**SYBERWORKS**
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# SyberWorks selected by Pingtel Corporation to provide reseller and customer support training with the SyberWorks' hosted e-Learning Solution

Waltham, Massachusetts – November 18, 2004

SyberWorks, a leader in custom e-Learning Solutions and the Learning Management System industry, announced today they have been selected by Pingtel Corporation, the leading open source, enterprise class, IP PBX software, to provide reseller and customer support training using the SyberWorks hosted e-Learning solution.

Larry McMahon, Vice President of Services for Pingtel states:

*"Providing a feature-rich e-Learning solution to deliver a robust on-line training program via the web will have a long-term, positive impact in how we interact and update our channel partners. SyberWorks' hosted e-Learning application offers a good mix of features and functionality at a cost-effective price point. They have also demonstrated a deep technical knowledge and commitment to our success which we believe will make this relationship a win-win for both Pingtel and SyberWorks."*

Dave Boggs, CEO of SyberWorks, states, "Our hosted application is a great option for companies that do not wish to host their own learning management system and web based training initiatives. Outsourcing this element of a company's online training function has many benefits. The organization is able to focus on what they do well. From a systems perspective, they do not need to have an in-house IT person manage their web based training initiative. They only pay for what they need as they go, so they do not waste extra money on over capacity and they are able to reap the benefits and organizational efficiencies created by web based training initiatives."

Bob Goldschneider, Director of Business Development, says, "Once the e-Learning campus has been set up, we offer a few different pricing options for usage fees so a company has flexibility and latitude in choosing a usage fee schedule that meets their needs and their budget. It's a terrific program all around for companies that want to outsource their online training."

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## About Pingtel

Pingtel's (www.pingtel.com) open source business model will prove to be a fundamentally disruptive force in the 5 billion per year enterprise PBX market. By offering enterprise-class, all SIP-based, open source IP PBX software under a Linux-styled subscription license, Pingtel is combining the best attributes of open source development - low cost, adaptability, and flexibility - with the reliable solutions and support enterprises required for voice applications.

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Pingtel's open source IP PBX software is the linchpin technology that will catalyze the movement of enterprise communications into the data center and away from purpose-built hardware. Like enterprise-grade Linux, this approach will drive commoditization of traditional telephony hardware and software and eliminate technology lock-ins that have plagued the industry for decades. This new business model will lead to pervasive adoption and shift significant market share away from vertically integrated, proprietary solution vendors.

**About SyberWorks**

SyberWorks, Inc. (www.syberworks.com) is a leader in the custom e-Learning Solutions and Learning Management System industries for Fortune 1000 corporations, higher education, and other organizations. Located in Waltham, Massachusetts, the company serves the multi-billion-dollar e-Learning market. Since 1995, SyberWorks has developed and delivered unique and economical solutions to create, manage, measure, and improve e-Learning programs at companies and organizations in the United States, Canada, Europe, and other countries.