

**E-Newsletter August 2007**

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VOICE DATA VIDEO SOUND PAGING HEALTHCARE MESSAGING NETWORK

**INFORMATION COMMUNICATION SOLUTIONS ► August 2007 ◀**

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**Mitel and Inter-Tel Announce Completion of Merger**



Mitel Networks Corporation and Inter-Tel (Delaware), Incorporated (NASDAQ: INTL) have announced the completion of their merger. As a result of the merger, Inter-Tel is now a wholly-owned subsidiary of Mitel® and Inter-Tel stockholders will receive \$25.60 in cash for each Inter-Tel share they held prior to the closing.

"We are delighted to complete our merger with Inter-Tel," said Don Smith, CEO of Mitel. "Inter-Tel's people, products, managed services and partnerships complement those at Mitel and will enable us to accelerate our growth strategy by extending our small/medium business (SMB) leadership position and continuing our expansion into the large business sector."

For ICS Telecom and its customers this is a successful culmination of a merger of two long term partners. "We view this new relationship as exciting, and one that will enable greater synergies for existing clients as well as

prospective clients" commented Bob Hanaka, ICS Telecom's Exec VP of Sales. "Both companies have a history rich in integration and we expect that to continue as they blend people and resources."

The company will now be #1 in the North American SMB market<sup>1</sup>, #2 in the Western European IP lines shipped<sup>2</sup>, the overall leader in the U.K. communications market<sup>3</sup> and continues to grow its operations globally. With three trusted brands (Mitel, Inter-Tel and Lake), the company offers customers a broad choice of solutions from the very small to the very large, from IP enabled to pure IP unified communications, from standard solutions to tailored, from single site to multi-site and from outright capital purchase options through sophisticated managed services.

"We are extremely pleased to complete this transaction today, which we believe is in the best interests of Inter-Tel stockholders," said Norman Stout, CEO of Inter-Tel. "Our new company will be a formidable industry player in the U.S. and across the globe, and as part of the Mitel team, we look forward to continuing

to provide exceptional products and services to our mutually expanded customer base."

Mitel will maintain Inter-Tel's Arizona headquarters, which will become the center of operations for the combined U.S. business and serve as an important center of R&D excellence. "We have common entrepreneurial roots, a shared vision and the breadth of solutions and technology to address the diverse needs of the rapidly changing communications market." Don Smith concluded. "As we come together we will deliver innovative solutions and managed services for our existing customers and channel partners, so that no one is stranded or forced to consider an alternate vendor. We intend to be the logical choice for both existing and new customers."

As a result of the acquisition, Inter-Tel common stock will no longer be listed on the NASDAQ Stock Market as of August 16, 2007. For more information on this relationship, and potential for your organization, please contact your ICS Account rep.



**Spotlight**

**Mobility to Go!**

Options abound for mobility today. Time was when having a bulky cordless phone on our belt gave us a feeling of freedom in moving through a facility. Today, the cordless still exists, but now you can connect a tiny IP device to your data network and connect via wireless IP. Or, as many of our clients are finding, the concept of integrating their cell phones into their phone system has great benefit—now calls to one's desktop phone find their way to the user's cell phone regardless of where the user may be. What is the best option for you? Depends on a number of factors such as movement of personnel, use of mobile devices, availability of wireless networks, and such. For a complimentary evaluation of the best alternatives for your organization, your ICS Account team will be glad to assist.

**Ready for VoIP? Don't forget the "S" Word**

Thinking about VoIP? Thinking about Security? You should be.

With traditional PBX systems, the biggest threat was the physical security of the phone system. Eavesdropping was a threat if someone connected to your wiring closet, but it was a pretty simple thing to protect against. With Voice over IP, you are now dealing with the data network, the very operating system the applications are running on, it's the e-mail servers, it's the firewalls; pretty much one's entire network.

So, what are some of the biggest challenges faced in considering movement to IP? Voice signaling is a major protection requirement as eavesdropping and even manipulation of an active call can be accomplished.

Degraded quality is also an issue. Setting up classes of service with appropriate denial of service, you can degrade voice quality to where it's quite poor.

Signaling is a major focus as well. With network issues, you might experience

hang ups, disconnected calls, and such. Toll fraud also can be a problem. Hackers can hijack your network if unprotected.

Web-based management is new. In the traditional PBX environment, the management console is connected to the PBX - all you have to do is physically go to the console to make changes. With an IP-PBX, you can be hundreds of miles away doing remote administration. Great for an attacker. You've got to make sure that the management is secure.

Another piece to think about is the APIs (Application Programming Interfaces). Part of the strength of IP telephony is unified communications and the ability to build other applications on top of platforms. But, if the APIs aren't protected you could experience issues.

The outside network is another area of evaluation for anyone considering a VoIP deployment. How the new system interfaces with WAN elements, how it treats call traffic across the WAN can be an open door to attack if not addressed.

System offerings today have many differences – despite the shiny marketing pieces produced by what has become a sea of providers. Caution relative to security is both a "watchword" and a proper direction in order to exercise the best care possible. Ask important questions of vendors. In some cases, standard security measures on one products are either not available, or are only possible via upgrade. You know the old saying : "You get what you pay for" - we urge our clients to consider some simple recommendations that should be available with products being considered:

- Voice encryption
- Signaling encryption
- Firewalls
- Management authentication
- Tightly authenticated XML

For additional discussion of your specifics, we can help with engineering recommendations based on your own environment.

**iPhone Unplugged from AT&T?**

Word is spreading that some creative folks have figured out ways to connect their Apple iPhones to networks other than AT&T. So, what to make of that?

Apple and AT&T might well have a legal case against unlockers under the U.S. Digital Millennium Copyright Act (DMCA), if hackers attempt to market software code to unlock the iPhone according to some legal experts. But on the question of an individual user unlocking their own phones (not selling the code or process) seems to be an exclusion given a legal exception to the DMCA's anti-circumvention provisions that provides that mobile phone users may unlock their phones for use on alternative networks.

So unlocking the iPhone yourself does not appear to be a DMCA violation but offering a "how-to" to others, or charging for the procedures could put the user in a heap of trouble. While all of this might be viewed as trouble for Apple/AT&T, the reality is it continues to put the iPhone in the technology mindscape. And you know what they say about advertising – it's all *good*.

**The Service Equation - How important is it to you?**

Harris Interactive reports in a recently conducted survey completed in July that more than half of consumers said not being able to get a live person on the phone is their greatest frustration. And, 80% said that a negative experience with a company means they will never shop from that firm again. However, the majority stated that outstanding service as the top reason for continuing to do business with a company. Get acquainted with ICS Telecom's TotalCare - our package of service and support for our clients.

**MEET THE TEAM!**



OUR AUGUST FOCUS IS RICK LEE. RICK HAS BEEN WITH THE COMPANY FOR 12 YEARS. HE IS A CHIEF "GO-TO" TECHNICAL AND ENGINEERING PROFESSIONAL AND WORKS ON MANY OF OUR LARGE, COMPLEX PROJECTS.

