



CTS Inc. enabled a sick child family to stay in touch via Telepresence

Oakville, November 5, 2008 – In an effort to support families facing the challenge of having a sick child hospitalized hundreds of miles away from the family home, CTS Inc. supplied Ronald McDonald® House Southern Alberta with a videoconferencing system. This permitted to a father and son, in Creston British Columbia, to communicate via videoconferencing with family members accompanying an ill child hospitalized in Alberta, sparing them from long hours of difficult travel to be with their loved one.

Often children afflicted by serious illness are separated from their families in order to receive treatment. This often forces parents and other family members to travel extensively or to take a leave of absence from work to accompany their child through these difficult times. When these children are receiving treatment in remote locations they are also separated from several family members and friends that would otherwise be available for communication and support.

Recognizing the impact this may have on a family's financial and emotional well being, CTS Inc. supplied Ronald McDonald House® Southern Alberta with a Polycom V700 videoconferencing system which allowed effective video communication between a mother and her family members still in British Columbia. Jean Lapointe, Marketing Manager for CTS Inc., said: "As a telecommunication products and service provider we had the ability to set up a communication system that can overcome the distance separating children from their loved ones while undergoing medical treatment. We realized that our videoconferencing technology could facilitate communication between many family members and friends and did not hesitate to propose and implement this project." According to several person involved in the implementation, the system is very easy to use and the quality of the video imaging made the communication more convenient, natural and spontaneous. Upon the end of a conversation, between the mother accompanying the sick children in Alberta and her other son, still in Creston British Columbia with his father, the sibling asked: "Mommy, call me the TV next time".

This trial initiative was a concerted effort between Corporate Telecom Services Inc., Ronald McDonald House® Southern Alberta, The Calgary Health Region and Polycom Inc. whose products, technology and technical knowledge were put to contribution. As a result of this successful trial, CTS Inc. has now donated the equipment used during the trial to the Ronald McDonald House® of Southern Alberta which will allow many more families to benefit from the video technology. "Your decision to donate the Polycom V700 to the Ronald McDonald House was a surprise, and well beyond our expectations. Based on what I have witnessed to date, your gift will continue to provide comfort to the family you have supported for the past few months and will support, in the future, many of the families who must still walk through our doors" said Christina Arnold from the Ronald McDonald House®, Southern Alberta.

CTS Inc. is currently investigating the possibility of expanding the program on a national scale. "Although this is a very ambitious project, as it involves adjusting to a variety of technologies, we are certainly interested in extending our efforts in this philanthropic endeavor to a national level. Considering the positive feedback we received on our original initiative, we now realize the benefit of this service and the comfort it provides to families. If we can contribute in easing communication between family members and friends while reducing the impact that distance has during these difficult and stressful times we feel it is our responsibility to provide support", added Scott Carrothers, president of CTS.

Since the original trial, a group of local volunteers processed additional tests from different locations including schools enabling contacts with classmates and teachers. The feedback received mentioned that the technology was fully compatible with the equipment in use in all Alberta school districts making the potential of this communication system even more promising.

CTS recognizes that as a Canadian corporation, participating in improving the challenges with which some sick children are presented too is an effective way to give back to the Canadian community and contribute to the promotion of human welfare.

About CTS Inc.:

CTS Inc. delivers exceptional telecommunications solutions across Canada. Our product lines includes telephone, telephone systems, Jabra corded, wireless and Bluetooth headsets as well as Polycom audioconference and videoconference equipment and services such as worldwide Webconference room rental . Our team of telecom professionals builds lasting customer relationships based on listening to requirements, understanding needs and delivering state of the art equipment and services.

About Ronald McDonald House® Southern Alberta:

Ronald McDonald House® Southern Alberta is a compassionate, safe and affordable home away from home for out-of-town families whose children are receiving treatment in a local Calgary hospital. The purpose of Ronald McDonald House® Southern Alberta is to keep families together and provide a supportive environment while the family member is being treated for their illness.