



XI

Glentel Inc., Speedy Glass (US) & Novus, Inc.
ALLAN SKIDMORE



Interview conducted on June 9, 2010
by Chris Trauter (BBA '10)

Company Background

DESCRIPTION	COMPANY #1	COMPANY #2
Dates of Involvement	1985 – Present	1967 – Present
Title	Vice Chairman	Co-Executive Chairman & CEO
Name of Company	Glentel Inc.	Holding Company: TCG International Inc.; Operating divisions: Speedy Glass US & Novus Inc.
Website	www.glentel.com	www.tcgi.com www.speedyglass.com www.novusglass.com
Location(s)	285	50 corporate Speedy Glass (US) & 500+ NOVUS franchise locations
No. of employees	1,850	Not Disclosed
Product/Service	Retail operations with wireless products; Business operations include designing wireless networks	Auto glass windshield repair & windshield replacement services
Industry	Retail and Business Telecommunications services	Automotive glass
Revenue (range)	\$308 million (2009 year end)	Confidential
Public/Private	Public	Private

I. General Entrepreneurship Questions

1. At what age did you start your first entrepreneurial venture and what was it?

I was around 16 years old; I went door-to-door selling seat cushions as part of my involvement in Junior Achievement. That was a great introduction to cold calling, walking up to a stranger's door and asking for an order.

2. What originally motivated you to pursue entrepreneurship and what has maintained your ongoing entrepreneurial focus?

My father [Arthur Skidmore] operated an automotive glass business, which he started in 1946. His motivation was that he did not want to work for someone else. That's why he started his own business after returning from his army career.

I initially worked with my father from 1967 to 1984. After completing my post-secondary education, like him, I did not want to work for someone else and joined the family business.

My father encouraged me to set up my own operations in the US and I did. My brother [Tom] and I set up a subsidiary company in the US in 1984. At the start, we purchased four automotive glass warehouses in June of 1984 and by the end of that year, we had eight retail stores as well. We bought the seller's goodwill for \$1.00 and paid market value for the assets and rolling stock. The owners in turn would make additional revenue from us through the rentals of their buildings. This was our start in the US.

Either my brother or I would drive down to Seattle from Vancouver no less than 2 times a week. We would go back and forth and then if there were opportunities, we'd buy more stores. We made a few mistakes along the way, and we originally were not very skilled at due diligence, but we learned very quickly. Our biggest opportunity and advantage was that we knew how to buy the automotive products for the business. The key for a profitable operation is to know how to purchase and at what price you can sell your goods. We had lots of time to learn the game from 1968 to 1984 while we worked within the Canadian company. With this experience, we had a head start in building our US companies.

3. What individual(s) have been models of inspiration for you throughout your entre-

preneurial career and in what way?

My father was my greatest teacher. He really took time with my brother, Tom, and me to show us how to run a business. He wouldn't give it to us—we had to earn it. He made us work hard. We had to work harder than anybody else.

I wanted to work for myself and set the direction of a company; I wanted to get people involved to help build a company. I was determined to be very fair with people working with me. The fairer you are with people that work with you, the better it is for you. So for many years at the beginning, other people in the company had the opportunity to make more money than I did because the main objective is not the amount of money one makes but to learn as much as possible. It sounds crazy, but you have to have people want to work for you, like you and respect you, and then they'll go climb mountains for you. For example, one of my first warehouse employees, who still works for me as an executive, is now 68 years old. He came from Uganda. I bought him his first car and first bed, but he had skills and education to move forward. He was 32 when I hired him and he is a loyal associate as well as a friend.

4. How has any formal education or training you have received (to whatever extent) been helpful? If so, in which way?

My education in accounting especially was most helpful. The rest I could have learned elsewhere. A lot of my education was filler, but the core skill sets were important. There are a couple things I look for. First, spelling was very important to me. Someone else may call it English but I call it spelling. If there is any letter that comes to me with spelling errors, I throw it away. Secondly, you have to know mathematics and percentages backwards and forwards. That's what margins are all about—if you don't know how to find a margin then you'll never make any money. I eliminated all my sciences; I didn't feel they provided any real value for me. I don't read about sciences; I read about discoveries. My mind is strictly focused on motivating people, spelling and mathematical formulas. That's where I come from because it works for me. I do not say it works for everybody else, but it works for me. I can read balance sheets, profit & loss statements and rate them. That's key and if you don't have those skills, you'll fail.

Salesmanship training, of course, is also very important. If you can sell yourself and sell your product, you'll do well. You can always hire skilled accountants and you can hire skilled lawyers but you can't hire salesmanship. You need to have the guy that sells the product because he is the one that creates the jobs. You have the accountants put all the pieces together, and you as an owner or manager have to be able to understand them all.

5. How many different business ventures have you started in the course of your entrepreneurial career?

Two businesses: Glass in Canada and the US and wireless communications in Canada.

6. What percentage of these business ventures do you estimate were financially successful?

Both of these businesses were 100% financially successful.

II. Entrepreneurial Questions Regarding your Primary Business

7. In order to provide some context, please describe your primary business: What does the company do? Who does it sell to? What does it sell? What is your competitive advantage? What is the nature of your overall industry?

[Editor's Note: As noted in response to Question #5, Mr. Skidmore is involved in two businesses: glass and wireless communications. The glass operations are part of TCG International, a holding company, and include Speedy Glass – United States and NOVUS Inc. (see Appendices A, B and C for more information). Separately, the wireless communications business is operated through Glentel Inc. (see Appendix D for more information).]

The primary business of our holding company, TCG International, is automotive and flat glass replacement comprising corporate Speedy Glass stores in eight states in the western United States. In addition, we have a franchising subsidiary called NOVUS Glass which operates in all of the United States and Canada as well as 42 other countries around the world doing windshield repair and replacement and scratch removal. We sell to consumers who require our services. Our competitive advantage is strong brand awareness and qualified associates.

Glentel Inc.'s primary business is cellular communications and related products, which are sold through shopping mall locations. It is a leading provider of innovative and reliable telecommunications services and solutions in Canada and the United States. Founded in 1963 and headquartered since 1989 in Burnaby, BC, Glentel comprises two operating divisions - Retail and Business - that service thousands of consumers and commercial telecommunications customers. Together with its divisions, the company operates more than 270 locations across Canada located in retail malls and store fronts, Costco Wholesale stores, and business centres. As the largest multi-carrier mobile phone retailer in Canada, it offers a choice of network carrier and wireless device or phone. To its business and government customers, Glentel offers wireless service, rental equipment, satellite and terrestrial network systems, tower sites, and wireless asset monitoring. Glentel operates its business under the trading names Glentel Wireless, WirelessWave, The Telephone Booth (Tbooth and la cabine T), and WIRELESS etc. These strongly-branded names and national presence are Glentel's competitive advantage, along with its strong sales training.

8. How did you identify the opportunity that led to the setting up of your primary business?

The first business was set up in 1946 by my father. Central Auto & Window Glass was created in New Westminster, BC to provide auto glass services to the Lower Fraser Valley. In the late 1940s, services were provided by mobile and in-store installations and there was only one other competitor. The use of safety glass was his primary product. Two years later, however, the advent of the curved windshield changed the vision of his company forever.

With the wireless communications business, our first set-up was Speedy Celtel in 1985 in Surrey, BC. I was contacted by Cantel which was the first national private cellular service provider in Canada. Cantel was a joint venture company supported by Ted Rogers¹ and two other partners. Their first set-up was in Montreal; Toronto and Vancouver soon followed.

Cantel contacted me (and three other parties) to offer a territory to represent their business in the Fraser Valley under non-exclusive terms, which also allowed me to sell in Vancouver. In my negotiations with Cantel, I asked for the right to be one of their dealers in every location where they were opening a dealership and they agreed. From that date forward, we were in the cellular business and opened 18 locations in the first three years.

9. What were the critical elements you assessed before you decided to pursue the opportunity?

With the glass business, the critical elements assessed were if the business could be carried out close to home and if there was any competition in this area.

With the wireless communications business, I thought that cellular phones were the wave of the future and so I decided to get involved. We had to think through the logistics of launching the business even though we didn't pay for the territories themselves. Could we afford to pay the people we needed to hire? And could we train the people? Training is a key component of success. We were confident that we could train people, so we were fine. You have to know these things—it's all training and it's all people.

10. How much time did it take from seeing the opportunity to the first day of operation?

I signed the deal with Ted Rogers in September. We could not activate the phones until January 1st. The pre-activation sales were high indicating the interest in this new technology. I sold my first phone on January 15th.

11. If you had partners, who were they, and how did you find them?

We did not have partners in this venture as we were a public company at the time and the directors trusted my judgment.

¹ Edward Samuel "Ted" Rogers, Jr., OC (May 27, 1933 – December 2, 2008) was the President and CEO of Rogers Communications Inc., and the fifth richest person in Canada in terms of net worth. www.wikipedia.org.

12. Did you have a business plan of any kind (or any sort of written plan)?

I did not have a written plan because the opportunity was presented to me with a very short time period in which to make a decision. All my plans were in my head. I knew how to do business and how to make money; therefore I went ahead. Other factors that were considered were that the initial investment was relatively small and the risk was marginal.

13. What kind of financing did you have?

Financing was arranged through our bank, which has been CIBC [Canadian Imperial Bank of Commerce] since 1946.

14. How much capital did it take?

I required less than \$50,000, apart from the lease on my building. We owned a building in Surrey [BC] and had renovation costs. We also built our sales team of one person, our installation team of one person, and a manager for a total of three people. The license for the territories was free. So my monthly costs were around \$5,000. That was it. In the first to second month I was making money.

15. How long did it take to reach a positive cash-flow position?

Three months.

16. If you did not have enough money at the time of the start, or at low points in the business cycle, what were some things you did in order to stretch your capital?

I did not need to stretch it. We didn't go any further than we could afford.

17. What were three strengths of your venture?

Our three strengths were training the right people, having a vision and being fully committed to the business.

18. What were three weaknesses of your venture?

One weakness was communicating the vision to others in the company. Sales were slow at first, probably due to the lack of infrastructure in place to support this new technology. I wish I had more time. I only had 24 hours in a day and I could have used more as things were moving so fast.

19. What was your most satisfying accomplishment or event?

Being able to build my second location in Victoria [BC] was a very satisfying accomplishment as it was a sign that company growth was very apparent.

20. What was your most disappointing situation or event?

One of my most disappointing situations was losing one of my top executives for the US

glass operations and an executive on the communications side. People are your key and when you lose good people it's very hard and disappointing.

21. Once you got going, what were the most difficult gaps to fill and problems to solve as you began to grow your company?

One problem was the training of the right people in new locations across western Canada.

22. What were the key attributes you looked for in people (partners, advisors, managers) as you grew the company?

I look for educational skills, integrity and commitment. I also look for an individual's willingness to learn and to sacrifice.

III. Reflective Questions

23. What are some things that you have found to be most personally rewarding and satisfying for yourself as an entrepreneur?

Personally, I have found it very rewarding to see people grow in their careers and to be able to train others. I've also enjoyed the financial rewards, which have given me the ability to travel to learn about other cultures and see the needs of other people.

24. What are ways in which you have developed your own entrepreneurial skills in order to be more effective as an entrepreneur?

I have refined my sales skills and my speaking skills. I am always open to learn about new ideas.

25. What are some ways in which you cope with or manage the personal stress of being an entrepreneur?

My faith is a very substantial part of my life and that carries me through everything, the good times and the bad. Also, choosing good people with whom to associate and spend time.

26. What are some ways in which you have dealt with others who have disappointed you in business?

I always try to discuss openly my disappointment with others and to communicate my expectations. Sometimes you win and sometimes you don't. In my discussions with people who have disappointed me, I have tried to correct the situation or I have parted ways with them. If they can't help me on the business side, and that's why they are there, then it is better for them to leave than to stay. Those situations are sometimes the hardest decisions you will have to make.

27. What do you think are the most important traits for an entrepreneur and why?

You have to have strong faith in yourself, strong tenacity and be a strong communicator.

28. What are the most important lessons you have learned with respect to starting and running a business that you pass on to an aspiring entrepreneur?

- First, never go into a business undercapitalized.

- Second, know your business—know what you're going to get into and have a strong background in it.

- Third, when possible, choose stronger people than yourself.

IV. Faith, Entrepreneurship & the Marketplace

29. How do you describe the impact of your Christian faith in terms of how you find or define meaning in the context of your entrepreneurial pursuits?

HONESTY - I never was afraid in business to let people know where I stood.

INTEGRITY - Every decision that I made, I tried to do it with integrity and tried to be an honest entrepreneur. So people already knew where I stood before they asked a question. Everybody knows who I am. You talk about me in this city [greater Vancouver, BC] and they know I am faith-based. They know that in all cases I will operate within the rules of integrity. It's as simple as that, and I still live with it today. People know I am a strong supporter of Trinity Western University. They know what TWU is about, that it is an evangelical Christian university.

FAITH - My faith helps me and is part of me. I don't make any excuses for my faith. My mother taught me some important scriptures: "From everyone who has been given much, much will be demanded; and from the one who has been entrusted with much, much more will be asked."²; "I can do everything through him who gives me strength."³; and "But seek first his kingdom and his righteousness, and all these things will be given to you as well."⁴ I had to memorize those verses and I can quote them now. I tell people to live by them. I don't say I am perfect, far from it. But, I always had those three verses. If you nailed me to a cross I could tell you those three scriptures—probably being the only ones I could quote you, but I would know them.

² Luke 12:48. New International Version. www.biblegateway.com.

³ Philippians 4:13. New International Version. www.biblegateway.com.

⁴ Matthew 6:33. New International Version. www.biblegateway.com.

STEWARDSHIP - Because God has given me a lot, I have to be a stronger steward and take care of my resources. It's one of the strong principles that all people should know: the more you give the more you get back. That's simple faith. You can call it crazy, but that's what it is.

30. Who if anyone, affirmed your sense of direction in your entrepreneurial pursuits (as described in question #29 above)?

My parents.

31. As a result of being a Christian entrepreneur, how has your approach to entrepreneurship changed?

It never changed; it was always the same. I started as a Christian. I am still a Christian. That's it.

32. How did you integrate your business/entrepreneurship expertise with your Christian commitment (and how are they complementary)?

Everybody knows where I stand. If you make it public at the beginning then you never have to back up. It's just there; it's part of my life. Everybody knows that I am a Christian. You make it known so then it's easy.

I have had people try to attack me and try to take my business from me. You have to understand that a Christian is unstoppable. You cannot put them down.

We don't stop just because we had some brutal things done to us. To hold bitterness is poisonous, it's only self-harming. As a Christian that's how it works. It is a biblical principle and you have to live by it. I did not say I was going to be perfect. David wasn't and Solomon wasn't. Peter wasn't. None of them were, but they still had strong principles. It works for us.

33. How have you been involved in your local church (the one you now attend and the ones you have attended in the past)? (Whether or not these are related to your business expertise)

I work outside the church. I try not to peddle my influence inside the church because then it can become too overwhelming. When you come to a certain position in life, people will talk about you since they know you by business reputation. So you do things outside of the church context. In the spiritual realm, I have been involved with Power to Change, Salvation Army and humanitarian work. I have been involved in doing good deeds related to the Haiti earthquake relief support. But when you become very successful, you become careful when you walk in the church. You should become an equal to all the others and not as someone more special to be looked at in a different light, such as for financial support or a business relationship.

34. Have you been involved in your church denomination and how?

I just become one of the people and blend in; I don't want to be focused on.

35. Have you been involved in Para-church organizations and how?

I have been involved in Power To Change, Salvation Army, More Than Gold and The Willows.

I also mentor and support pastors' or missionaries' kids on an individual basis. I feel that I am partnering with them in their life ministries. Often times, these kids may not have the financial means to get training so I help out as I can. I will also meet with them on a regular basis and provide some mentoring input.

36. What are some examples of how you have integrated biblical principles into your business practices, and thus acted differently than a non-Christian due to your Christian faith?

I live my life and that's it. I just live my life and that's what I do.

37. What are the most important lessons you have learned that you believe are important for Christians pursuing entrepreneurship?

First, keep your faith visible to others so they will look to you as an example as to what the Christian faith is all about. People don't listen to what you say; they listen to what you do. It's as simple as that.

Second, work hard not to have any jealous turf with your partners. Jealousy among partners and within a company will kill you. I have been very fortunate that my brother, Tom, and I have no jealousy between us. We have pride in each other's contributions to our mutual success. For example, Tom came up with the idea of opening mall locations for our wireless communications business. That approach turned out to be magic and it has contributed significantly to our success. If, however, a person is jealous or bitter it will eat away at them.

38. How could the church, in a general sense, support you in applying your faith in the context of entrepreneurship?

I don't think entrepreneurs should be treated in any special manner by the church.

39. What have been the most significant challenges for you as a Christian pursuing entrepreneurship?

If one always represents themselves as a good Christian, there should be no challenges.

40. Who was the most helpful in addressing these challenges: church leadership, Christian friends, etc?

N/A

41. Have you hired people from your church? If so, has that been a positive or negative experience?

Yes, I have done that and it was a big mistake, because they have different expectations. So I have fired some or others have left. The good ones stayed, and the bad ones left.

42. Have you done business with other people in your church and how?

Yes, sometimes it's okay and sometimes it's not. People tend to try to take advantage of you because of the church relationship. I don't ask for people to buy from me. If they do, that's fine. If they don't, that's fine, too. Don't look for people in your church to be your customers.

43. Has your relationship with those people you have done business with in your church been positively or negatively affected – from a business and spiritual standpoint – by doing business together and how?

It has been good sometimes and in other cases not so good. There are all kinds of people in any large interest group.

44. What do you believe are appropriate means to share your faith in your company?

Honor and treat people with integrity, respect their faith and what they choose, and don't be a bigot. Treat women and men equally and respect their days of faith. That's how we do it.

45. Is there any particular passage(s) of scripture that you have found especially meaningful or that is inspirational to you?

I have three verses that I have built my business on [see biblical references listed in response to Question #29]

46. Do you have any questions or comments related to Christian entrepreneurs that you would like to express an opinion on, and that were not covered in this questionnaire?

No.

APPENDIX A The Speedy Glass Story - Canada¹

Speedy Glass[®] is Canada's leading vehicle glass repair and replacement company, servicing more than 300,000 satisfied motorists across the nation each year.

When you choose to repair your vehicle glass in one of our 140 Speedy Glass[®] service centres located across Canada, you can relax in the knowledge that all our workmanship is guaranteed for as long as you own or operate the vehicle.

What's more, as Canada's leading vehicle glass repair and replacement company, Speedy Glass[®] has established strong relationships with most of Canada's major insurance companies, enabling us to take care of your claim and manage all your insurance paperwork for you if you are claiming for the work on your vehicle insurance.

Speedy Glass[®] is part of Belron[®], the world's leading automotive glass specialists operating in 31 countries.

(In 2005, the Canadian Speedy Glass operations were sold to Belron in order to fulfill obligations of Herb Skidmore's side of the family to satisfy their ownership in TCG International Inc. which came to an end in 2006. Certain remaining real estate, the majority of the Gentel shares owned by the family and the remaining glass operation of Speedy Glass and NOVUS in the US became the assets of the Arthur Skidmore side of the family.)

¹ www.speedyglass.ca. Accessed September 10, 2010.

APPENDIX B The Speedy Glass Story – United States¹

Glass, for life.

Imagine what life would be like without glass. It plays an essential role in our day-to-day lives, yet you probably take it for granted. As you should. Glass isn't something you should be thinking or worrying about. That's our job.

With strategically located retail branches throughout the U.S., Speedy Glass provides efficient, dependable automotive, residential and commercial glass repair and replacement. People rely on Speedy Glass for technical expertise, comprehensive products and services, and a quick turnaround. They appreciate our competitive pricing, honest appraisals and detailed invoices. Not only do we offer the strongest guarantee in the industry, we listen to our customers. If you're not 100% satisfied, neither are we. Serving you better is what it's all about, because your life is hectic enough without worrying about broken glass.

Vision and Drive.

The Speedy Glass evolution into a highly-respected industry leader is founded on vision, know-how and the drive to continually exceed our own high service standards. The Great Depression. A World War. Landing on the moon. The technological revolution. Speedy Glass has been there through it all, from our humble beginnings as a single glass shop to a network of more than 120 locations serving people's automotive, residential, commercial and related glass needs across the United States. We keep on growing, but we've never lost the personal touch that has earned us loyal customers.

Dedication and Teamwork.

The fall of the stock market in 1929, and subsequent economic hardships, didn't stop the young automotive industry from growing by leaps and bounds. Tough times needed tough glass, and cars were equipped with sturdy windows. But accidents happen. Realizing that there was a need for specialists in glass repair and replacement - not to mention quality glass products - in 1946, right after the Second World War, Central Auto & Win-

dow Glass opened its first retail glass outlet. TCGI assumed control of Speedy, and over time Speedy Glass reached across the United States. As cars, the transportation industry, households and workplaces were affected by new developments in technology and engineering, the Speedy Glass team kept pace, branching out to include an unbeatable range of glass-based products and services.

An Industry First.

In 1998, Speedy Glass opened the industry's first call center designed to process auto glass repair and replacement claims for insurance companies. Today, our call center is a leader in the U.S. market place.

Speedy Glass still does auto glass, but we do so much more. We're proud of our contribution to the history of glass. Speedy Glass provides auto glass, residential glass, and commercial glass in areas across the USA.

¹ www.speedyglass.ca. Accessed September 10, 2010.

APPENDIX C

An Introduction To Novus, Inc. Novus® Glass – The Original Repair First, Replace When Necessary® Company¹

Located in Savage, MN NOVUS Glass is known around the world as the premier provider of quality auto glass repair and replacement. As the inventor and pioneer of windshield repair NOVUS strives to be the glass industry's research & development leader. In fact, NOVUS has been awarded more U.S. Patents for windshield repair than the rest of the industry combined. NOVUS is proud to be able to offer a wide variety of products and services to their customers, including: Auto Glass Repair and Replacement, Spray on Bed Liners, SRP Glass Restoration (Scratch Removal) and other services.

Entrepreneur Magazine's Annual Franchise 500 has ranked NOVUS Franchising, Inc. (NOVUS Glass) among the Top 100 fastest growing franchises. NOVUS also has made the Top 25 list of Home Based Franchises and Low Cost Franchises. Being the only auto glass "focused" company in the Top 100 NOVUS continues its reign as the leader of windshield repair franchises by repeatedly ranking first in this category.

The NOVUS Glass story started in the early 1970s when inventor Dr. Frank Werner invented windshield repair after having three windshields replaced due to small breaks caused from the rough terrain of his Wyoming landscape. Werner felt he needed to find a solution to fix breaks without having to dispose of the entire windshield. The combination of his curiosity and driven determination led to the discovery of windshield repair. In 1972, Gerald Keinath, one of the founders of NOVUS and the NOVUS Plastic Polish, in partnership with Werner strategically designed the business plan that would bring windshield repair to the general market. It started as a business called Keinath, Inc. and it was located in the basement of his home. The name of the business was later changed to NOVUS - the Latin word for "new" or "innovative" - and, in 1985, NOVUS Glass became a full-fledged franchise company.

Today NOVUS has nearly 350 NOVUS franchises in North America and 2,000 service locations in 36 countries who deliver on the NOVUS warranty promise every day. NOVUS franchisees has performed over 30 million high quality windshield repairs and continues to provide customers the highest level of service. Currently NOVUS Glass is owned by TCG International, the industry leader in global glass and wireless communication, headquartered in Burnaby, BC, Canada.

¹ Information provided by Mary N. Nelson, Marketing Manager, August 25, 2010. See also www.novusglass.com.

APPENDIX D

Introduction To Glentel, Inc.¹

GLENTEL (GLN: TXE) is a leading provider of innovative and reliable telecommunications services and solutions across North America. Founded in 1963, GLENTEL comprises two operating divisions – Retail and Business – that service the needs of wireless consumers and commercial telecommunications customers across Canada. Together with its divisions, the company operates more than 285 locations.

GLENTEL's Retail Division consists of three consumer brands including: Wireless-Wave, The Telephone Booth/La Cabine Telephonique (Tbooth/ la cabine T) and WIRELESS etc. /SANS-FIL etc. providing wireless and wired communications products and services as well as a choice of cellular brands to consumers through retail outlets in major shopping malls and Costco warehouses across Canada. With locations in British Columbia, Alberta, Saskatchewan, Manitoba, Ontario, Quebec, New Brunswick, Newfoundland and Nova Scotia, GLENTEL is now one of the largest multi-carrier retailers in Canada.

GLENTEL's Business Division, with branches across Canada, provides integrated wireless solutions for public safety, government and business customers. These solutions include designing and commissioning wireless networks for commercial applications in three core areas: terrestrial radio systems, satellite network services, and advanced mobile solutions. With more than four decades of experience in wireless communications, GLENTEL has the largest technical staff of its kind in Canada to develop, install and support a broad range of end-to-end solutions.

GLENTEL has been publicly traded on the Toronto Stock Exchange since June 1, 1983, and is headquartered in Burnaby, British Columbia.

CORPORATE QUICK FACTS

- Canadian owned and operated since 1963
- Publicly traded on the Toronto Stock Exchange since 1983, under the symbol "GLN"
- Original Rogers Wireless cellular service dealer, since 1985

¹ www.glentel.com. Accessed June 30, 2010.

- Named Burnaby's "Business of the Year" in 2007
- Operating more than 280 retail and business locations across Canada
 - 13 branches, Business Division
 - More than 265 retail locations
 - 118 WirelessWave
 - 78 Tbooth/La Cabine T
 - 77 Wireless etc.
- Employing over 1,400 people across Canada
- Largest Canadian dealer of Motorola products and services and recognized Motorola service shop (MSS) provider
- Inducted into Burnaby Business Hall of Fame in October 2009