

**Maryland Telephone and NetQuest Celebrates 10 Years of Partnering to Support the Business Communications and Information Technology Needs of Area Businesses**

***Philosophy of Increasing Customer Profitability and Giving Them a Competitive Advantage Continues Today***

TOWSON, MD — October 2, 2008 — Maryland Telephone, an industry leader in business communications, and NetQuest, a technology consulting firm, is celebrating 10 years of successful partnership supporting the business communications and information technology needs of area businesses. Both organizations continue to fulfill the original philosophy of increasing customer profitability, improving employee productivity, and giving them a competitive advantage.

“When we established our relationship ten years ago we were very positive about it; however, we had no idea how truly beneficial it would become for our customers,” said Michael Cook, president of Maryland Telephone. “Regardless of how much time one spends analyzing the marketplace, conducting due diligence and then finally selecting a partner, you’re never quite sure how it will work out. I can honestly say that our decision to introduce NetQuest to our customers was the best decision we’ve ever made. The value that NetQuest brings is phenomenal and our customers rave about their services.”

One of the primary reasons for the success of the Maryland

Telephone NetQuest strategic partnership was the “TotalCare” approach to servicing customers’ business needs. Most companies in the business communications and IT services industries trade money for an hour of service. The majority of the time customers would only call when something was broken. In this situation, the providers would benefit monetarily during a break-fix environment, because there was no financial benefit for them to want the communications system or the network to be up and running all of the time. With the total care model, providers in both industries are no longer your “break-fix” phone guy or computer gal.

Maryland Telephone and NetQuest have bucked the trend and positioned their companies as trusted advisors offering CIO level of advice to their customer’s business. In this new model, which is also referred to as managed services, customers are billed a flat fee and in turn receive a wealth of services. Furthermore, customers finally have control of their expenses and truly understand their overall operating costs of managing technology in their business.

“Our partnership would not have worked if we didn’t share

the same TotalCare philosophy,” stated Ryan Dobb, president of NetQuest. “Both companies have a customer oriented focus that resonates with all of our employees. This has been the single greatest factor for our combined success. We’re immersed in each other’s businesses so we can effectively communicate our value proposition and identify opportunities to help our customers accomplish their objectives through the latest technology. We’re looking forward to enhancing our synergies to give our customers even greater value in the years to come.”

Maryland Telephone’s mission is to reduce their customers’ costs while improving their telecommunications capabilities. The company provides a number of technology solutions including VoIP, traditional phone systems, Internet connectivity, local/long distance, web/audio conferencing, and CRM integration. NetQuest assists companies in designing, building, protecting, and supporting their IT systems and initiatives.

## **ABOUT MARYLAND TELEPHONE**

Since 1974, Maryland Telephone has been a leading provider of innovative telecommunications solutions. The company offers comprehensive, high-quality communications services including business telephone systems, computer telephony integration (CTI), wireless communications, local and long distance service, networking, broadband connectivity and videoconferencing.

Through the company's strategic partnerships with major manufacturers including Inter-Tel and Verizon, Maryland

Telephone brings state-of-the-art communications products to market. Maryland Telephone's mission is to reduce its customers' costs while improving their telecommunications capabilities. As basic as this mission statement sounds, it has been a successful one for the company, ensuring consistent growth and helping expand into the global marketplace.

For more information on Maryland Telephone, call 800-296-7201 or visit [www.mdtelephone.com](http://www.mdtelephone.com).

## **ABOUT NETQUEST**

NetQuest is a technology consulting firm staffed with highly-skilled network engineers and computer professionals. Our entire staff prides itself upon providing unmatched service and responsiveness to all of our customers. Since 1995, NetQuest has been assisting a multitude of companies in designing, building, protecting, and supporting their IT systems and initiatives. Our goal is to help our customers improve productivity, save time and money through customized, long-term technology solutions.

For more information on NetQuest, call 410-823-6767 or visit [www.nquest.com](http://www.nquest.com).