



UNIFIED COMMUNICATIONS SET TO EXPLODE IN 2011

Jeff Allen of Communications Technologies Incorporated Shares Insights on Technology's Rapid Growth Among SMBs with International Organization

BURTON, MI — October 19, 2011 — Communications Technologies Incorporated, a leading unified communications provider, announced expectations of heavy industry growth for the coming year during an interview with Technology Assurance Group (TAG), an international organization of unified communications companies spread throughout the United States and Canada. The TAG organization monitors sales, financial performance and other economic indicators among technology providers. "It's exciting to see that small to mid-sized businesses (SMBs) are ramping up acquisition of the latest technology across the country and that even some of the toughest pockets of the nation are beginning to show signs of strong growth," stated Jeff Allen, President of Communications Technologies Incorporated.

Several factors are contributing to the turnaround and technology is driving the next bull market. Historically, technology has proven itself to be one of the first sectors to pull the economy out of a recessionary period and business owners are investing heavily in disruptive technologies that cut costs and improve employee productivity.

One of the most influential and recent technological breakthroughs in business communications is Session Initiation Protocol (SIP). In simple terms, SIP supports any form of real-time communication regardless of whether the content is voice, video, instant messaging, or a collaboration application. Additionally, SIP enables users to inform others of their status, their availability, and how they can be contacted before a communication is even initiated. "SIP is reinventing the way we communicate and our customers now have an upper hand on their competition," commented Allen.

Another powerful technology making its way into is the SMB marketplace is Hosted Voice over Internet Protocol (VoIP). Hosted VoIP serves the needs of entrepreneurs and enterprises alike, by delivering powerful features such as improved call quality, valuable disaster recovery tools, and applications designed specifically for telecommuters and remote workers. Included in the system are advanced features such as unified messaging, automatic call distribution, auto attendant, call recording, call flow reporting as well as traditional telephony features.

A growing trend among business owners is to outsource the management of their IT networks with managed IT services. Consequently, this is stimulating the economy since these services are designed specifically to assist

companies in maintaining and supporting their network and IT infrastructure. Types of services may include remote network monitoring and reporting 24 hours a day, 7 days a week, firewall monitoring, intrusion detection, patch assessment and vulnerability scanning, preventative tasks, disaster recovery, data backup and regular performance analysis.

"Today's marketplace demands excellence from all areas of a business and several of the products and services we provide are enabling our customers to increase their profitability and gain a competitive advantage," stated Mr. Allen. "Competition may be fierce, but we rest easy knowing that our customers can react more quickly and with greater efficiency than their competitors."

Jeff Allen was interviewed by TAG regarding his views on the future of technology because he is well-known in the industry, possesses substantial technical expertise and has built a strong reputation in his community. Dale Johnson, President of TAG added, "Jeff has always been able to peer around the corner and see what's coming so he can help his customers take advantage of what's on the horizon. His organization expends a tremendous amount of effort to reside on the leading edge of technology but he does it simply because it is the right thing to do. We are proud to be associated with a technology futurist like Jeff."

**ABOUT COMMUNICATIONS
TECHNOLOGIES
INCORPORATED**

Communications Technologies, Inc. (CTI) is an independently, locally owned voice and data communications company serving Michigan businesses for over 20 years. CTI is a one-source solution for ordering dial tone and high-speed Internet, providing voice and data cabling, and installation and support of business telephone systems and computer networks. The company takes a consultative approach to its customers' needs and makes recommendations based on over 100 years of combined experience and expertise. CTI

actively supports the community through its involvement with non-profit and other charitable organizations. CTI's goal is to add value, differentiate its services, and deliver strategic technologies with integrity and innovation resulting in the highest level of customer profitability, satisfaction and competition advantage. For more information about CTI please call 800-860-6910 or visit www.cti4u.com.

**ABOUT TECHNOLOGY
ASSURANCE GROUP (TAG)**

Technology Assurance Group, LLC (TAG) is a national organization of leading

independently owned telecommunications companies. TAG provides its members with the competitive advantages necessary to achieve a dominant position in their marketplace. Members benefit from programs including strategic partnerships with communication solution providers, best business and management practices, and advanced sales training programs. TAG's mission is to leverage its members' combined economic power, to increase their sales and profit margins, and to bring advanced technology to the marketplace. For more information on TAG, please call 858-673-5800 or visit www.tagnational.com.