



**ISPNS UPCOMING TRADE SHOW SCHEDULE:**

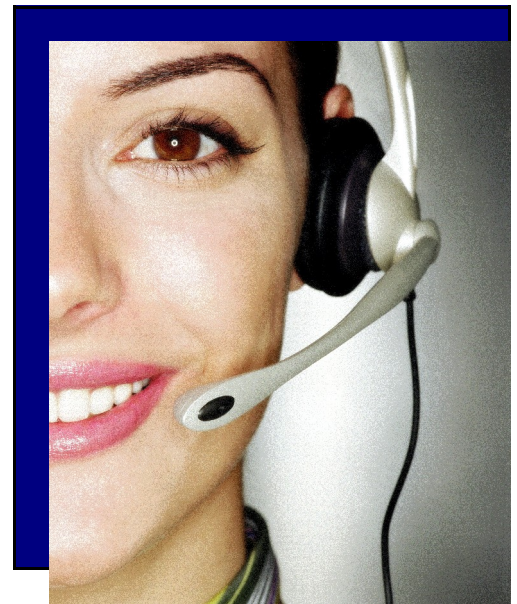
- **CTA Tech. Symposium**  
San Diego, CA  
May 20-21, 2004
- **RICA Annual Convention**  
Las Vegas, NV  
May 26-27, 2004
- **OTA Annual Conference**  
Branson, MO  
June 14-15, 2004
- **ATA Annual Convention**  
Branson, MO  
June 21, 2004
- **OPASTCO Summer Convention**  
Calgary, Alberta, Canada  
July 12-14, 2004
- **Illinois Telephone Assn. Annual Convention**  
Lake Ozark, MO  
July 26, 2004
- **MTIA Annual Convention**  
Lake Ozark, MO  
August 8-11, 2004

## SERVICES TO BENEFIT EVERYONE!

ISPn provides a diverse range of Customer Support services to a large group of clients that includes ISPs, ASPs, ILECs, software companies, and IT firms. Our 11,000 square foot Call Center is located in suburban Kansas City, which offers us with a large pool of talent from which to recruit our technicians.

As a complete outsourced solution provider, ISPn provides 100% of infrastructure, core competency and workforce allowing the client to free up resources, reduce your operating cost and in many cases introduce new technologies to your customer base, drastically increasing the level of support. ISPn can ultimately help you secure the reputation of providing quality service to those you service every day.

Recently, ISPn expanded both the call center as well as the engineering department. The strategic placement of the stations has increased accessibility to each technician, permitting management to observe in-bound and out-bound calls more readily.



The Engineering department's enhanced Network Monitoring system has allowed ISPn to accelerate notification to our engineers to ensure maximum uptime for our customers.

To learn more about these services, contact ISPn at **1-800-253-7222**.

ISPn is interested in your feedback. For suggestions or to submit an article, please email Lana Moaveni at [lama@ispn.net](mailto:lama@ispn.net).

## TOP 10 REASONS COMPANIES OUTSOURCE

1. Reduce and control operating costs
2. Improve company focus
3. Gain access to world-class capabilities
4. Free internal resources for other purposes
5. Resources are not available internally
6. Accelerate reengineering benefits
7. Function difficult to manage/out of control
8. Make capital funds available
9. Share risks
10. Cash infusion

*Source: Survey of Current and Potential Outsourcing End-Users  
The Outsourcing Institute Membership, 1998*

Check us out online!  
[www.ispn.net](http://www.ispn.net)



**ISPN believes in forming a solid business partnership with every one of its clients. We do this keeping two core philosophies at hand: focus on the customer and share a common vision with the customer. Both are key elements in forming a mutually beneficial partnership based on trust and integrity.**

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**We Aim For Excellence!**

## SNEAK PEEKS AT TOMORROW'S OFFICE

**From wraparound computer screens to "electronic assistants" that summarize data, here's one item that you have to look forward to...**

Companies such as IBM (IBM), Microsoft (MSFT), and even office-furniture maker Steelcase (SCS) -- are working to change the office environment. They're developing desk chairs that will sense when you're stressed and, perhaps, tell your boss to offload some of your work; PCs that can figure out during your senior moments where you've seen a particular name; and desktops that, with a push of a button, transform themselves into computer monitors to help facilitate discussion during a meeting.

All of these ideas have one goal in common: To raise productivity -- or at least preserve the huge gains of recent years while avoiding employee burnout.

The idea is to build upon the innovations that have transformed offices over the past 15 years. As recently as 1990, voice mail was still being introduced in Corporate America, e-mail was largely self-contained within companies, and attending a meeting in another city meant going there.

Other companies are also planning to adapt their products to the mobile work style. Microsoft is working on software to enable an e-mail or voice-mail message to arrive at whatever computer or phone you're closest to. You can drop your cell phone on your desk when you arrive at work, and special chips in it will route cell calls to your office.

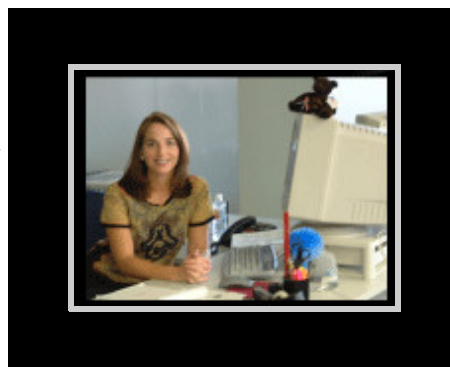
To read more about future innovations in the technology market, visit [www.businessweek.com](http://www.businessweek.com).  
*Article adapted from original version.*

## Employee Spotlight



**Cinda Parker**, Sales Manager, has worked with ISPN for three years. She consults directly with Telcos and ISPs in providing customized solutions for their specific needs. Parker brings 14 years of sales and telecommunications experience in a B2B environment.

Before coming to ISPN, she worked primarily in the wireless and paging industry. In 1994, she branched out on her own, and became the owner/operator of a cellular and wireless sales and consulting company.



**Cinda takes a break to smile for our cameras!**

While not working, Parker enjoys spending time with her two kids, whitewater rafting and biking. She is also an avid motorcycling enthusiast.

Cinda believes in creating a partnership with ISPN's clients. "My main focus is to keep our clients informed and involved. I am very responsive to our client's wants and needs and I am here to ensure that their end-users are receiving the best possible quality and services from ISPN."