



News Release

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Gateway Communication Services Deploys EasyRun to Enhance its Customer Oriented Contact Center

Greenville, SC, March 21, 2011— Gateway Communication Services, Inc. (Gateway CSI) announces the completion of phase one on their new EasyRun Contact Center Solution through Computer Telephony Distributing (CTD).

Gateway CSI, based in Maryland with offices in Stevensville and Silver Spring, provides advanced technical call center services and private label products to cable, internet, telecommunications and applications service providers. The company also provides Mid-Atlantic businesses and government agencies with customized high quality communications and IT services. The company's in-house Contact Center currently operates with multiple agents and they plan to grow considerably in the near future.

Gilbert Smith, President of Gateway CSI, worked in conjunction with CTD's Engineering and Sales Team on the installation and deployment of their EasyRun Contact Center Solution. Mr. Smith wanted to ensure that Gateway had a state of the art Contact Center Solution with the ability to provide rapid response to changes in client responses to this effort, Gateway has successfully migrated from an earlier hosted Call Center to a multimedia blended inbound/outbound Contact Center.

Gateway's key objectives in enhancing their Contact Center were to add an All-in-One management function for a single point of administration, thus enabling better and faster response to their clients' requirements. To this effort, Gateway has successfully migrated from an earlier hosted Call Center to a multimedia blended inbound/outbound Contact Center.

About Gateway:

Gateway CSI is an advanced communications and IT technology solutions company with offices in both Central and Eastern Maryland. The company provides Technical Support

solutions for CATV systems, telco's, ISP's and ASP's as well as a complete line of private label value added products for carriers. In addition to being a leading provider of call center services, Gateway CSI also provides Mid-Atlantic businesses and government agencies with customized high quality communications and IT services that leverage advanced technologies, and that are simple to manage and use and are a good value. For more information on Gateway visit www.gatewaycsi.com.

About EasyRun:

EasyRun has been designing and selling best of breed multimedia contact center solutions since 2001. The Company's products are feature rich, competitively priced, and deliver immediate organizational benefits in TCO and ROI. The Company's flagship product, **EPICAcce** can be integrated into any legacy or VoIP network. EasyRun has over two thousand customers worldwide including the U.S. Coast Guard, Roland Corporation, Explore Talent, and Coca Cola. For more information on EasyRun visit www.easyrun.com or email ERMarket@Easyrun.com .

About Computer Telephony Distributing (CTD):

Computer Telephony Distributing is a value-added distributor of products within the computer telephony and VoIP technology space. CTD offers full service sales and technical support services, product warehousing and fulfillment, and reseller oriented professional services. CTD sells exclusively through its reseller partners. The Company's mission is to provide complete solutions, drawn from world class manufacturers that will give its resellers a competitive advantage in the marketplace. For more information on CTD visit www.ctdconnect.com or email sales@ctdconnect.com.

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