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FOR IMMEDIATE RELEASE

**LUS FIBER GOES LIVE WITH INTEGRATED UTILITY COMMUNICATION SYSTEM FROM CENTURION, INC.**

**. . . This marks the second Centurion installation for Lafayette Utilities System.**

TAMPA (August 28, 2009) -- Lafayette Utilities System (LUS) will employ the Integrated Utility Communication System (IUCS) from Centurion, Inc. to aid customer calls concerning LUS' launch of Fiber to the Home for video, Internet and phone services.

The implementation represents the second IUCS installation for LUS, with the first installation used by the LUS Electric and Water Service Center. Ultimately, the two systems will be able to back up one another for disaster recovery purposes.

"Lafayette Utilities System had such a good business experience the first time it worked with Centurion, it's depending on us to help with the all-important launch of the utility's new Fiber to the Home and for disaster recovery," said Larry Wallace, Centurion's Director of Utility Markets.

The IUCS from Centurion provides features and functionality other ACD (automated call distributor) systems can only deliver with multiple server platforms and vendors. It offers the economy of unique and complete Interactive Voice Response (IVR) and ACD functions while also working as a Computer Telephony Integration (CTI) solution. These functions are integrated and reside on the same server and may be used with any telephone system.

"The installation of this system allows LUS Fiber to the Home to raise the bar of customer service, during this critical period of launching new broadband products and services to their community," said Wallace.

IUCS routes calls to agents based upon the skill required to handle the call. Types of calls include: types of broadband packages and rates, service availability, ordering service, paying for service, technical assistance and reporting service disruption. When the service center is closed, calls with regard to general information, billing inquiry and bill payment are provided by IVR applications in IUCS. IUCS also provides Courtesy Notification by telephone to customers who are past due in paying for services.

“The caller's experience and customer service representative performance is improved through the Centurion ACD automated agent greeting, caller recognition, customer record screen pop, and through call monitoring and recording for quality assurance purposes,” said Wallace.

Fiber to the Home Customer Service Manager and Supervisors can use Centurion ACD real-time dashboard graphics to monitor agent activity, customer calls, calls in queue, provide agent assistance, and to assign agents and agent skills to call groups. Comprehensive historical reports provide management with daily, weekly and monthly statistics on call volume, call time, agent availability, and agent time spent performing non-call duties.

Centurion provides a versatile and affordable application that allows for customers to start with IVR technology and add other service applications, such as a fully-integrated Automated Call Distribution Call Center platform, Predictive Dialer and Customer Relationship Management, as their business grows. Designed as a modular, integrated Call Center solution for almost any PBX, Centrex or Key system environment, it allows for advanced feature functionality in even the most basic of telephony environments.

#### **About LUS Fiber to the Home**

Lafayette Utilities System continues its commitment to the community's growth and progress with the creation of LUS Fiber, Lafayette's first 100% fiber optic network. The Fiber-To-The-Home (FTTH) network is the most dynamic means to provide what some consider the fourth utility: communications. LUS Fiber will be the first municipal FTTH system serving an entire community in Louisiana. The network will span more than 83,500 glass miles, and will deliver enhanced TV programming, the fastest Internet speeds, and crystal-clear phone services directly to more than 57,000 homes, businesses and schools. The network is being built in four phases, and will serve its first customer in 2009. By 2011, the entire city will be fiber-ready to deliver service to all phases.

#### **About Centurion, Inc.**

Since 1981, Centurion, Inc. has provided in-house solutions to help companies better serve their customers. With thousands of federal, state and local government agencies, public utilities, financial institutions and other business customers worldwide, Centurion's extensive library of Interactive Voice Response (IVR), Automatic Call Distribution, CRM, Screen Pop and Recording applications are custom designed to enhance every aspect of an organization's online and real-time interfaces. Committed to “delivering on our promise,” Centurion is positioned to deliver the very best hardware, software and post-sale support to increase an organization's efficiency, reduce costs and improve interactions with existing and potential customers.

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