

# FOR IMMEDIATE RELEASE

## Reliance Teleservice, Inc. named an ESI Platinum Level Quality Reseller of the year 2007

*Rochester, Minnesota firm provides ESI's innovative business communications solutions*

PLANO, TEXAS; JANUARY 1, 2008 — ESI, an innovative leader of digital and IP business communications systems, has designated Reliance Teleservice, Inc., of Rochester, Minnesota, as a Platinum Level Quality Reseller. This is the highest recognition an ESI Reseller can receive under the manufacturer's Reseller Quality Program (RQP), which works with ESI Resellers nationwide to improve end user satisfaction and maintain a high quality standard for all ESI Resellers.

"We're proud to be recognized by ESI as a Platinum Level Quality Reseller," said Terry Vlach, President of Reliance Teleservice. "We are committed to establishing a dynamic business partnership with our customers. This award reinforces that commitment to our clients."

Reliance Teleservice joined the ESI Reseller Quality Program in May of 2005. As part of the program, ESI interviews Reliance Teleservice's customers to judge their level of satisfaction with ESI products and the skill and professionalism that the Reseller has displayed — not only during the product installation, but in fulfilling the customers' communications needs before, during, and after the sale. Those Resellers who consistently receive the highest scores from the interviews are honored as Platinum Level Quality Resellers. Reliance Teleservice, Inc has won this prestigious award for 2005, 2006, and 2007 respectively.

"We are very pleased to honor Reliance Teleservice for its success in meeting the business communications needs of its customers," said Pam Hughes, ESI's Vice President of Sales and Marketing. "We look forward to their continued success delivering ESI products to produce high quality results."

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### **About Reliance Teleservice, Inc.**

Reliance Teleservice, Inc. has offices in Rochester, Minnesota, and Eagan, Minnesota. Founded in the fall of 1986, Reliance Teleservice can handle every aspect of communication requirements including LAN, WAN, Voice over IP Telephony, Voice Processing, Unified Messaging, Premise Management, Time Management, Video Surveillance, Structured Low Voltage Wiring, and Commercial Grade Public Address Systems. Their strategic marketing group of professional business analysts has developed a "TEAM" (Technology Evaluation Assessment Model) approach to solving simple to complex communication requirements for a wide range of business models. Reliance Teleservice was designated an ESI Platinum Level Quality Reseller in January of 2005 and 2006. More information about Reliance Teleservice and the products and services it offers is available at [www.relianceteleservice.com](http://www.relianceteleservice.com).

### **About ESI**

ESI (Estech Systems, Inc.) designs and manufactures business communications systems and components. ESI's systems offer advanced technological design and extreme ease of use, yet are very cost-competitive. The product line includes ESI Communications Servers, which support both digital and IP technologies in any desired combination. ESI's business communications systems are sold through hundreds of factory-trained Certified Resellers. Founded in 1987, ESI is a rapidly growing, privately held corporation with headquarters in Plano, Texas. Any registered trademarks or trade names mentioned herein are the property of their products' or services' respective owners. ESI communications systems are protected by various U.S. Patents, granted and pending. Product details are subject to change without notice. More information about ESI and its products is available at [www.esi-estech.com](http://www.esi-estech.com).

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