



## FALL 2008

### President's Column



**Bob Bliss**

As we approach the holiday season, I am issuing my quarterly update on the "state of the union" at Digital Telecommunications Corporation (DTC). Thanks to all of you, DTC continues to expand to meet the needs of our customer base. We have accomplished this expansion by unrelenting focus on the delivery of high quality customer service and by 100% commitment to NEC's superior product line.

Most of you know that NEC introduced the new 8000 series product line, and to date, the reception from the marketplace has been terrific. If you would like information about the new 8000 series products, please contact your sales professional or call me personally at 818-925-8839.

We have hired additional staff to support our growth in the LA area as well as in San Diego (see article on page 3) and the Pacific Northwest, where we will open new offices in Portland and Seattle.

DTC's revenue and sales orders as of this date have already exceeded last year's figures with three months remaining in our FY 2008. We have you, our customers, to thank for this tremendous growth pattern, which is especially significant given the current business environment.

We will be hosting some noteworthy events in 2009 to show our appreciation to our customers. I would like to announce that we will now host an ANNUAL customer seminar due to the fantastic response and feedback from you. It will be held in early 2009 – so please watch our website at [www.digitaltel.com](http://www.digitaltel.com) for information as it becomes available. In addition, we will host a consultant seminar in mid-2009, and a fun and exciting booth at this year's NEC User's Group Meeting being held this year in Chicago in May. As always, feel free to contact your Sales Professional or me if you have any questions.

We are all very proud of our growth and success in 2008, but we know that our success is based upon your loyalty to DTC, and we never forget that. We are grateful for your support, and I wish you and your families a wonderful Holiday Season.



## Press Release

### CEO and Founder



**Gordon Maccani**

### NEC Was Green Long Before It Was Cool.

NEC has been environmentally conscious since the 1970s:

- **1971**-NEC issues Environmental Management Guidelines, directing NEC managers to pursue green policies.
- **1991**-NEC publishes an Environmental Charter, seven "action plans" to be followed by every NEC employee. Just one of the seven: "To produce energy-and resource-saving products while giving careful thought to environmental safety issues in development and planning." Sounds very "today", doesn't it?
- **1998**-NEC initiates an internal environmental labeling system to help promote the development of environmentally sound products. Only NEC products that meet or exceed NEC's highest environmental soundness standards can display the NEC "Eco" symbol. Currently, 5,273 products in 55

product categories carry it. The numbers are continually increasing.

- **2002**-NEC starts its Forestation Program. It is committed to planting 6,750 acres of trees by 2010. NEC's commitment to maintaining the forests runs through 2020 when the annual volume of CO2 absorbed by the trees could approach one million tons.
- **2007**-NEC releases its Environmental Management Vision 2010 which publicly commits NEC to reducing its net CO2 footprint to zero by 2010. Over the last decade, the company has made great strides in reducing its CO2 emissions.
- **2008**-NEC Unified Solutions introduces new products that are both power efficient and compliant with RoHS green manufacturing standards. NEC introduces optional side panels made of bioplastics on new terminals.

Business owners, Executives and IT managers are always interested in hearing how we can help them run a more profitable business with UNIVERGE IP telephony solutions and products such as UC for Business; however, given concerns over global warming and rising energy prices, they are also asking about green issues, especially power consumption and compliance with green manufacturing standards.

The manufacturing process, packaging and total cost of operating all contribute to the status of a green product. NEC has been developing "bioplastics" for years, replacing petrochemical plastics in product cases and internal parts.

As best as we can determine, NEC is the only major global manufacturing company in the world to have publicly committed itself to reducing its net impact CO2 footprint to zero by 2010. NEC Unified Solution's new IP products are in line with NEC's stated goals of reducing the net impact in just two years! This includes:

- Lowering the power consumption of its products
  - Complying with RoHS manufacturing standards:
  - Eliminating chemicals that drive up CO2 emissions
  - Using chemicals that are environmentally safe
  - Eliminating lead and mercury from circuit boards
- NEC holds a stellar record of leadership in the area of corporate environmental responsibility extending 40 years.



## Recent News

### Senior Vice President of Operations



**Ronald L. Buzbee**

Thanks to our loyal and ever growing customer base the DTC operations team has been extremely busy this year, and showing no signs of slowing down. We will continue working hard to keep up with the challenging demands of service, installation and customer support.

To ensure DTC meets the high quality customer service commitment to our customer base, technical training has been, and will continue to be, a priority going forward. With the roll out of NEC's new generation of voice communications solutions, UNIVERGE360, and the introduction of the NEC 8000 series of IP voice products it's imperative that DTC engineers and technicians have access to the latest NEC product training classes and product information.



In addition to the NEC product training, our engineers and technicians have had the recent opportunity to attend training and information sessions on UC (Unified Communications) for Business, voice mail products, data network switches and routers and in-house classes on computer technology. Future training will involve NEC digital signage, data networking products and additional training on the NEC 8000 series IP voice products.

Due to DTC's expansion into San Diego/Orange County, and in the Pacific Northwest, the operations team is looking forward to the additional growth and opportunities that come with organizational changes. With new ideas, positive attitudes and creative solutions the operations team will support the transformation that will allow DTC to grow and gain a competitive advantage in a very challenging market.

The entire operations team is proud to support such a loyal customer base and wants to thank each and every one of you for your continued support of DTC.





## Recent News

### Operations Manager, San Diego Office



**DTC EXPANDS IT'S  
MANAGEMENT TEAM,  
please join us in  
welcoming  
Michael Cywan**

As mentioned in our Spring 2008 newsletter, our market growth in the San Diego area has been outstanding!

All of us at DTC have been anticipating the addition of a talented individual to lead the operations in our San Diego office. We could not be happier to say that Michael Cywan has accepted this position.

Michael is a systems management specialist with 27 years of experience in the Telecommunications Industry. Mr. Cywan's excellent technical skills in design, implementation, programming, and maintaining a wide variety of telecommunications systems,



has earned him great respect within the industry for his abilities and efficiency in problem solving.

With Michael on our team, DTC and our customers are sure to receive the best service that the telecommunications industry has to offer.

**DTC EXPANDS IT'S  
ENGINEERING TEAM,  
please join us in  
welcoming  
Keith Greer**

Our Engineering team has just acquired some extraordinary talent!

Keith Greer has joined DTC, as Senior Systems Engineer,

supporting DTC's technical operations team in San Diego, LA and Orange County.

Keith brings over 25 years of telecommunication industry experience to this new engineering position. He has worked in the San Diego Orange County area for the past 15 years supporting major NEC installation and service accounts in the area.

Keith brings a wealth of NEC knowledge and experience to this new technical operations support position in San Diego. In addition to holding an NEC 2000 Master Certification Keith holds NEC certifications on the NEC 2400, SV7000, and Active Voice, voice mail systems, just to name a few.

In addition to his telephone experience Keith is well versed in data applications and holds a Cisco CCNA certification.

Keith's reputation and respect within the telecommunications industry ensures that DTC will continue to provide exceptional service and support in the San Diego area.

## *Professional Advancement*

### **Structured Cabling Manager**



**Kevin Corley**

**I am pleased to announce that Kevin Corley has been promoted.**

Kevin came to DTC in 1999, to learn more about the telecommunications industry. Through the years, Kevin has exceeded every expectation, including the ability to problem solve and correct various issues that can arise during an installation. It wasn't long before his fellow employees began to ask his advice and look forward to having him on their installation team.

Customers as well have increased and continued their confidence in Kevin, and we couldn't be happier that he has been promoted as part of our management team.

### **Project Services Manager**



**Mary Olson**

**I am pleased to announce that Mary Olson has been promoted.**

When Mary came to DTC in 1997, she brought years of telecommunications, customer service experience . Her knowledge of the industry and her communication skills have , without a doubt, continued to keep DTC a viable competitor within the industry.

As DTC continues to expand, and we continue to add new employees to our operations department, we can be sure that with Mary overseeing the projects, regardless of their intricacy, they will be completed on time and with the highest degree of professionalism.

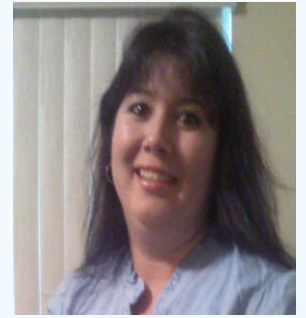
## Clients Say



**APRIL**  
**CESAR ROSALES**

*"Your company was very professional and did a great job of installing the phone system. We are very pleased with the time and the follow-up."*

**Christofi Architects, Inc.**  
**Eleni Christofi**



**MAY**  
**TERRI FALCETTI**



**JUNE**  
**MIKE REGAN**

*"I have always been completely happy with the service that DTC has provided during the past 7 years."*

**Ancillary Care Management**  
**Brian Hynes**



**JULY**  
**MARY OLSON**

*"Digital has always been an asset to our company. I look forward to working with you in the future."*

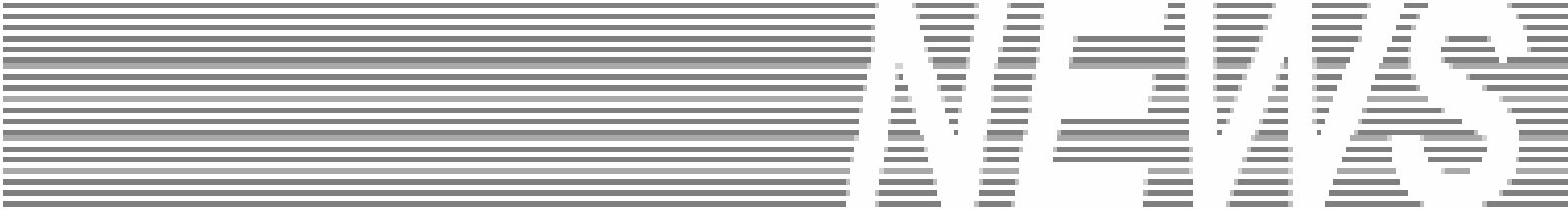
**Augie Oyola**  
**Citizens Choice Health Plan**

*"I always experience excellent service from DTC. The technicians patiently explain everything to me that I need/want to know about and for more difficult jobs, they are available and walk us through everything."*

**Rebecca Perkins**  
**Gospel Light**

*"I absolutely adore all the tech's I have the privilege of dealing with! They know what their doing, they stop what they are doing to help me, I get a dispatch quickly when needed and they always make me feel like #1."*

**Anne Kahrs**  
**Word & Brown Companies**



## NEW CUSTOMERS

Techstrata/Ashar Systems  
 Setai Hotel  
 Consulate General of Spain  
 U.S. Airlines  
 Seattle Chamber of Commerce  
 Albacor Shipping  
 Corix Infrastructure  
 Scripps Research Institute  
 Los Angeles South West College

## NEW SYSTEM SALES

Word and Brown  
 Children's Hospital of Orange County  
 First Federal Bank/Anaheim  
 First Federal Bank/Thousand Oaks  
 Equity Collection Service  
 Saddleback Memorial Service  
 Pacific Palms Conference Resort  
 Lewis & Clark  
 IPC – The Hospitalist Company  
 CareMore Medical  
 Salem Hospital  
 Northwest Hospital  
 Memorial Hospital/Children's Pavilion  
 Deltacom  
 Los Angeles Community College  
 Placentia Yorba School District (multiple systems)

## HAPPY BIRTHDAY TO YOU...

Ardie Kirby, 1-July  
 Michelle Frost, 4-July  
 Gina Murray, 5-July  
 Cesar Rosales, 24-July  
 Dave Lowe, 2-August  
 Donald Rushing, 3-September  
 Wayne Lathrop, 27-September

## HAPPY DTC ANNIVERSARY TO YOU...

Ardie Kirby, 7/6/99  
 Mike Tedesdo, 7/24/96  
 Carlos Soriano, 7/23/01  
 Dan Foster, 8/12/02  
 Tony Carreon, 8/13/01  
 Cesar Rosales, 8/15/88

Kevin Corley, 8/16/99  
 Matt Commeville, 8/23/99  
 Michelle Frost, 9/4/01  
 Daniel Abbey, 9/16/05  
 Gina Murray, 9/26/05