



CA Communications Develops Customer Advocate Department to Provide Valued Customers with an Even Higher Level of Service and Satisfaction

Customer Advocates to Help Businesses Take Advantage of Leading Technology to Increase Profitability and Give Them a Competitive Advantage

MINNEAPOLIS, MN — April 25, 2005— CA Communications, Inc., an industry leader in telecommunications, announced today that the company has developed a new department to provide current and prospective customers with an even higher level of service and satisfaction. The Customer Advocate Department will help businesses of all sizes take advantage of leading communications technology to increase profitability, enhance productivity, and give them a competitive advantage in their marketplace.

“We conducted a thorough needs analysis of our vast customer base and found that companies were interested in learning more about the latest developments in communications, find creative ways to reduce costs, and obtain a better understanding of how to efficiently utilize technology to grow their organizations. However, these same companies didn’t have the means, resources, or expertise to stay at the forefront of advancements in technology,” said Marc Agar, President & CEO of CA Communications. “This attitude is very different than recent years when executives were only concerned with plugging in the equipment and letting them run on their own. Technology is changing so rapidly that in order to remain competitive one has to adapt and maximize it to the fullest extent or they may not be around tomorrow.”

The mission of CA Communications’ Customer Advocate Department is to engage the telecommunication company’s customers and proactively make them aware of technologies that they haven’t currently adopted which could greatly benefit their business. Some examples of these technologies include Voice over Internet (VoIP), call accounting, web and audio conferencing, GPS tracking systems for company vehicles, voice recognition, and digital surveillance systems. Through its strategic partnerships with leading industry providers like BandTel, Ultimate Software, IPx Connect, Network Car and MG Security Systems, CA Communications can easily coordinate and implement numerous solutions, which in most cases will have an immediate impact on the performance of any company. Each Customer Advocate will communicate critical information via online technology seminars, ongoing email newsletters, and one-to-one communication.

“We strongly believe that our Customer Advocate Department will keep our customers educated on an ever changing technological environment and enhance the performance of their business,” added Mr. Agar. “Our objective is to assist our customers in bridging the gap to technology and design a game plan to successfully implement it within their companies. Our success depends on those businesses we serve and I feel it is CA Communications’ duty, as their strategic telecommunications partner, to provide an avenue that will help them experience significant success.”

ABOUT CA COMMUNICATIONS, INC.

CA Communications is a business resource for all of our customers' telecommunications, computer hardware, software, service, and support needs. With over 20 years of experience in design, installation and service of voice, data, and networked communication systems, CA Communications understands business communication needs and can customize a system to exact specifications.

CA Communications provides its customers with industry leading products, which are serviced by factory certified technicians. The company is an authorized Toshiba dealer and can equip any organization with a traditional phone system or provide cutting edge technology such as IP Telephony. Through its partner network CA can also provide service and parts for other major phone systems including; Fujitsu, Panasonic, Vodavi, Executone, Nortel, and Lucent/Avaya/AT&T.

CA Communications offers local dial tone, long distance services and data services such as VPN, ATM, and Frame Relay. Through its partner network, CA Communications can provide data services and equipment including: Microsoft NT and 2000 Server, MS Windows 95/98/XP, MS Exchange Server, Microsoft Office, Cisco, Novell Netware and Novell Groupwise.

For more information on CA Communications, please call (952) 473-3100 or visit www.cacommunications.com.