



Contact:
Bertha Leung
PCS1
6855 Tujunga Avenue
North Hollywood, CA 91605
berthal@pcs1.net

BoomBoom! -- Proprietary software released to substantially enhance customer service

North Hollywood, May 14, 2004

Every company that offers premium customer support strives for short hold times and fast responses for questions customers may have. With the new .NET framework PCS1's developers have developed "Boom Boom" which utilizes ADO.NET to bring information to the representatives faster. Let's not forget you can have the best tools in the world but without the proper knowledge on how to use them they are useless. PCS1 has had all of their employees thoroughly trained to use the software to its full extent.

PCS1 believes that technology is the way of the future and that is the reason in all deployments that are placed only cutting edge technology is used. This acquires quality and precision for both customers and the company.

Network Administrator and Chief Developer Vartan Arabyan said "With the advancements in technology that is taking place our company's main focus is to migrate and utilize all the great new benefits they can offer to our greatly appreciated customers. After all without our customers we wouldn't be here. I can see very clearly that our company has its priorities in order as it should be."

About PCS1

PCS1, formerly Pacific Centrex Services, is a privately held, full-service telecommunications provider and manager of state-of-the-art Centrex-based telecommunications services. The Company provides small and medium-sized business customers in California with significant cost savings on high-quality local and long distance services, including value-added services such as voice messaging and ISDN/DSL Internet access.