

Make a Gift to Charity when you upgrade your Executone IDS to the Axxess platform!

As announced last month, ICS Telecom will make a charitable donation in your name when you upgrade your IDS 42, 84, 108, 228, or 432 system to the new Inter-Tel Axxess system. The Axxess provides many advanced capabilities such as VOIP, Unified Messaging, Networking, and enhances system and call management with excellent tools to help control expenses and direct your business.

This is a great opportunity to update your system, get awesome, new technology, and benefit the charity of your choice in the process. We'll make a check for 5% of the value of the upgrade – so contact us for more details. Offer is valid until December 24th.

Please call Debbie Ervolino at 800-836-7424, ext. 7904 for all the info. Thank you.

Free Gift for Sales Referral!

ICS Telecom is pleased to offer a Gift Certificate valued at \$ 50.00 for dinner at one of several restaurants in Western or Central NY when you refer a new customer to us. If we're successful in reaching a purchase or lease agreement we'll send you the Certificate. Contact Debbie Ervolino at 800-836-7424, ext 7904 to sign up!



Solutions Corner

Question: How do I know whether I have the correct number of phone lines for my business?

Answer: This is a very interesting question for a great many organizations. Most of us have historically operated by sheer guesswork in determining how to configure the right mix of outside line services. However, there are some tremendous tools available today that let you see exactly how much traffic you have on each line, by time of day, day of week, and even by individual employee – enabling better staffing decisions, improved bottom line results. Contact us for a software demo.

IDS Migration Workshops well attended, valuable information shared

ICS Telecom hosted two sessions on November 17th and 18th in our Buffalo and Rochester offices to dozens of clients interested in an overview of the migration opportunities for their Executone IDS systems.

During the meetings, we discussed the evolution of many important trends like IP Telephony, fax, voice and e-mail integration, and mobility solutions encompassing wireless and presence management.

Thanks to all clients who participated. Please let us know if you would like information concerning your options.

VOIP into the Mainstream?

A recent study performed by Goldman Sachs reveals that of Fortune 1000 IT professionals queried more than half (52%) say that they plan on implementing VOIP strategies for pure obsolescence reasons. Ironically, a similar set of questions at the beginning of '04 yielded ROI as the chief impetus toward rolling out VOIP. Experts seem to agree that this shift is indicative of VOIP finally making it into the mainstream as its viability is now viewed as solid. New products from Inter-Tel, Mitel, and Vodavi among others offer substantial options for customers with remote connectivity requirements.

Metro Wi-Fi – Is it Destined for your town?

Recent news from Philadelphia and other cities have plans for implementing city-wide wireless Internet networks under fire – by who else...the local Telephone Company. In Philadelphia, there is a big push to have the city move ahead with investing in a network, or chartering a private firm to do it and offer users inexpensive Internet access. The Telco in the Philadelphia case, Verizon, charges for competing DSL product and wants to maintain its position. So, the hot potato has been passed back and forth with Pennsylvania's Governor now in possession of a bill that would allow the wireless operations to move forward – assuming they're up and running by January 2006 – an aggressive turnaround. Stay tuned to this one – a decision is due soon.

Top Holiday Gifts – According to Consumer Electronics Association

'Tis the Season for gadgets every year, and 2004's shopping season is no different. This year, the CEA reports that Flat Panel TVs, MP3 Players, PDAs, Notebook PCs, and digital cameras among the hot commodities. Early results are in for Black Friday shopping hitting more than \$ 8 Million for the day – an increase of 10.8% over 2003. While retailers are pleased, they are still cautious about this year's prospects. But, with sales so ho, ho, hot for electronics alone. it looks pretty merry so far.

Broadband Internet, Point to Point T1, Voice PRI

- Discount off Telco Rates
 - More Bandwidth for Less Money
 - 5% Off Hardware/Maintenance
- Contact Linda Sroka at
800-836-7424, Ext 7903.

IP Telephony – TRY Before you Buy!

Catch the "buzz" on IP Telephony and experience it for yourself. No strings, no gimmicks, just contact us for a FREE, no obligation trial in your offices of our IP Telephony. It's easy, it's a snap! Give it a 2 day try...before you "buy".

*Holiday Telephone Fact – Did you know?
The first electric Christmas tree lights
were telephone switchboard lights. Now
that's a "busy" tree.*

*To our Customers, Staff, and Friends:
Best Wishes from the ICS Telecom family to
you and yours for a wonderful holiday season.*

Specials & Promos

5% Charitable Donation – IDS Customers

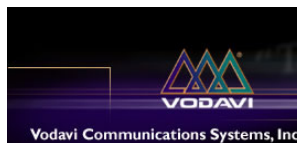
Migrate to Inter-Tel Axxess, ICS makes 5% donation to charity of your choice.

3 for 2 Maintenance until December 31st:

Pay for 2 years; get a full 3-year maintenance plan complete with TotalCare coverage – annual tune ups, 25 minute after hours plan, and customer defined emergency.

Eligible to Purchase off NYS Contract?

Contact ICS for info on the Axxess platform – our product offered to NYS eligible organizations for the next 5 years. Key System Contract offers opportunities for Cities, Towns, Villages, State Agencies, Non-Profits, Schools, Volunteer Fire Departments throughout Western and Central New York. The process is simple, and seeing is believing. Experience basic communications or advanced applications – all customized by our trained staff.



End of Year Value for Branch Office System

- 5 Telephone Sets – All Display*
- 4 Outside Line Circuits (expandable)*
- 1 Voice Mail/Auto Attendant*
- 2 Year Full Warranty (Parts & Labor)*

*One Price: \$4, 300.00 – 15% Savings!
Including Sales Tax*

*Includes – Caller ID (if enabled by Telco)
Conferencing
Voice Mailboxes
Wireless Options
Dozens of Standard Features*

ICS Telecom, Inc. ♦ 800 836-7424 ♦ www.icstelecom.com

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