



EST. 9-21-1992



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Dear Entel Friends, Family, Neighbors and Customers:

It's hard to believe that tomorrow will begin our fourth decade of operations. When we first opened our doors in 1992, we weren't the only telecommunications game in town. To have any chance of success against our competitors, we needed to offer more than just telephones. Our goal, and the core focus of everything we have done has been to deliver the best customer experience in the industry.

As with every company, the road hasn't always been easy. By the mid-2010s, over 95% of our business was selling and supporting on-site Toshiba phone systems. On March 21, 2017, Toshiba announced they were winding down operations, which took the entire telecom industry by surprise. Our customers were concerned about the investment they made in their phone system, and we were concerned about making sure we could deliver on the promise we made to support those customers. We put in enormous effort, including purchasing large amounts of inventory, to make sure we could maintain these crucial phone systems well after Toshiba ceased operations. To this day we are continuing to regularly service our Toshiba customers, while also helping them plan for their eventual switch to a newer PBX or Cloud system.

In hindsight, you could say that the Toshiba announcement was a blessing in disguise. Our core business was on-site phone systems, maintenance, and cabling infrastructure. Losing Toshiba meant we had to look elsewhere for solutions that would satisfy the needs of present and future customers. Instead of finding a single new partner to work with, we realized it would be better for everyone if we partnered with all of them. NEC, Avaya, Panasonic, Nextiva, Net2Phone, Ring Central, Intermedia, Verizon, AT&T, Cablevision – you name them, we work with them. We transformed ourselves from NJ's Largest Toshiba Dealer to a fully vendor-agnostic communications and technology provider.

In addition to our cable, wiring and phone system divisions, we now offer over 200 services including cyber security, disaster recovery, network management, expense management, cloud & managed services. Even with this unprecedented expansion to our product line, we continue to maintain our core focus of customer service, which is proven by our customer service reviews (which continue to be some of the best in the business).

As we start our 4th decade we can honestly say that we have seen it all in the communications industry. The knowledge, wisdom and experience we have accumulated is one of the greatest assets we have as a company, and we look forward to sharing that with our current and future customers. Whether you are a long-time customer, or someone who is just beginning to look into the future of your communication and network infrastructure, we are proud to be a one stop shop for all your telecommunication and technology needs.

THANK YOU TO EVERYONE THAT HAS CONTRIBUTED TO OUR CONTINUED SUCCESS. WE COULDN'T HAVE DONE IT WITHOUT YOU!

Best wishes,
Don Giordano & Enzo Stampone
Owners
Entel Systems, Inc.