



*Telecommunications, Inc.*

**FOR IMMEDIATE RELEASE**

**ILD TELECOMMUNICATIONS BRINGS NEW JOBS TO SAN ANTONIO**

**PONTE VEDRA BEACH, FLORIDA January 23<sup>rd</sup>, 2006** – ILD Telecommunications, Inc., a leading provider of business process outsourcing and conferencing solutions today announced the completion of its San Antonio primary inquiry call center expansion. The expansion creates 90 new jobs at its San Antonio facility with the capacity to increase to approximately 130 work stations, later this year. ILD’s San Antonio office currently employs approximately 260 staff, making this facility the largest of its 5 US offices.

ILD elected to move its call center from Atlanta to San Antonio. According to President and COO, Dennis Stoutenburgh, “Our existing San Antonio operations have been very successful. After much due diligence, it became clear that we should expand our San Antonio call center facility. The skilled workforce, level of professionalism and bi-lingual capabilities of our employees made San Antonio the right choice.”

The state-of-the art call center will benefit customers and end-users, providing conveniences unmatched by its legacy Automatic Call Distributor (“ACD”). In its drive to remain at the forefront of technology, ILD utilized this opportunity to enhance both its hardware and software with an IP-enabled ACD system. “In an effort to respond to the ever-changing dynamics of call volumes, we elected to upgrade to a state-of-the-art IP solution. Each work station is equipped with an IP phone, providing us the ability to create a virtual call center, in the event of disaster” said Mr. Stoutenburgh. The new technology enables ILD to conduct its call center operations from virtually anywhere, without impacting its call flow.

The innovative IP call center integrates quality of service monitoring to optimize call processing, as well as intelligent call routing to better service end-users based on their specific needs. In addition to these 90 new positions, ILD maintains a 100 seat operator services center in San Antonio with finance, operations and sales offices onsite.

**About ILD, Telecommunications, Inc.**

ILD Telecommunications, Inc., a privately held company, provides business process outsource solutions, operating network facilities and call centers in Dallas, San Antonio, Atlanta, Jacksonville and Fort Lauderdale with corporate headquarters in Ponte Vedra Beach, Florida, in addition to remote sales offices throughout the country. ILD’s core products include alternate billing and payment processing solutions, operator and call center services, audio and web conferencing services, corporate calling cards, and long distance voice services. ILD operates with over 300 employees and approximately \$100 million in annual revenues, delivering outsourced service offerings tailored for each of its customers. For further information visit [www.ildtelecom.com](http://www.ildtelecom.com) or contact Iona Olayan at 904.273.2440.

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