



\*\*\*\* IMPORTANT NOTICE \*\*\*\*

08/01/2020

Dear Valued Customer,

We recently announced that Datacomm Plus was acquired by CyberLynk Network, LLC a datacenter and hosted application company. This acquisition solidifies that Datacomm Plus is a leader in the hosted and on-premise VoIP marketplace. Moving forward Datacomm Plus will have the full backing of CyberLynk with its two datacenters and experienced engineering staff. We are making a serious investment in the company to grow it even further. In the coming months you will see a few changes that will make your interactions with Datacomm Plus better.

What to expect in the upcoming months:

- Faster responses from Tech Support
- Additional Bill Payment Options
- Enhanced Partnership Plan Package Offering
- More Trucks & Engineers on the Road

CyberLynk is dedicated to giving businesses, resellers and web designers innovative, quality tools and superior service to aid them in their quest for making their Internet experience the greatest ever.

All aspects of your relationship with CyberLynk, from customer service telephone numbers and personnel will be enhanced. You will continue to contact Datacomm Plus for your hosted or on-premise support and sales needs. To ensure that our commitment to putting customers first and our desire to be your partner in the important work you perform is achieved, the employees of Datacomm Plus and CyberLynk will make every effort to ensure that your every-day interactions with us will go smoothly.

In addition, CyberLynk proudly and confidently makes the following commitments to your business:

**Commitment to Reliability:** We know you need a partner who is 100 percent reliable. Our network reliability is top-notch - our website is always up. We utilize the latest and greatest technology and house our own servers in our own private and secure data centers.

**Commitment to your Investment:** We honor you as a partner and make sure your fees are reinvested to enhance your services. We don't cut corners, we don't try to sell you what you don't need, and we don't waste your money on frivolous Super Bowl ads.

**Commitment to YOU:** You chose us among many competitors, and we'll prove that you made the right choice. You can depend on CyberLynk to do everything in our power to satisfy all your online hosting and marketing needs. We're honored to have your business, and we'll do what we can to keep it. We are completely dedicated to your satisfaction.

**Important Datacomm Plus Contact Information:**

We are looking forward to providing you and your company with all the resources needed to utilize the Internet efficiently.

Please use the following contact information when trying to reach Datacomm:

**General Tech Support:** Anything to do with accessing your voicemail, system features, adding new phones, help with voice quality issue, etc. Any equipment support, phone system issues and other technical support.  
support@datacommplus.com

**Billing:** Do you have a question about a charge on your bill? Do you need our payment address? Maybe ACH information? billing@datacommplus.com

**Sales:** Are you interested in upgrading service? Do you have questions regarding some of Datacomm's and/or CyberLynk's other services that would help your company be more efficient? sales@datacommplus.com

If you have any questions, please do not hesitate to visit [www.datacommplus.com](http://www.datacommplus.com) or [www.cyberlynk.net](http://www.cyberlynk.net) for more information. You can also contact Datacomm Plus customer service representatives via email at [sales@datacommplus.com](mailto:sales@datacommplus.com) or call 262-784-2311.

On behalf of the employees of Datacomm Plus, we would like to thank you for letting us work with you in the past and we look forward to many more years of service together. We do not take your loyalty for granted. Our customers come to us because they want a reliable partner in the online service market. Datacomm Plus and CyberLynk will never rest in our pursuit of our goal to remain at the forefront of innovative Internet related hosting solutions.

Thank you again for your support,

Sincerely,

Tom Sodemann  
Datacomm Plus

Adam Hobach  
CyberLynk Network

## **Acquisition Q & A**

Collectively with over 64 years of business experience your phone service, maintenance and support needs are in good hands. DataComm Plus was founded in 1981 and CyberLynk was started in 1995. Datacomm Plus Customers will continue to receive the same services, agreement terms and points of contacts. Datacomm customers benefit from having the full backing of CyberLynk and its technical staff, along with all of the additional hosting services they can now receive from one provider. In today's world of cloud environments and vendors not being transparent with customers on where, who and how their hosted applications and VOIP phone system solutions operate – our hope is to provide greater visibility for customers as we grow.

### **What does this acquisition mean for me?**

Honestly, not much. We're still located out of the same building in Franklin, WI, we still have our same team members and we're working more hands on in the IT/networking realm than ever before. So, we can offer you more services than ever before, too. (see *"what do you offer now?"*)

### **What do you offer now?**

We're still managing phone systems and VOIP products, but now we can additionally handle all of your IT and hosting-related needs from domain names, website & email hosting, spam & virus filtering, Virtual Private Servers (VPS), dedicated servers, colocation, Offsite Backups, IT Consulting and much more. We also offer a new type of VOIP phone system that is unmanaged so you or your IT staff can completely manage your phone system themselves.

### **Is my technician still there?**

When Cyberlynk acquired Datacomm all of the team members transitioned along with it. All of the technicians you know and love are still around, as well as all of the internal team members of DataComm.

### **Where's Tom?**

Still with Datacomm, he's taken on more of a role of talking to the other owners of the "DataComm's" across the United States to help them with the sometimes-difficult switch to VOIP-based phone systems.

### **Will the time and materials pricing change?**

We still have our current labor rates of \$185/hr with a \$55 travel trip charge if we have to dispatch.

### **How do I contact you?**

Our phone number is staying the same, the few items that will be different is we're changing our email address that auto-generates service tickets for everyone - tickets will now be "support tickets" and the email address will be [support@datacommplus.com](mailto:support@datacommplus.com). For all things to do with our Accounting Department, that has been updated to [billing@datacommplus.com](mailto:billing@datacommplus.com).

### **Why did this happen? Are you going out of business?**

It was a natural part of our growth into the VOIP phone systems business to have the pairing with Cyberlynk and all of its datacenter options to be our parent company. And we're all in the same building. Now, we can truly own the infrastructure that your hosted phone system will run on, giving us (and you) way more control and even better customer service because we're local. Again, we host and maintain our OWN datacenter, right in the Franklin, Wisconsin. We are able to control the uptime, SLA's and quality of service. Let us know if you ever want a tour.