

**FOR IMMEDIATE RELEASE**

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## **Roanoke Electric Cooperative Selects Alternate Access<sup>®</sup> to Install VoIP Phone System**

**Raleigh, N.C. (June 9, 2009)** – Alternate Access<sup>®</sup>, a leading provider of converged communications solutions, was recently selected to install an 80-phone, state-of-the art VoIP phone system for Roanoke Electric Cooperative and its non-profit arm, The Roanoke Center. Alternate Access will also manage the moving of the system to the cooperative's newly constructed facility later this year.

The VoIP system will enable field personnel and office staff at Roanoke Electric Cooperative, based in Rich Square, N.C., to communicate more productively. In addition, The Roanoke Center is taking advantage of call center capabilities to streamline communications with its members, including several customized applications developed by Alternate Access and specific to the company's call center needs.

"We are excited to provide our services to Roanoke Electric Cooperative," Kelly Lumpkin, Alternate Access CEO said. "They recognized that the perfect time to consider a phone system upgrade was prior to their move. Their employees now will have time to familiarize themselves with the system in advance, and we will be able to help move the system – ensuring that the new location is upfitted correctly and downtime is minimized."

Alternate Access offers comprehensive assessment services to companies on the move, including review of the new location and a customized move plan that identifies how to make the transition smooth and cost-effective. Areas of assessment include, but are not limited to, cabling efficiency, cell phone integration, and proper configuration of the server room.

For more information on Alternate Access, contact [Press@AlternateAccess.com](mailto:Press@AlternateAccess.com) or call (919) 831-1860.

### **About Alternate Access**

Founded in 1993, Raleigh, North Carolina-based Alternate Access provides intelligent business phone systems to small-business and branch-office clients locally and nationwide. Their innovative phone system solutions help increase profits by boosting staff performance and efficiency, enhancing customer service, and adding management reporting capabilities - all while decreasing labor and infrastructure costs. Products include IP-PBX with Voice over IP, fax servers, unified messaging, Web collaboration, interactive voice response and call center applications, headsets and specialty phones. By employing extensive experience and best practices, award-winning Alternate Access works in partnership with its customers to build creative yet cost-effective solutions. For more information on Alternate Access visit [www.AlternateAccess.com](http://www.AlternateAccess.com).