

## SPRING 2008

### President's Column



**Bob Bliss**

I want to update all of you on our largest and most successful Customer Seminar held at the beautiful remodeled Pacific Palms Resort on April 10<sup>th</sup>. We welcomed over 80 customers, prospects, consultants, and strategic business partners to this year's event.

We had several executives from NEC, Active Voice, Extreme Networks, Paetec, and Zeacom in attendance to present their current and future product direction to our audience. The response from all who attended was extremely positive, and we had several customers agree to provide DTC with short video clips discussing their relationship with DTC over the years. Please visit our web page and click on the video testimonial section on our home page to view a few of the customer-created videos on the merits of doing business with DTC as well as valuable information from the seminar. The overall evaluations were terrific—many thanks to those of you who took the time out of your busy schedules to join us!

Additionally, I want to thank all of the individuals who attended from NEC, Active Voice, Paetek, Extreme Networks, and Zeacom for their event sponsorship and participation in our 2008 event.

DTC continues to grow as our expansion to the entire west coast (San Diego to Seattle) has really taken off. Our sales in the Pacific Northwest have been outstanding and well surpassing our original forecasts. Market growth opportunities in the San Diego area are also outstanding.

As DTC continues to expand, we are constantly on the lookout for outstanding talent and a strong commitment to customer service internally and well as externally. Such a person is Ron Buzbee, who I am pleased to announce has joined DTC as Sr. Vice President of Operations in April.

Ron and I have worked together for over 20 years and I know that the combination of Ron and Ed Regan working together as an Operations team will continue to deliver the best customer satisfaction on the West Coast. Please read Ron's article on page 3 of this newsletter and please feel free to call Ron anytime, (818-446-7022). I know you will be as impressed as I have always been with his follow up and customer focus.

Thank you all for your continued support of DTC and I look forward to our continued growth and success.

## Press Release

### CEO and Founder



**Gordon Maccani**

FOR IMMEDIATE RELEASE -  
(May 21, 2008)

### **NEC Unified Begins Shipping UNIVERGE® SV8100**

NEC Unified Solutions, Inc. (NEC) is proud to announce that our much anticipated UNIVERGE SV8100 became generally available for shipping Wednesday, May 21, 2008. The excitement in the market has been building ever since our public announcement of our UNIVERGE360 vision and supporting product portfolio in March of this year.

The SV8100 is a pure IP communication server designed specifically for the small-to-medium-sized market (SMB). It is a robust, feature-rich communications server that is scalable to meet a growing business's needs. Supported features and applications include:

- Pure IP,
- SIP DECT wireless handsets,
- 8 port of embedded voice mail and ACD,
- 16 ports of in-skin unified messaging,
- Hospitality management features,
- In-skin router blade,
- POE blade,
- TDM Gateway blade, and
- Desktop Suite applications.

Our vision for this product includes scalability and a rich telephony feature set.

Configured as a pure IP system or TDM enabled, the SV8100 scales seamlessly to 512 IP stations and 200 SIP trunks – 712 ports in all. A wide range of applications will help businesses unify their business communications while delivering solutions that enhance productivity and efficiency.

We would like to extend our thanks to those companies which acted as beta sites and we sincerely appreciate the contribution from each of our participating associates and their end users. The beta process bridges the gap between NEC's controlled lab environment and actual usage. Comments and feedback gathered during the beta period greatly impact long term success. A limited number of applications, including NetLink, UCB, Conference Bridge, IVR and FAX option for UM, are in the final stages of the beta process and will be available in the next couple of weeks.

## Future Business

### **E-Commerce**

***We are excited about our new streamlined purchasing, available soon from our website [www.digitaltel.com](http://www.digitaltel.com).***

### **New Customer Survey**

***Check your mail for a revised customer survey coming to you in June.***

## Recent News

### Senior Vice President of Operations



Ronald L. Buzbee

**DTC EXPANDS IT'S  
MANAGEMENT TEAM,  
please join us in  
welcoming Ronald L.  
Buzbee.**



Ron started his telephony career working as part of the "pre-wire" crew at Central Telephone and Utilities in Las Vegas, Nevada. Ron's tenure at Central Telephone saw him gaining experience in various telephony areas as he worked in the following departments, cable splicing, PABX Installation, PABX Coordinator, Central Office Installation, Central Office maintenance, PABX Engineering and as a Major Systems Account Manager.

For the last twenty years Ron has held various telephony management roles including; Operations Manager, Director of Engineering, Director of Operations and Vice President of Operations. For the last fourteen years Ron has been managing operations teams throughout the Western United States for the direct sales subsidiary of a major system telephone equipment manufacturer.

Ron's extensive telephony experience has given him the insight and skill sets necessary to lead the DTC operations team as the Company continues to expand its territory and VoIP product lines.

Mr. Buzbee has over 35 years of management, sales support and technical experience in the telecommunications and data fields. He has a track record of building and motivating effective service and installations teams with the focus on Customer Satisfaction.

Mr. Buzbee has a "customer centric" philosophy that is consistent with the DTC commitment to provide customer support and satisfaction that is without peer in the telecommunications industry.



## Professional Advancement

### Structured Cabling Manager



### Brett Wilkoff, RCDD

**I am pleased to announce that Brett Wilkoff has passed the RCDD certification class on his first attempt for DTC.**

This is an extremely difficult test. Please help us congratulate Brett if you have the opportunity. There were 40 people in Brett's class; only 7 people passed the test and only 3 people passed the test on their first try. DTC is proud to have an RCDD credentialed professional on our staff. Please read the article in this newsletter that explains what an RCDD professional can do for YOU our customers.

### What is BICSI?

BICSI is a professional association supporting the information transport systems (ITS) industry with information, education and knowledge assessment for individuals and companies.

### What can a BICSI RCDD Offer You?

#### Knowledge

Every RCDD has successfully completed and passed an extensive exam on the fundamentals of telecommunications distribution design. All RCDDs have a minimum of two years of distribution design experience.

#### Continuing Education

BICSI-credentialed ITS professionals must keep their knowledge current to maintain their designations. RCDDs are required to renew their credential every three years by earning 45 hours of continuing education and attending at least one BICSI conference. There they share knowledge and experience with their industry peers and learn about industry updates. Continuing education can also be obtained by attending BICSI or industry-related courses that focus on the latest techniques in telecommunications cabling design.

#### Compliance

Formerly tested on their working knowledge of industry codes and standards applicable in their region, RCDDs are now tested on the importance of local and international codes and best practices. By gaining knowledge of standards, codes and proper design practices, RCDDs have

developed the ability to comprehend the entire scope of a project.

#### Safety

RCDDs study safety procedures and practices including personal protective equipment, hazardous environments and electrical earthing (grounding and bonding). This level of training far exceeds what is presented in many local and regional codes.

#### Vendor Neutrality

RCDDs have been tested in the proper design of vendor-neutral cabling systems and are not limited by specific product criteria. BICSI credentialing encourages innovation, use of advanced industry techniques and big picture thinking.

#### Access to Resources

All BICSI-credentialed ITS professionals have access to a steady flow of professional, technical and industry information. BICSI's requirements for continuous education minimize the impact of ongoing changes, updates and revisions in ITS standards and practices.

#### Preparation for the Future

The required continuing education and access to the latest industry information provides RCDDs with accurate knowledge about emerging technologies. This ensures you will receive the best in long-term solutions for your organization.

# EMPLOYEES OF THE MONTH



**JANUARY**  
**JOE REGAN**



**FEBRUARY**  
**ARDIE KIRBY**



**MARCH**  
**LESLIE MUSSER**

## *Clients Say*

*“This seminar/presentation was fantastic. I appreciate DTC for putting this out to its customers, it made me aware of a lot that I previously was not aware of, and I would love to go over some things to put some numbers together so we can see about getting grants for the products and services I would like to see implemented here at David & Margaret Youth and Family Services.”*

**Frank A. Smith**  
**David & Margaret Youth and Family Services**  
**Director, Information Systems**

**Visit our website later  
this month in News  
and Events**

**[www.digitaltel.com](http://www.digitaltel.com) to  
see a video of the  
NEC/DTC seminar.**



## NEW CUSTOMERS

Crown Disposal  
Industrial Electronic Engineers  
Northwest Hospital & Medical  
Lewis & Clark College  
Salem Hospital  
Pacific University  
A1 Cold Storage  
Los Angeles Community College  
District

## NEW SYSTEM SALES

Toyo Tires  
FRS Company  
Duffy Kruspodin  
CareMore Medical  
First Entertainment  
Gospel Light  
Olympia Medical Center  
Ojai Valley Inn  
Facey Medical Foundation  
Inn at Laguna Beach  
Doheny Vision Research  
The Playtone company  
IPC the Hospitalist Company  
Casa Pacifica  
Institute for Brain Aging  
Forecast Homes  
First Federal Bank  
BMW Designworks/USA  
Placentia Yorba Linda USD

## HAPPY BIRTHDAY TO YOU...

Barbara Woillard, 12-May  
Bob Bliss, 25-April  
Jeremy Owen, 31-May  
Mary Olson, 03-May  
Tony Alamillo, 07-April  
Ian George, 17-May  
Jack Krongaard, 8-April  
Victor Ayala, 27-May  
Carlos Soriano, 19-May  
Daniel Abbey, 16-Jun

## HAPPY DTC ANNIVERSARY TO YOU...

Bob Bliss, 5/1/07  
Mary Olson, 06/05/97  
Matt Adams, 04/14/03  
Ian George, 04/12/04