

## News Release

For Immediate Release

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**Contact:** Allison Chirdon  
Marketing Coordinator  
Concerto Networks  
619-501-4530 ext. 213  
achirdon@concertonetworks.com

### INTERNATIONAL WIRELESS TECHNOLOGY EXPERT MOVES TO BOARD OF DIRECTORS AT CONCERTO NETWORKS®

**SAN DIEGO, California—November 16, 2004—**Concerto Networks®, a national franchise company that provides complete business technology solutions for small- and medium-sized businesses (SMBs), has appointed Thomas Munro, an international wireless expert, to its Board of Directors. Munro has served on Concerto Networks' Board of Advisors since November 2003.

"As a member of the Concerto Networks Board of Advisors for the past year, I have seen the company make some excellent progress toward creating a nationally recognized brand name for simple office technology," said Munro. "By providing small- and medium-sized businesses with much needed office technology solutions and offering a compelling business opportunity for technology professionals, Concerto Networks is making the absolute best of the franchising model. I am very pleased to accept the position on the Board of Directors."

Munro brings more than 22 years of experience in both finance and technology to his position on the Board of Directors. Most recently, he was President of Wireless Facilities, Inc., a San Diego based global leader in wireless technology. During his time at WFI, the company completed major projects with other known technology leaders including Telecorp, Triton PCS, Cingular, and AT&T Wireless.

"Tom's executive experience and excellent success record with start-up companies has been a major asset to our Board of Advisors for the past year," said Ray Hivoral, Founder and CEO of Concerto Networks. "His business and technical experience and forward-looking attitude make Tom an ideal Director for Concerto Networks. I am pleased to welcome such an esteemed individual to our Board of Directors."

Munro served as CFO and, later, President of WFI until his retirement in February 2003. Prior to his time with WFI, he was Founder and CEO of @Market, a retail sporting goods website. From 1994 to 1995, he was CFO for Precision Digital Images, Inc., a Seattle-area start-up firm involved in the development of leading edge image processing devices and software. As a key member of their management team and Board of Directors, he was responsible for raising seed capital for the firm and implementing financial and operational controls. Mr. Munro spent 13 years with MetLife Capital Corporation where he served as CFO and Director. Munro is on the Board of Directors for Pac-West Telecom, Inc., a provider of integrated communications services. He earned a bachelor's degree in Business Administration and an MBA from the University of Washington. He is the co-author of two college-level textbooks on computer programming.

For more information about Concerto Networks, visit [www.concertonetworks.com](http://www.concertonetworks.com). Customers may schedule a free on-site consultation by calling 1-866-IT-CONCERTO (1-866-482-6623). For franchise opportunities call 1-866-551-4007.

#### **About Concerto Networks®**

Concerto Networks, Inc. is a national franchise business providing professional, consistent-quality computer and Information Technology (IT) solutions to small- and medium-sized businesses (SMBs), serving a critical function for this rapidly growing market. Concerto Networks goes beyond simple troubleshooting and repair, providing the same holistic approach to IT support and director level management enjoyed by large companies, while offering significant savings and value to SMBs. The company's model is to build a national business technology solutions network with the expertise, processes, systems and support necessary to provide superlative service to SMBs. Franchises are independently owned and operated by experienced professionals equipped with the latest diagnostic hardware and software for providing on-site service.