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Company Press Release

SOURCE: Teligistics, Inc.

CLEC's Failing Miserably At Provisioning & Customer Service

Teligistics Warns Business Customers to Investigate Before Switching

HOUSTON, Tuesday, March 23, 2001/ -- Teligistics, a telecommunications cost containment and consulting firm warned today for businesses to perform extreme due diligence before switching local dial tone services to any facilities-based local services provider.

David Roberts, President and CEO of Teligistics said, "Our experience working with Competitive Local Exchange Carriers since local markets have been deregulated has been that overall, and as a group they have not been able to perform up to business customers' expectations."

Roberts added, "The main issues regarding the level of performance by facilities-based providers are mostly provisioning and customer service issues. We have found that the level of local service staff expertise is severely insufficient with most competitive local providers. It is not uncommon for the competitive local provider to blame the incumbent Bell company, and vice versa. In the meantime the customer is caught in the middle with serious service issues and their lifeline to business and revenue being threatened fairly regularly - but especially at cutover."

"Getting local services provisioned with a competitive local provider is an exercise in patience and frustration", Roberts commented. "The 15-20% that could potentially be saved by switching is quickly eaten up in time invested in customer service issues at provisioning. Provisioning the customer properly on to their networks has been in our experience grossly inadequate. Add to that the finger pointing starts immediately at the local Bell company once there is a problem, and you have a very frustrated business line customer."

Roberts continued to comment, "The immense capital outlay needed to build the infrastructures of these companies has been drying up with the economic slowdown, lack of venture capital, and the recent stock market slide. Many of these companies are nowhere near profitability and will probably go through major consolidation mergers and acquisitions later this year. We have seen some already declare bankruptcy and I would not be surprised to see more this year. Some of the long distance companies that were planning to enter the local dial tone markets have had to back off those plans seeing mistakes made by others entering this market before them."

Roberts advised, "Our advice to anyone considering switching to these local providers is to perform due diligence by asking for and checking references from businesses with like number of lines and applications that are in your immediate area of the city from any provider you are considering. Also, using a consultant such as Teligistics, who deals with these issues on a daily basis will save you time and money. If saving money is the priority right now, consideration could be given to a reseller of Bell services. In this scenario the reseller acts only as a different billing entity for incumbent Bell services, although the service is still actually provided and serviced by the Bell company.

Teligistics is a contingency based full service telecommunications consulting firm located north of Houston in The Woodlands, Texas. The company has invented and applied for patents on proprietary software The Analyzer tm used to audit and analyze telecommunications billing. Teligistics has also developed unique intellectual property using optical character recognition software platforms to audit paper billing. The company also consults on telecommunications project management.

Information about Teligistics can be found at www.teligistics.com or by contacting the Corporate Headquarters at 281-296-2455.