

NetNews

MAY 2006

SOUTHERN CALIFORNIA/NEVADA EDITION

NetVersant Again Earns Nortel's Elite Advantage Partner Status, Ranks Among Top 10 Elite Partners

Designation reflects NetVersant's industry-leading telephony position

“Achieving Nortel Network's highest certification reflects NetVersant's unwavering commitment to aligning with industry leaders to benefit our valued customers, and we are proud to again be named an Elite Advantage Partner.” **Scott Fordham, President & CEO**

For the second consecutive year, NetVersant has proudly aligned with Nortel as an Elite Advantage Partner, highlighting our commitment to Nortel and the value this national certification provides to our customers across the United States. NetVersant's continued growth and ongoing achievements have mutual benefits to Nortel, NetVersant and end-user customers.

Partner Advantage is a performance-based program in which channel partners must meet specific service and sales criteria to earn the prestigious “Advantage” designation. Only 10% of Nortel's partners has achieved this highest certification, which recognizes technical competency and sales and service infrastructure investments.

“We are pleased to recognize NetVersant's as an Elite Advantage Partner and its significant number of certified Nortel technicians and qualified sales professionals,” said Nortel's Perry McDonald, North American Channel Strategy and Governance. “We are energized by NetVersant's growth in the U.S. telephony markets, having added a number of FORTUNE 500 clients and a consistent track record of high customer service satisfaction.”

NetVersant was also recently named among Nortel's top ten Elite partners based on customer satisfaction ratings that showed NetVersant as having exceeded customer expectations in every major attribute. “NetVersant consistently performs at or above our benchmarks for Elite status retention, as measured by business momentum and customer satisfaction performance,” observed McDonald, “and the company's on-going support ranked best in class.”

Put the power of NetVersant's Elite Advantage Partner accreditation and dedicated customer focus working to success by contacting Peter Wainwright at 866.638.8768 ext. 3524 or pwainwright@netversant.com. ■

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Customer applause for NetVersant

NetVersant is proud to serve as a Gold Sponsor at

Nortel's Branch Seminar in Las Vegas during Interop 2006, the world's largest VoIP collaboration.

To register for the user seminar on May 4th from 2:30 – 7 p.m. at the Showcase Theater at 3769 S. Las Vegas Blvd., visit

<http://www.nortel.com/usseminars>.

Registration qualifies you for a preview of Mission Impossible 3!

Industry
watch

NetVersant spotlights new professional service team member

NetVersant is widely recognized for employing the most professional and highly trained technicians in the industry. We welcome a new technician to our team in Reno, Nevada: Les Simerl.

Les joined NetVersant in late-2005, bringing 20 years of telecom industry experience to his position as Nortel Technical Engineer. Among his strengths, Les has extensive experience installing, programming, networking and maintaining large Nortel Meridian and Succession systems, as well as installing, programming and maintaining Meridian Mail, Symposium, carrier remotes and associated telco.

Observes Allan Pedersen, a NetVersant Senior Account Executive, "Les' commitment to excellence, coupled with his sense of perseverance, is a proven asset to our customers." ■

Customer Applause for NetVersant NetVersant steps up to the plate for Nutro Products

The clock was racing as the move date for City of Industry-based Nutro Product's move into a new facility approached. With just 90 days remaining, it was crunch time.

Keith Sweet, Nutro Products' IT Manager, reflects back on the situation, noting, "We were in an installation crunch, and NetVersant stepped up to the plate." Through highly detailed selection criteria, NetVersant and Nortel exceeded the requirement of time, performance, quality and price on the telephony solution, which was completed eight months ago. And the results have been extremely favorable.

"Nutro Products is impressed with this system," adds Keith, calling it "amazing." Account manager Michelle Claeys and technician Paul Torrez, who, according to Keith, "did an amazing job getting the system in on time", spearheaded the installation.

Following the initial installation, Nutro Products is now purchasing the CS 1000 for four branch offices, MCS5100 for conferencing and collaborative meeting, and Unified Messaging with Call Pilot. As a result, the company's sales team will utilize one device for communications vs. three separate devices.

Superior customer service is a cornerstone of NetVersant's operations. Feedback such as that from Keith — "We couldn't be happier" — is extremely rewarding. ■

INNUA Global Connect

JUNE 11 – 14, 2006 — SAN DIEGO, CA

The International Nortel Networks Users Association (INNUA) will host its 21st annual education and training conference, Global Connect.

This once-a-year opportunity for worldwide voice and data professionals encompasses 200 educational workshops, networking events, best practices sharing... and more!

While there, we invite you to visit NetVersant at Booth 318.

To register for this event, to be held at the San Diego Convention Center, visit

<http://www.innua.org>.

customer support centers

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