



CASCADE TELECOMMUNICATIONS LAUNCHES DESKTOP OPTIMIZATION CENTER TO JUMPSTART THEIR CUSTOMERS' PRODUCTIVITY

BEND, OR — April 29, 2013 — Cascade Telecommunications, Inc., an industry leader in unified communications, announced today that the company has launched a Desktop Optimization Center (DOC) in order to jumpstart their customers' productivity. A DOC is a business support center where administrators monitor networks and remotely control computers, networks or unified communications systems in order to boost performance. Many small to medium-sized businesses are making the move to DOCs in order to reduce the amount of employee downtime on common technical issues and streamline operations.

Cascade Telecommunications' DOC constantly monitors and helps to improve the performance of their customers' entire IT infrastructure including computers, devices, applications, networks and the cloud. As a result, network performance is ceaselessly improved and common issues can be fixed faster than ever before. For example, when a customer's employee runs into an issue with a software program on his or her computer, they can call the DOC and a technician will take control of their computer from a remote location and fix the issue immediately. Employees are often astounded when they can watch

their issue being fixed before their eyes without having to lift a finger.

The recession has many businesses spread thin, making it tougher than ever to sacrifice valuable IT personnel to fix mundane issues. This places enormous demands on SMBs, who are already searching for ways to maximize employee performance at every opportunity. Simply put, today's businesses cannot afford to wait around for long periods of time before an issue can even begin being worked on.

"The overwhelming majority of computer problems are extremely simple to fix," stated Allan Clack, President of Cascade Telecommunications. "More often than not, our customers' employees need help locating a misplaced file, configuring a printer, recovering passwords, fixing software that has malfunctioned temporarily or something else relatively straightforward. The real benefit of our DOC is that employees can resolve their issues fast. When we can get our customers' businesses back up and running quickly, that results in increased profitability for everyone. We firmly believe in always searching for innovative ways to serve the needs of our customers."

ABOUT CASCADE TELECOMMUNICATIONS, INC.

Cascade Telecommunications is locally owned and operated and is Central Oregon's business owner's first choice for over 16 years. Cascade Telecommunications goal is to provide each client a custom designed telecommunications solution that not only enhances their customer's experience, but also provides increased profitability and a competitive advantage. Cascade Telecommunications is a single source contact for all voice, data, and video needs.

Cascade Telecommunications provides industry-leading products with Factory Certified Technicians, Sales and Customer Service Staff, to ensure customer satisfaction by maximizing system performance.

Cascade Telecommunications provides around the clock service to ensure system reliability with the mission critical nature of the telecommunications. Cascade Telecommunications offers comprehensive service 24 hours a day, 7 days a week and emergency service guaranteed within 1 hour.

For more information on Cascade Telecommunications, call 541-388-5158 or visit www.cascadetel.com.