

September 29, 1997

«COMPANY\_NA»  
«ADDRESS1»  
«ADDRESS2»  
«CITY», «STATE» «ZIP»

Dear Executone Customer:

**EXECUTONE®**  
of East Tennessee, Inc.

*Providing superior voice and  
call processing solutions for  
business and healthcare with  
expertise in Call Center  
Management, Computer  
Telephony Integration and  
Data Networking.*

**Does the success of your business depend on how quickly and professionally your company handles phone calls?**

**Do your customers ever get busy signals? How would you know?**

**Do others have to wait while the phone rings unanswered?**

**Do other customers hold so long they get frustrated?**

**Do the calls that do get through often get routed to the wrong people?**

**Or do these customers get sent into orbit, never to be heard from again?**

If you answered yes to any of these questions, they can be solved affordably. What you need is **Automatic Call Distribution**, or **ACD**. This is now more affordable than ever with the **Medley**, a totally integrated digital telephone and ACD system. Virtually all other telephone/ACD systems involve ACD connecting two or more separate systems. **Medley** is unique - it is a single system that performs ALL of these functions as one. With no boundaries between these once separate tasks, **Medley** delivers the greatest possible efficiency and cost effectiveness.

Today, 95% of all customer contact is over the phone, and **Medley's** ACD is designed to improve speed and call handling. ACD makes sure that every call is answered promptly - no matter how many calls you may get at once. These calls are then distributed quickly and equitably to your telephone sales and service agents based on the longest time available, which evens out the workload for everyone.

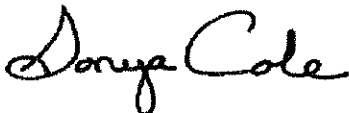
In addition to its Automatic Call Distribution, **Medley** also provides:

- Capacity of 16 Lines and 34 Stations
- 6 Level Automated Attendant
- 10 Port Voice Mail
- Message on Hold
- Caller ID
- Call Traffic Reports

To communicate better, faster and more effectively, **Medley** is **the** powerful, all-in-one communication system for your business. With the **Medley**, your customers will never feel like you've abandoned them, and that is the best way to make sure they don't abandon you.

I will be happy to discuss upgrading your current Executone system to the **Medley** with you. Please call me at 423-588-5723, ext. 3132 or toll free at (800) 621-8455, and we will schedule a time to meet that is convenient for you.

Sincerely,



Sonya Cole  
Account Executive

WE SURELY CAN MAKE IT  
**POSSIBLE**