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PCS1 announces the creation of their newest department designed to boost efficiency and overall customer satisfaction.

North Hollywood, October 25, 2004

PCS1 unveils the Projects and Specialized Services department that will further contribute to the company's quality and efficiency, and therefore customer satisfaction, by focusing on tasks that are beyond the scope of normal day-to-day operations. In addition, it will be responsible for the testing and launching of new products and services. By specializing, the projects department will provide relief for other departments, i.e. customer service and billing, thus allowing them to focus on their core competence.

"In an age where the only constant in this highly competitive and dynamic business environment is change, it is critical that successful businesses remain one step ahead of the competition. PCS1 has consistently met this challenge by adhering to its philosophy of continuous improvement. The addition of the projects department will further facilitate the company's ability to continue delivering unsurpassed value and service to our customers" said James Moreno, director of projects and specialized services.

The team consists of seasoned telecommunications specialists who have been trained in many aspects of the business. It is headed by James Moreno, who has extensive experience as he previously headed the customer service department as well as having a thorough background in the daily operations of the business. James has been a member of the organization for over five years and holds a degree in management from Pepperdine University.

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.