

## **MORRISTOWN FiberNET SELECTS ETI's SOLO™ WEB APP — SAVES TIME, MONEY AND RESOURCES**

### ***ETI's Advanced Application Empowers Field Technicians — Significantly Reduces Installation Time***

**ATLANTA, GA – April 20, 2010** – Enhanced Telecommunications (d/b/a) ETI Software Solutions, Inc., (ETI) ([www.etisoftware.com](http://www.etisoftware.com)), today announced Morristown Utility Systems (MUS) of Tennessee will deploy ETI's SOLO Field Tech Assistant web application. SOLO Field Tech Assistant empowers installation and service technicians to work independently and complete, in real-time, tasks like closing work-orders, assigning services and devices, refresh STBs, easily swap ONTs and perform network queries.

"SOLO Field Tech Assistant will allow us to greatly increase efficiency in our daily tasks and work flow. It will also help us better manage subscriber premise service and trouble-ticket calls, eliminate unnecessary truck rolls, and increase customer service and satisfaction throughout our FiberNET network," said George Benjamin, Telecommunications Operations Manager, Morristown Utility Systems.

A new install or device swap that used to take considerable time on the phone with a central office CSR can now be done in a fraction of the time. Solo Field Tech allows Morristown Utilities to remotely provision devices and services without having to wait for the central office CSR to provision a new install or device change in the field.

"Our SOLO web applications were engineered to deliver simplicity and expediency for its users while freeing up time and valuable work force related resources," said Peter M Pifer, Chief Executive Officer, ETI Software.

The application is a thin client portal into ETI's Triad SDP subscriber management/provisioning system being used by the utility. It allows field technicians to maintain subscriber device equipment and services and open/close work orders using browser capable devices and without requiring repeat calls or assistance from the business office. This saves significant time, speeds up installs, prevents unnecessary truck rolls and site visits.

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**About Enhanced Telecommunications, Inc. d/b/a ETI Software Solutions** ([www.etisoftware.com](http://www.etisoftware.com)) ETI Software's world-class software products enable telephone, utilities and municipalities to successfully sell, bill and activate telecommunication services. With unparalleled provisioning capabilities, ETI's products instantaneously activate voice, video and data services to any technology over any network topography, including Fiber-to-the-Premise. Founded in 1992, the company is headquartered in Atlanta, Georgia and privately held.

