NOT, YOUR VOICE & DATA SYSTEM COULD BE IN BIG TROUBLE**

Joy Communications Explains Why

Stuart, FL — April 25, 2005 — Telecommunications is a very dynamic industry that is constantly being enhanced by new technology. The technology is changing so rapidly that it's vital for companies to ensure that their telecommunications provider stays on top of it. Unfortunately, too many businesses today continue to overlook this topic and do not ask a simple yet crucial question, "Is my telecommunication technician certified?" If the answer is a resounding yes, then you can probably put your mind at ease. However, if the answer is no, your company's vital voice and data system could be in for a very painful surprise.

Would you let a mechanic that wasn't properly trained work on your car? Probably not. So why not treat your voice and data system with the same care. It is just as important to make sure that your provider's technicians understand the details behind their technology so they can properly install, service, and maintain your system to ensure its future reliability.

All too often businesses experience damaging affects by providers who don't understand the technology they sell. The most common include:

- Lost revenue due to system downtime
- Increased costs from making repairs
- Permanent damage to system components

- Inability to effectively run the business

In order to combat these types of problems, leading telecommunications providers such as Stuart, FL's Joy Communications incur substantial costs to guarantee that highly certified industry technicians are tending their clients' voice and data systems.

Joy Communications requires hours of rigorous educational training for sales people, management and most importantly technicians, so they can fully understand today's state-of-the-art voice and data systems. Joy Communications believes certification is an extremely valuable investment for both their employees as well as each one of their clients.

Peter Engle, President of Joy Communications, said that its service technicians are comprised of professionals who enjoy being in the forefront of new emerging technologies. Their dedication, combined with the body of knowledge acquired from certified trainings, ensures Joy Communications's customers that their voice and data system will be serviced quicker, faster and better, all in a cost-effective manner.

"Joy Communications understands that it takes a high level of commitment and dedication to provide our technicians with the latest education and certification on convergent technologies," said Engle. "Our customers can rest assured that when one of our technicians comes to their place of business to service or repair a voice and data system, that they will be able to diagnose the

problem quickly and provide unsurpassed service in a timely and cost-effective manner."

Engle said service technician training and certification benefits the end-user. "Today, when our clients require service assistance they can expect less downtime for their telecom system, which translates into greater revenue for their business."

So if you don't know the answer regarding your technician's level of certification it may be time to ask. It's much easier to prevent problems from occurring than take your chances with technicians who are less than knowledgeable about their technology.

ABOUT JOY COMMUNICATIONS

Joy Communications, founded in 1982, with offices in Stuart, Tampa, and Miami, is a multi-million dollar private company with over 6,000 customers in South Florida and Tampa/St. Petersburg. Joy Communications sells and services telecom equipment including Mitel, Samsung, and Nortel, and provides data equipment and services. Joy's service area extends from Melbourne to Key West and the Tampa/St. Pete area. Joy Communications specializes in providing quality service and support to its customers with locally based, certified technicians. For more information on Joy Communications, please call 1-800-432-3638 or visit www.joycomm.com.