



## ***Holiday Best Wishes!***

As we reach the close to another year, we look back and say thank you to our customers, our staff and their families.

2004 was a year in which we saw many developments in the telecom industry, where we experienced VOIP meeting the mainstream, and a year in which we were able to establish many new and enduring relationships.

Have a safe, happy, and warm holiday season. Thank you!

## ***New Web Design Goes Live!***

We are pleased to report that our brand new website design has gone live. Visitors to our site ([www.icstelecom.com](http://www.icstelecom.com)) can find a wealth of information on our products and partners, request a quote or service call, review Newsletters or Press Releases, and read about our TotalCare package and more. We look forward to your comments and hope that you enjoy our new look.

***Trade Up & Save – Get more value for your technology investment by trading in your current system and telephones.***

## **Solutions Corner**

**Question:** What are the most important considerations when choosing Internet Access?

**Answer:** We're in an age where so many services appear alike. Commoditization is today's watchword – but be careful. While "bandwidth" (xxxKBPS) is important, it pays to understand how many hops your traffic must travel to reach the Internet, what type of latency is introduced. The more hops, the more latency, the slower the actual connection. Our professionals can assist you with evaluating the best options for your business.

## ***Cell Phones set to join Frequent Flyers***

In what is already highly controversial after just a few days, the FCC is floating the idea of cell phone use during air travel – a practice currently banned.

Many have always thought that a cell phone would interfere with a plane's electronic systems but both the FCC and FAA concede otherwise.

Public opinion is sure to grow hot on both "aisles" of the question, and it may take a couple of years to produce a direction. Even those who would be in favor of placing a call can anticipate the gab sitting next to them talking endlessly in an animated style – about, well, nothing.

It's been reported that enabling a passenger jet to install a "cell system" able to transmit in high altitudes may cost as much as 100K – a steep price to be sure.

Join the debate, and tell the FCC your thoughts.



***Seasons Greetings!***



## ***Christmas Traditions – Little Known Items***

*~The Christmas celebration started in the 4<sup>th</sup> century. By the Catholic Church who set out to do away with a rival pagan religion's festivities around this time of year.*

*Historians believe that Jesus Christ was actually born in the Spring – but December 25<sup>th</sup> was chosen to "compete" with the rival.*

*Christmas was banned in Colonial times in Massachusetts.*

*Xmas is an abbreviation of Greek origin. The word for Christ in Greek is Xristos. In 16<sup>th</sup> Century Europe the "X" was meant as simple shorthand. Many Christians saw this as disrespectful.*

## Inter-Tel Releases Axxess 9.0 Software

Inter-Tel has just released its new 9.0 core software for its Axxess systems. Highlights for this ultra-reliable product include:

- Shared IP Resources for network trunking and IP sets for remote workers
- VLAN Tagging, enabling segmenting networks into multiple VPNs, enhancing performance, and improving management
- Rollout of Phantom Stations providing better mobility using virtual stations

Speak with your ICS Account Executive for more info. Special upgrade packages for existing customers are available.

## IP Telephony Trends

2004 has produced great comments from our customers regarding deployment of IP Telephony. Among the expected trends are:

Continued implementation of IP Trunking for connectivity among multi-site networks.

Integration of wireless strategies into VOIP will drive deployment. Items such as PDAs, and the introduction of WiFi-Cellular) will be adopted by savvy techno-firms

Specialized software able to manage network infrastructure seamlessly is crucial to geographically disparate organizations.

SIP-Based products (Session Initiated Protocol) that give the buyer choice of desktops, and other apps will prove highly desirable to those investing in new technology rollouts.

There are a mountain of products and options available. Our experienced representatives can help tailor the right solution to your environment.



*Wishing you Safe Travel  
during the Holiday Season!*

## Specials & Promos

\$ 59.95 Per Port Maintenance – for 3 Years of 24x7x365 TotalCare Coverage! All Mitel and Inter-Tel customers qualify. Software must be current. – Savings of 30%! Details – Jim Wiesner at 800-836-7424.

Inter-Tel Axxess Software Release 9.0 Upgrade: 25% off!

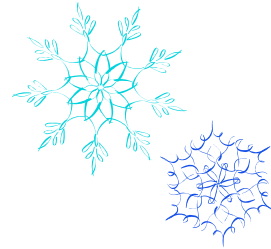
5% Off ANY System purchase with Network Services from ICS Telecom - Save Big!

Promos are in effect until January 30<sup>th</sup>!

## Holiday Network – At Your Service

- FREE Billing Analysis
- Written – 5 Page Detailed Response
- Minimum 2 Provider Options for Local, Data, Internet
- Rates on Local Usage as low as 1 Cent per minute!
- Internet TI, DS3, DSL – Options Galore!

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



*Send us a Referral, Get Dinner on Us!  
It's simple, and it's a great way to spread the word on ICS Telecom's great systems. We'll send you a certificate to one of several restaurants in the Upstate NY area when we sell or lease a system to your referral! Call Debbie Ervolino at 800-836-7424, ext. 7904 to register your "lead".*