

ICS Telecom Chosen by New York State

ICS Telecom is pleased to announce that it is one of the firms chosen by New York State Office of General Services for a Five (5) Year Contract to provide business key telephone systems to eligible offices.

The award, effective in August, 2004 enables New York State agencies and other authorized users such as towns, villages and other municipalities including schools, along with volunteer fire departments, and certain non-profits to purchase systems using this contract. This contract was competitively awarded therefore users are not required to perform a formal bid.

New York State has chosen up to three companies per geographic region. ICS will offer the Inter-Tel product line for the various offices under this arrangement. The Regions include the Buffalo, Rochester and Syracuse metropolitan areas.

ICS President, I.C. Shah remarked, "This is a very positive development for ICS Telecom. We have historically provided valuable communications services to many private businesses, and municipal organizations for over three decades, including the U.S. Department of Justice. Adding the key system contract is a natural progression, and a great fit for our portfolio."



**Happy
Halloween!**

Solutions Corner

Question: I am hearing a lot about VOIP these days. Is the technology reliable?

Answer: VOIP is among the hottest topics in our business today. How it works depends largely on how it's deployed, what the environment is, the type of connections, and what your objectives are. ICS offers all clients the chance to test this technology at no cost – just contact us for a Trial.

A Happy Retirement Wish to Bill Malloy

ICS Telecom has had the good fortune over the last 20 years to work with Bill Malloy – who officially retired on October 20th. Bill was a tireless worker, a great customer "advocate" and a co-worker who always went out of his way to offer that helping hand.

Bill served ICS' customers in many ways most recently managing our aftermarket maintenance agreement efforts. We wish Bill and his wife June all the best and say thank you for his many years of loyal and excellent service...



Bill Malloy started with ICS back in 1984 – he brought a smart wit and a consistently positive attitude to his work.

Make your IDS Upgrade Count with Charity through December 24th

ICS Telecom has announced that effective immediately and until December 24th, we will donate 5% of all IDS Migration upgrades to the charity of your choice. It's simple, and it's a great way for our customers and ICS to make a positive impact.

We have a base of several hundred business customers who currently use the Executone IDS system and the Migration program is an excellent way to obtain new technology without a complete system replacement.

We will gladly provide you with more details on this important promotion. Thank you in advance for your support.

FCC to Look at VOIP Regulation

Michael Powell, Chairman of the FCC announced last week that the government agency will look at regulation of VOIP technology very soon. The number of VOIP customers increased in 2004 to approximately 1 Million, from just over 130,000 a year earlier.

A complex issue, how to regulate VOIP will surely prompt much debate and will center on inter-carrier compensation issues. Stay tuned for more on this emerging story.

FREE BILLING ANALYSIS!

- Evaluation of Fixed and Usage
- Recommendations on Cost or quality options
- Bundling Opportunities

Contact Linda Sroka at
800-836-7424, Ext 7903.

Microsoft Enhances its Instant Messaging

Microsoft announced plans to enhance its IM client, code-named Istanbul, so that a user's IM information is synchronized with Outlook's calendar and scheduling information. The new client will allow connection with basic phones and prompts the user for inbound calls. This enables a user to route these calls to a portable telephone, or to a voice messaging mailbox.

Istanbul is part of Microsoft's Live Communications Server 2005. The announcement is viewed as a move to bring the power of presence management to the MS portfolio. Presence management provides opportunities for flexible routing of voice calls and other forms of communications to flow easily and seamlessly with the user as they move about with mobility. With products such as Inter-Tel's Axxess Unified Communicator, users may program specific greetings based on the caller ID of an inbound caller, route calls based on their identity, and create specific worlds of interest and collaboration by maintaining up to the minute information on co-workers, their status, and location. For more information on how Presence Management fits with your business, contact ICS Telecom today.

Specials & Promos

5% Charitable Donation – IDS Customers

Migrate to Inter-Tel Axxess, ICS makes 5% donation to charity of your choice.

Free Lunch & Breakfast:

Who says you can't "get a free lunch?" Attend ICS Telecom's IDS Workshop on November 17th or 18th and get a continental breakfast and, a certificate for \$ 25.00 to a local restaurant.

IDS Migration Workshops Scheduled for November 17th & 18th

Considering new technology but concerned with the cost? IDS customers may uniquely upgrade their systems to our Axxess product and avoid a wholesale replacement of the system. Now you can get IP Telephony, advanced Call Center applications, and more with a neat migration strategy. Find out more by attending our informal workshops being held on November 17th and 18th (in ICS offices in Buffalo and Rochester respectively). These workshops will begin at 8:30am and conclude by 11am. Attendance is free, but seating is limited. Contact Debbie Ervolino for a spot in these important sessions. She is at 800-836-7424, ext 7904.

Internet & The Election – Impacts are Obvious

Wow, if TV shows weren't enough, the Internet now with its series of news reports, blogs, candidate sites and support organizations are altering the election process. In America's workplace, traffic on political websites is hot and heavy and the number of sites has grown by nearly five times since the last election. Workers today using the Internet for work are at record numbers with more than 50 million logging in each day. A popular site among political-surfers is the one with both President Bush and Senator Kerry singing "This Land is Your Land," – which has been visited more than 65 million times in a little more than 3 months.

Comments about our Newsletter? Ideas for stories? Contact dervolino@icstelecom.com

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