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## **RuggedCom Inc. Opens Customer Support Center in Hollywood, Florida**

***New facility will ensure highest levels of customer satisfaction and collaborative testing of innovative hardened network solutions for power utilities and intelligent transportation systems markets.***

**Concord, ON, August 5, 2004** - RuggedCom Inc., a leading developer and manufacturer of industrially hardened communications and networking technology, is pleased to announce the official opening of its new customer support facility and Center of Excellence. The state-of-the-art, 1200 square-foot facility in Hollywood, Florida, is ideally located to service RuggedCom's rapidly expanding customer base in the southern USA and Latin America.

Centralizing RuggedCom's customer support activity in one location will ensure customer satisfaction and response times continue to exceed expectations. In addition to providing support, the facility will offer technical training for customers and resellers, and a fully equipped inter-operability testing and proof-of-concept lab.

The lab is outfitted with the complete line-up of RuggedCom network switches, servers and media converters. It will also showcase the latest solution-related equipment from our partners including traffic controllers for ITS applications, relays used for utility substation projects, and video encoders and decoders for surveillance systems. Staffed by certified RuggedCom network engineers, the lab will help customers test, evaluate, and validate industrial network concepts.

*"The opening of our brand-new customer support center demonstrates RuggedCom's total commitment to satisfying our customers, and to driving technologically innovative solutions in the Industrial Ethernet marketplace," said Marzio Pozzuoli, President and CEO of RuggedCom. "We're excited to have a facility where we can prove to customers how we build reliability, immunity and performance into every rugged network device we make!"*

The office is located at 1930 Harrison Street, Suite 207, Hollywood Florida, 33020.

For more information on this exciting announcement, please contact Mr. Rocco Magnotta, Vice President, Sales & Marketing at RuggedCom. [905-760-7799 Ext. 248, [roccomagnotta@ruggedcom.com](mailto:roccomagnotta@ruggedcom.com)]

For more details regarding RuggedCom products please visit:  
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