

Season's Greetings

FALL 2009

President's Column



Bob Bliss

Digital Telecommunications Corporation recently held its 10th Annual Customer Seminar at the beautiful, completely remodeled Pacific Palms Resort in City of Industry. It was our best attended DTC Customer Seminar ever! We were honored to welcome 80 customers, prospects, consultants, and business partners. Presentations were made by executives from NEC America, Juniper, AVST, Nuance, and Paetec. A special note of thanks and acknowledgements to our generous sponsors, including NEC America, Juniper, AVST, Meru Networks, NEC UCB, Paetec, and NEC Financial Services – all of whom contributed immensely to the success of the event.

We want to introduce two of our newest strategic business partners – Juniper Networks and Meru Networks.

Juniper Networks specializes in high-performance network enterprise infrastructure and Meru Networks ranks second in global market share for 802.11n enterprise wireless LANs. Both partners provide you, our DTC customer, with additional service, and product solutions.

On the Customer Service front, we recently completed tabulation of our annual customer satisfaction survey. 91.25% of you rated the quality and timeliness of our response to service and MAC requests at a “9” or higher (on a scale of 1 to 10, “10” being the highest). Overall, 80.25% of you rated the overall performance of DTC as your business partner at a “9” or higher. While we appreciate the vote of confidence, we will not rest on our laurels and pledge to continue our quest to provide you with excellent customer service. To that end, we are in the process of implementing a CRM system (Tiger Paw) to improve our internal capabilities, resulting in faster and more effective service to you via universal visibility to account information. Coming soon – online access to your account including (but not limited to) access to service history, ability to place service calls, listing of account invoice and statements, and maintenance agreement database information.

DTC has continued to expand our business in a sustainable manner. Recently, we implemented several new systems in Arizona and Nevada for existing DTC California customers. Whether directly or through partnerships, we look forward to supporting our customers' needs in geographic location across the country.



Press Release

CEO and Founder



Gordon Maccani

Meru Networks Ranks Second in Worldwide Market Share For 802.11n Enterprise Wireless LANs, Dell'Oro Report Says
Enterprises Worldwide Increasingly Rely on Meru's Virtualized 802.11n WLANs for Business-critical
Communication SUNNYVALE, Calif., June 29, 2009 –

Market research firm Dell'Oro Group has ranked Meru Networks number two in the worldwide enterprise 802.11n wireless LAN market. According to Dell'Oro's "First Quarter 2009 Wireless LAN Report" (see <http://delloro.com>), Meru logged 12 percent of total vendor revenue – second only to Cisco and ahead of third-place Aruba – for equipment based on 802.11n, the high-performance standard that represents the fastest-growing segment of the WLAN market.

"802.11n is recognized as the future of wireless networks and as such constitutes the only meaningful measure of success for WLAN vendors today," said Rachna Ahlawat, Meru's vice president of marketing. "Through the pioneering use of wireless virtualization techniques, Meru has created a full line of plug-and-play 802.11n solutions that outperform the legacy 'micro-cell' products of other WLAN vendors yet cost less. Enterprises across all major industry segments – education, healthcare, hospitality, entertainment, retail, manufacturing, construction and government – are adopting Meru's 802.11n-based virtualized WLANs, which is driving our accelerated 802.11n market share growth."

According to the Dell'Oro Group report, the position of 802.11n access points as a percentage of all 11a/b/g/n access points has tripled over the past year, from six to 18 percent. The enterprise WLAN market is expected to grow to \$1.9 billion by the end of 2010, with 802.11n accounting for the majority of total access point shipments.

President's Column (continued)

Finally I would be remiss unless I mentioned the 2010 NEC Annual User's Group, which will be held in Bellevue, Washington at the Hyatt Regency Bellevue May 16-May 20, 2010. DTC encourages you to attend. For further information, please go to www.necusersgroup.com or call (803) 798-4800.

On behalf of Gordon and me, we send a big "thank you" to you our loyal customers for your years of support and for the special long-term relationship we share. We look forward to working together for many more years to come. Please do not hesitate to call Gordon or myself if you have any questions or comments for us!



Press Release (continued)

Enterprises Now Considering Wireless as Primary Communication Medium

"Since Meru brought the first enterprise 802.11n products to market in 2007," Ahlawat said, "802.11n technology has gained broad-based acceptance, with over 600 client devices now certified for interoperability by the Wi-Fi Alliance. With its greater range and performance akin to Fast Ethernet, 802.11n is allowing enterprises for the first time to consider wireless LAN as their primary communication medium. Organizations that previously deployed legacy 'micro cell' WLAN architectures – which mandate that all access points be replaced on different non-overlapping channels – are realizing that adaptive channel-planning techniques make networks too unreliable for critical business communication.

Many are taking advantage of the current technology upgrade cycle to migrate to Meru's "virtual cell" architecture,

which allows them to derive strategic competitive value from their wireless LAN and concentrate on their business rather than the stability of their infrastructure."

In a Novarum 802.11n benchmark test earlier this year (<http://novarum.com/publications.php>), Meru 802.11n APs outperformed equipment from both Cisco and Aruba – consistently exceeding 170 Mbps throughput – and maintained high performance under heavy data and voice traffic loads that made other vendors' APs suffer "performance collapse."

Meru 802.11n Solutions: Incorporating WLAN Virtualization Techniques

Products based on 802.11n allow wireless access at more than five times the speed of the legacy 802.11a/b/g standards. Meru's 802.11n solutions use WLAN virtualization techniques to let organizations deliver information, applications and business processes in a personalized way to individuals, while enabling network managers to roll out large-scale secure WLANs at a fraction of cost of legacy solutions.

Using Meru's Air Traffic Control™ technology, the company's products deliver full 802.11n draft 2.0 performance at the highest possible wireless client densities while offering full backward compatibility with 802.11a/b/g devices. All Meru access points automatically select a single channel for use enterprise- or campus-wide, layering additional channels when more capacity is required. This approach provides network stability and predictability, minimizes co-channel interference, and eliminates the need for both time-intensive initial channel planning and ongoing channel adjustments following deployment.



Recent News

Senior Vice President of Operations



Ron Buzbee

DTC AND TIGERPAW

In an effort to better serve our existing, and rapidly growing, customer base DTC has taken a significant step in streamlining our in-house business management software.

In September 2009 DTC implemented a new Customer Relationship Management (CRM) software solution. DTC chose a highly specialized telecommunication software provider, Tigerpaw, to provide automation solutions that offer increased productivity and improved business processes.

Tigerpaw Software is the leading provider of business management software, serving the telecommunications industry for 24 years with 20,000 users in 28 countries. Tigerpaw will enable DTC to centralize customer service for all of our existing and future office locations. In addition, Tigerpaw will allow DTC the capability to increase productivity in the areas of order fulfillment, scheduling of installations,

service order dispatching, circuit tracking, customer equipment quotes, sales force automation, billing and inventory control.

The first Tigerpaw modules that were installed in September are the Service Order and the Accounting/Inventory Control modules. The Service Order Module will allow DTC better control and visibility to customer service orders, technician scheduling, customer service order history and internal integration into the Accounting and inventory platforms.

The initial benefit to DTC customers? Faster response to service requests, increased accuracy in dispatching, and faster resolution to customer service and billing issues. Being able to automatically generate and manage service tickets on a real-time basis allows DTC to react and respond quickly to all of our customer needs.

In the near future, DTC will be implementing additional Tigerpaw modules that will allow our customers direct, web-based access and integration into our CRM system to check on service order scheduling, initiate service requests, verify parts availability, and check invoice status.

Future modules will also allow our technical staff access to Mobility, field web access, integrated technician timesheet submittal and GPS integration to assist in quicker response time to customer service requests.

DTC is passionate about finding better ways to improve our business processes that offer improved benefits and support to our customer base.



EMPLOYEES OF THE MONTH

The following DTC employees have been recognized for their outstanding service to DTC's customers and their fellow employees. Please join us in congratulating them for going above and beyond!



**DANIELA
BURNS**



**JOE
KRIER**



**CARLOS
SORIANO**



**TOM
PHILLIPS**



**KEITH
GREER**

NEW EMPLOYEES

**Sales Account
Manager**



Peter H. Goetz

Sales Engineer



David Seller

Technician



Joe Krier

**Senior Account
Manager**



Karri Anne Davidson

Technician



Lee Guerrero

PROMOTIONS

Purchasing Agent



Donald Rushing

Warehouse Manager



Sandro Medina

NEW CUSTOMERS

St. Philomena School and Parish
Authentic Entertainment
California Shopping Cart Retrieval Corporation
Puget Sound Blood Center
Graybill Medical Group
Dr. Raymond Dann
The Vancouver Clinic
The Individual Group
Cuesta Community College
San Fernando Valley Heart Insurance
City of Moreno Valley
Pacific Bulletproof
Silverberg Surgical
Clark Realty Builders
Shoulder Knee Institute
Los Angeles County Dept. of Public Works
Paso Robles USD
The IVY Hotel
Mission Home Mortgage
BCA Real Estate
Acuity Consulting
BMS Delta Design
Escondido OBGYN
Beverly Hills Tennis Club
SETA
La Jolla Surgery Center
Wilshire Financial
Executive Financial

NEW SYSTEM SALES

Collection Technology Inc.
Hoag Hospital
Saddleback Memorial Hospital
Children's Hospital of Orange County
Northwest Administrators
Winthrop Resources Corporation
Salem Hospital
Duffy Kruspodin
Marfred Industries
City of Santa Maria
Motion Picture Industry
Olympia Medical Center
US Airways, Inc.
Spotlight 29
Long Beach Memorial Medical Center
Doheny Eye Institute
State Financial Corporation
National Positions
ACH Mechanical Contractors
Santa Maria Public Library
Placentia Yorba Linda USD
IPC the Hospitalist Company

HAPPY BIRTHDAY TO YOU...

Gordon Maccani, 16-October
Ed Regan, 20-November
Joe Regan, 4-December
Tony Carreon, 4-December
Kevin Corley, 29-December
Ron Buzbee, 13-September
Peter Goetz, 4-November
Keith Greer, 20-October
Donald Rushing, 3-September
Mark Knop, 14-December
Wayne Lathrop, 27-September

HAPPY DTC ANNIVERSARY TO YOU...

Dave Lowe, 10/17/05
Barbara Woillard, 12/02/99
Ed Regan, 10/08/96
Donald Rushing, 11/14/94
Leslie Musser, 10/22/99
Michelle Frost, 09/04/01
Mike Regan, 10/24/96
Sandro Medina, 09/10/07
Mike Cywan, 09/15/08
Keith Greer, 09/15/08
Tom Phillips, 10/01/07

Testimonials

"Excellent service all around. Thank you!!"

Lee Pratt
City of Fountain Valley

"We are new with DTC but we are very impressed with the timely service and attention to detail."

Dale Lepper
San Geronio Memorial Hospital

"I just wanted to thank everyone for the excellent service for the past year...I know if I have a major problem I can always count on your staff to help us out and go the extra mile."

Paul De Pari
Technical Project Manager
Saddleback Memorial Medical Center

"We are always pleased with the installation, maintenance and service DTC provides. Every DTC employee is a pleasure to work with, they are dedicated and show pride in their work."

Pat Pennington
Placentia Yorba Linda USD

"Excellent!"

Janissa Sauntizo
Children's Institute

"Overall , we are very pleased with the service DTC has provided the LA Community Colleges. They have been responsive to our needs and the engineers are top notch. We certainly give DTC our vote of confidence and look forward to our continued partnership"

Ed Molina
Los Angeles Community College District

"Great Service! Keep up the good work!"

Jae Lupo
Ansett Aircraft

"I have worked here at Long Beach Memorial for over 20 years. DTC is the best Switch vendor we have had by far."

Don Lowden
Long Beach Memorial Medical Center

"DTC is just the best around, we've tried them all. I wish DTC great success, a win-win formula for Raytheon and DTC. Thanks for all the prompt , courteous and knowledgeable support these many years."

Joey Kremer
Raytheon