



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



## Joy Communications Enhances Audio and Web Conferencing Applications Through Its Strategic Partnership With ConferTel

Stuart, FL — November 15, 2007 — Joy Communications, the region's leader in business communications, announced today that the company has enhanced its audio and web conferencing applications through its strategic partnership with ConferTel, an innovative provider of teleconferencing solutions. Joy Communications will offer ConferTel's *Virtual Attendant @ Your Service*,<sup>SM</sup> a robust, full-featured conferencing service offering operator-assisted functions at 'reservation-less' pricing and *i-Present Pro*, a professional yet affordable service for conducting everyday web meetings.

"We listened to what our customers were asking for with their operator-assisted and large event calls," said Peter Engle, President of Joy Communications. "After a thorough analysis of audio and web conferencing solutions we determined that ConferTel's *Virtual Attendant* and *i-Present Pro* provided the highest level of quality and consistency. These are valuable and necessary business tools that help companies improve employee productivity and be more effective in their ability to communicate with greater numbers of people."

ConferTel designed and developed *Virtual Attendant* to offer users flexibility and the personalized assistance they expect with an operator-assisted call, but at a fraction of the cost. Furthermore, with instant access,

there's no more waiting for that 'next available operator'. *Virtual Attendant* can greatly increase the effectiveness and professionalism of conference calls by allowing the presenter to conduct pre- and post-conference coordination, polling, surveys, Q&A with priority queuing, recording with instant playback access, simultaneous or sequential automated out-dialing, integrated web presentation with videocast and online participant registration. Attendance reports and recordings are available immediately following each call.

*i-Present Pro* is a low cost, easy to use tool which enables presenters to share anything on their computer with their participants. It can be used to complement conference calls or simply one-to-one discussions. Perfect for training or sales presentations, *iPresent Pro* includes such features as document publishing, application sharing, live video-casting, pass control capabilities, and record and replay options.

"Joy Communications is one of the nation's top business communications providers and we're thrilled to offer *Virtual Attendant* and *iPresent Pro* to their valuable customer base," stated Leo McGill, CEO of ConferTel. "Both services are easy to use and very cost effective so businesses of all sizes can use them to increase productivity."

### **ABOUT JOY COMMUNICATIONS**

Joy Communications, with offices in Stuart, Tampa, Ft. Lauderdale and Miami, is a multi-million dollar private company servicing South Florida and the Tampa/St. Petersburg area since 1982, with over 10,000 customers. Joy Communications sells and services telecom equipment including Mitel, Samsung, Shoretel, and Nortel, and provides voice services from the new AT&T as well as comprehensive data services. Joy's service area extends from Jacksonville 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 about Joy Communications, please call 1-800-432-3638 or visit [www.joycomm.com](http://www.joycomm.com).

### **ABOUT CONFERTEL**

Based in Carlsbad, California, ConferTel is a leading provider of IVR telecommunications services in the U.S. and Canada. Providing a range of conference calling services, including automated and operator-assisted phone conferencing, large event calls, on demand record/replay, voice/fax broadcast, teleseminars, webinars, webcasting, online training and desktop/application sharing web conferencing.