



COMMUNICATIONS

FOR IMMEDIATE RELEASE

October 26, 2010

SILKE COMMUNICATIONS NOW OFFERING 24/7 SERVICE, CUSTOMER SUPPORT

Eugene -- Within the Silke Communications ranks, there has long been the expectation that customers with emergencies receive the attention they need regardless of the time of day or day of week, but effective immediately, the communications company has formalized its sales and service hours to 24 hours a day/7 days a week.

"In this day and age, our customers are operating at all hours, every day. We need to do the same so they can count on us for support whenever they need," says President Jim Silke, Jr. "We started offering 'wherever' support last year, and this was a natural next step in our efforts to continuously improve our customers' experiences with Silke."

Effectively immediately, customers can call 541-687-1611 or email technicalsupport@silkecom.com or sales@silkecom.com for immediate attention whenever it's needed. The email connects to a designated expert, who will respond within 45 minutes. "Note that we're not just using an answering service-style model, or putting subcontractors on this," Silke points out. "Our experts get the message, and our experts take care of it."

Silke Communications is western Oregon's leading supplier of wireless radio solutions and communication tower services and spectrum. The company owns or manages more than 30 state-of-the-art, fully equipped communications facilities. A full list and map are available at silkecom.com/towers.

Based in Eugene, the 45-year old company provides a full range of services, from site construction, maintenance and operation, to delivery of VHF, UHF, 800 Mhz, Conventional, LTR and digital networks, including the respected FleetNet™ system.

Customers range from large public fleets to small private businesses throughout western Oregon and southwestern Washington, including Portland, Salem, Newport, Eugene, Florence, Bend, Cottage Grove, Roseburg, Coos Bay, Brookings, Grants Pass, Medford, and Klamath Falls.

For more information about Silke Communications, visit www.silkecom.com or call 541-687-1611.



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