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## **BENDBROADBAND SIGNS CONTRACT WITH MENTIS BROADBAND SOLUTIONS FOR ONLINE ORDER ENTRY APPLICATION**

### **Mentis Online Order Entry Solution allows Bend's new customers to order and upgrade video, data, and voice bundles and products**

GREENWOOD VILLAGE, Colo. (June/02/2006) Mentis Broadband Solutions, a leading provider of legacy billing integration and service delivery software for the broadband cable industry, today announced that BendBroadband has signed a contract to begin deployment of Mentis Online Order Entry solution to automate its sales and customer service operations with an integrated, direct-to-consumer order entry application. Built on the Mentis Real-Time Response platform (RTR<sup>®</sup>), the Online Order Solution will allow new and existing customers to create and order new and to upgrade packages for video and high speed data.

The Online Order Entry solution will provide a 24x7 channel to consumers looking for a convenient way to order cable products and services. With the RTR Platform serving as the core billing integration and management framework, Bend can automate the purchase of Video, Data and Voice product bundles on its website. The RTR platform is a scaleable legacy billing integration solution designed to provide a cost-effective alternative to proprietary legacy billing APIs and operational applications. The solution includes the RTR Pricing and Packaging™ module that enables operators to centralize and manage service codes across disparate operating divisions. With Pricing and Packaging, operators can abstract complex service codes and enable applications and users to interface effectively with billing systems.

“With the rapid influx of residents into Central Oregon, having 24 hour access to on-line ordering is a must,” said Amy Tykeson, President and CEO of Bend Broadband. “We are finding that customers and prospects alike want the option of shopping for service on their schedule. The Mentis Real-Time response System platform enables the intuitive shopping experience we envisioned. The RTR will drive productivity and mitigate call volume while enhancing customer satisfaction for those who prefer to access the web, rather than the traditional call center approach to order service.”

“We are very pleased that BendBroadband has selected Mentis to create its Online Order Solution,” said Rich Schoenmaker, CEO at Mentis Broadband Solutions. “Bend can utilize our RTR platform and billing integration solutions to provide another level of customer care and improve their operations and strengthen their competitive position in their markets.”

## **About Mentis**

Mentis Broadband Solutions provides the cable industry with integrated solutions focused on automated customer management, flow-through provisioning, mobile workforce management and service activation for voice, video and data services. The Mentis Real-Time response System (RTR) delivers mission-critical functionality that can help speed the delivery and marketing of new solution and service offerings, facilitate new revenue generating opportunities, improve customer service and reduce operating costs associated with customer acquisition and management. Since 1998, Mentis has worked with many broadband industry leaders, including AT&T Broadband, Time Warner, Charter Communications, Adelphia, EchoStar Communications, Wide Open West Internet and Cable service and others. For more information, please visit

[www.mentisbroadband.com](http://www.mentisbroadband.com)