

US House of Representatives Moves Ahead with Spyware Bill

The US House of Representatives approved two bills that fine and imprison Spyware violators. In the first case, a fine would apply to those who write malicious code while the second would spell prison for those who intentionally impair a computer's security. These Bills now head to the Senate – where they too have been considering legislation.

VOIP and E911 – Follow Up

In a follow up to a story we recently published, the FCC voted unanimously to require Internet telephone carriers to make provision for 911 calls from its customers. The issue was brought to light by several emergency calls that were attempted from VOIP phones that could not be completed. The VOIP providers will need to work out arrangements with the traditional carriers over agreements for access. The order is due to take effect in October and also requires Internet carriers to inform new customers of its 911 service capabilities.

E911

Solutions Corner

Question: How many lines do I need to ensure I have enough service?

Answer: Businesses vary greatly on this question. Depending on the type of business you operate, you may be able to get away with a ratio of 1 phone line for every 5-6 staff. Some businesses with extremely high volume actually have more phone lines than staff (stockbrokers, call centers). A call accounting system solution can help you understand your traffic – ICS has FREE trials available that let you see traffic patterns, time of day reports, and comparisons of call traffic by individual user. Contact us for more info.

Inter-Tel Rolls Out Remote Support & Web Conferencing

In a move designed to provide tools to help businesses enhance customer service, improve collaboration, and deliver file sharing and video interaction, Inter-Tel has released its Remote Support and Web Conferencing applications. Remote Support is a secure and efficient customer service tool enabling technical and sales support teams to have access to remote user's desktops for troubleshooting, configuration, co-browsing, and applications/file sharing, among other capabilities. Web Conferencing provides a robust feature set offering multi-point video, chat, and file sharing. The Web Conferencing application is designed with ample security features including SSL support, password protection, and 128 bit encryption. Get a demo today of these great new Inter-Tel products.

Cable and Phone Companies Prep for Fight

New Jersey is the site of a battle just beginning to rage between cable companies and Telco's for the ability to deliver converged communications to consumers. Cable companies want to be able to offer cable service, along with telephone, and other broadband services. Verizon is interested in offering packages that include voice, data, and video and they among others are constructing fiber optics infrastructures to be able to offer integrated broadband services. The Cable companies (like Comcast), are balking, saying that Verizon is looking to "cherry-pick" – or provide its services to the most affluent neighborhoods rather than being required to offer its services globally like Comcast must under its current agreements. With high bandwidth capabilities from the phone company, the opportunity to deliver "appointment-less" TV and other products are seen as endless. The age of TIVO, and other DVRs has created a new way of watching television, and using video, along with voice and data in its integrated packages could be faster and more reliable than the shared architecture of cable networks.



Tech Stocks Rebounding.....Finally?

If you haven't already noticed, the tech sector of the stock market has begun to turn around of late. The NASDAQ, which is pretty tech-heavy, has posted a series of gains lately with its longest rally since last October. Some positive signs include the S&P's Select Sector SPDR-Technology which tracks only "technology" and is outpacing the S&P 500 Index by 8% to 4.6%. Semiconductors, tech hardware & software are also up from 6-13%. Traditional company indicators like Texas Instruments, Intel and HP are tracking at no worse than 9.5% in increased stock value in the last month.

It promises to be an interesting ride in the near future and while experts are willing to make predictions, few are entirely comfortable given the rollercoaster ride over the last few years.

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Internet Sales Blossom

The US Commerce Department says that consumer spending for goods on the Internet rose almost 25% in Q1 2005 over last year to about \$ 20 Billion indicating a willingness to buy online is perhaps becoming part of our lifestyle.

Most purchases tend to be for travel, hotels, auto rentals, music, books, and other convenience or comparison shopping items. In New York, the recent Supreme Court ruling lifting the ban on interstate shipments of wine may see that category move up as well. Some say gas prices can have some impact on Internet sales with items like grocery delivery services a potential winner.

Story Ideas?

Contact us with your ideas for stories, your feedback on the newsletter.

**Maintenance Promo Back –
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ICS is pleased to bring back its successful 3 for 2 maintenance promo until the end of June. Simply, you buy 2 years of full service maintenance, and get 3 years in return. That's a 33% discount off the annualized rate! Contact Connie Brown for more details on 800-836-7424, extension 3251.



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Real Networking Makes Sense

With the explosion of new products and software, and a proliferation of IP systems, smart tech evaluators seek products with capabilities not found everywhere. Sound analysis of various products can get you a lot greater bang for your telecom buck. Look for:

Network System Management: There are systems that allow for connectivity of multiple locations with a single management utility for all – no need to log in to each remote system individually. Simple and effective.

Auto Changes: Some products will automatically update other nodes with changes. Convenient.

Transparency: Caller ID, Message waiting are easy. Try Display messaging, User status (busy), and centralized attendant with visual access to entire network.

Bandwidth: Some systems don't work as well with compressed bandwidth and require more network resources. Others let you get more traffic – which can reduce your network costs each month.

For more information on asking the right networking questions, contact us today.

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