

## ComNet's Emergency Service Outage Reporting System.

ComNet has provided 24 hour, 7 day a week, all weather, professional answering services since 1949.

Our public utility / municipality clients have many needs from answering consumer inquiries questions to major outage reporting all hours of the day and night.

Trouble calls and service outages are dispatched to on-call technicians. Information we give to your technician can include key system locations such as line and pole number, substation, circuit breaker and fuse details that we can maintain in our databases.

You may choose from contact or dispatch options that include: Personal call from our customer service representative, alphanumeric or numeric display Pagers, regular recorded Voice-Mail, Fax or E-mail, or any wireless messaging device like a PDA or Nextel® phone. You may pick one or any combination to match your specific needs.

We can dispatch one of your servicemen and report by fax or e-mail to your office or dispatch center all activities so your emergency planning personnel are updated continuously.

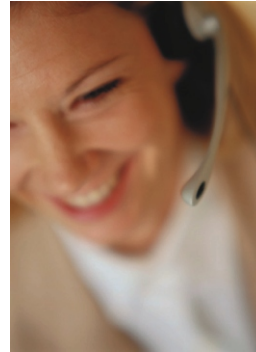


## ComNet Is So Much More Than An Answering Service.

ComNet provides 24 hour, 7 day a week professional answering services and we make every call count for you. We have the best people and leading edge equipment supported by a full-time quality control supervisor to ensure that your calls are handled in a prompt and professional manner.

We know ComNet's Answering Service is more than your everyday service. When we answer your phone we are working for you and we are representing you. We know if your phone goes unanswered, or isn't answered professionally, your competition will answer. We don't want the first impression to be the last.

ComNet is continuously adding new applications, updating software and training our people to meet the changing needs of our clients. At ComNet, we want to earn your business. We are in the answering service business for the long term.



## ComNet Considers Customization Standard.

ComNet knows that no two clients are the same. We consider customization our standard.

Most clients require more than simple message taking. You may want to include voice-mail or pagers with your answering service. Our special software automatically displays your answer phrase and instructions for our customer service representatives as they answer your incoming call.

Also displayed are the calling party's telephone number, a custom message template, and a directory or on-call schedule, if required. We can customize and combine our services to meet all of your particular needs.

## ComNet Supports A Utility Hot Water Heater Rental Program.

One major electrical utility in the midwest has entrusted ComNet to handle their hot water heater rental program throughout a six state area. This includes answering maintenance and replacement calls as well as dispatching of selected

contractors to the required address. This has become a very successful turn-key operation for the utility with a minimum of staffing because of ComNet.

