



Fused Solutions

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National Industry Organization to Feature Fused Solutions and Parent Nicholville Telephone Company during Annual, Regional Meetings

(Potsdam, New York – July 12, 2004) The National Telecommunications Cooperative Association (“NTCA”) CEO, Michael Brunner, will highlight Fused Solutions’ achievements as a customer-care support center for Internet subscribers and related Internet Service Providers at five different NTCA conferences being held throughout the US in coming weeks. The purpose of this discussion is to give company representatives an example of how small rural telephone companies have found successful ways to leverage skills and resources in new, emerging business areas.

The NTCA, coined the “voice of rural telecommunications,” is the premiere non-profit association representing more than 550 small and rural telephone cooperatives and commercial companies. NTCA, celebrating its 50-year anniversary this year, is a full-service association, offering a wide array of member services, including a highly effective government-affairs program; expert legal and industry representation; a broad range of educational services; a comprehensive assortment of regular and special publications and public relations programs; and a well-rounded complement of national and regional meetings.

This year’s regional meetings will focus on the pace of change within the industry that has escalated beyond measure since the inception of NTCA 50 years ago. This year’s regional meetings will concentrate on means by which telecommunications companies can best deal with the lightning-fast shifts in the industry, and how to effectively plan for the future through creative, forward-thinking business strategies.

About Fused Solutions

As a subsidiary of 100 year-old Nicholville Telephone Company, the origins of Fused Solutions stem from its affiliate ISP, Slic.com. Started in 1995, Slic.com began technical support outsourcing in 1998, and was incorporated as Fused Solutions in January of 2002. Throughout this time period, Fused Solutions continually enhanced its contact center capacity, infrastructure, and effectiveness with improved process and technology investments. Recognizing the advanced capabilities Fused Solutions had developed in-house, the Company today positions itself as a high-quality provider of comprehensive contact center solutions, including contact-center services, CRM technology, workforce management, and IP telephony.

For more information, call (315) 265-3400 or visit the Fused Solutions Internet site at

www.fusedsolutions.com.

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