

E-Newsletter October 2007

News, notes, announcements, product updates, promos, specials, and more - info to help you communicate!

VOICE DATA VIDEO SOUND PAGING HEALTHCARE MESSAGING NETWORK

INFORMATION COMMUNICATION SOLUTIONS ► October 2007 ◀

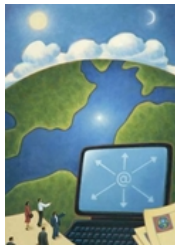
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Mitel & Microsoft Team up in Unified Communications



Mitel®, ICS Telecom's trusted provider of unified communications solutions, joined other industry leaders at the worldwide Microsoft Unified Communications Launch 2007 in San Francisco this month. Mitel announced it will use the Microsoft Office Communications Server 2007 platform with call management capabilities for a future generation of solutions. Mitel optimizes Office Communications Server 2007 to deliver a rich unified communications experience to businesses. Mitel is building solutions today on Office Communications Server 2007 to focus both on specific vertical markets and small and medium businesses. Microsoft and Mitel share a long-term vision of software-powered communications. With the announced availability of Office Communications Server 2007, Mitel will feature its unified communications solutions with Microsoft to provide new and existing customers the Mitel unified communications solution that integrates with the Microsoft

software. Together, the companies are facilitating the rapid integration of solutions that enable customers to evolve their communications environment and solve common business challenges such as dispersed teams, disjointed communications, and complicated collaboration efforts in a global environment.



"Mitel was early to the unified communications table, first with real-time collaboration and continues as one of

Microsoft's partners with Office Communications Server 2007," said Gurdeep Singh Pal, corporate vice president, Unified Communications Group, at Microsoft. "Together, we will continue to demonstrate the value of Mitel's solutions that integrate with Microsoft's solutions to help customers streamline communications between people and organizations, regardless of medium, modality, platform, device or location."

The 3300 ICP, operating as a gateway and using industry-standard protocols, al-

lows for a customer's legacy voice infrastructure to benefit from the integrated unified communications solutions of Mitel and Microsoft. Mitel's Live Business Gateway currently allows for the full benefits of the Microsoft Office Communications Server 2007 to be extended to such Mitel applications as Mobile Extension, Contact Center, Attendant Console, Mitel 5300 Intelligent Directory and Mitel IP Phones. These solutions are available today and are featured at **Microsoft Technology Centers (MTC)**.

"Mitel has been unwavering in its commitment to providing customers with the ability to leverage their Microsoft infrastructure as a platform for enhanced office collaboration," said Paul Butcher, president and chief operating officer, Mitel.

Mitel will be joining Microsoft for the Office Communications 2007 launch events in various locations throughout the world. Additional information about the Mitel and Microsoft partnership can be found at www.mitel.com/



Spotlight

It's About Service, Right?

So, you're thinking about deploying a communications solution. Every vendor is created equal - or perhaps it seems that way. Good decisions are driven by some basic, yet key factors:

Company: Are they capable? What is the track record? Are they as good at responding at 7pm as they are at writing a proposal?

Product: It has lots of features yes, but does it offer the applications integration that will surely deliver unified communications in the future?

Value: So, that base price sure looks attractive. But what of hidden costs (software upgrades, maintenance)? And what about the high cost of managing business when the service does not stack up? Take a close look at our TotalCare Program—and compare. It might tell you more of what you really need to know. And save you a couple of bucks too!



Unique Wireless Solutions Unveiled

Expand your Communications Range! Mitel's newest IP peripherals, the Cordless Handset and Cordless Headset, are unique accessories that offer unprecedented convenience and corridor mobility for IP Phone users. The Cordless Handset and Headset allow the user to have personal area mobility with a potential range of up to 300 feet from their desk within their office or adjacent offices, while still communicating on their desk phone. No more missed calls when you step away from your desk for a few minutes to go to the filing cabinet or fax machine or talk to a colleague a few desks away! Features of the cordless accessories include:

- Initiate Call / End Call Key

- Volume Control Keys
 - Built-in ringer in the Cordless Handset
 - Place outbound calls while mobile with programmable "Auto Speed Dial" upon off-hook
 - LED Indicators
 - 8 hours talk time
 - 43 Hours standby time
 - Operating range of up to 300 feet (100 Meters) from the 5330/5340 IP Phone
- DECT-based design: Standard DECT and DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference compared to Bluetooth. Get rollout special pricing through the end of 2007!



E Commerce Booms in 3rd Quarter 2007

Americans continue to use the Internet for a variety of e-commerce purchases. According to comScore, an Internet leader in measurement of web traffic estimates that in the 3rd quarter of 2007, Video Games and related accessories had an e-Spend increase of just under 200% from a year ago. Others who grew at rates of 30% year over year or more included Music/Movies/Videos, Home & Garden, Furniture/Appliances, Tickets, Toys/Hobbies, and Consumer Electronics. Overall spending is reportedly up about 23% from 2006 during the same period. Holiday retailers are surely paying attention as they roll out marketing strategies for the upcoming buying season.

Hacking a VoIP System Easier than you Think?

Reports on the Internet in the last week indicate that hackers on a system from C__O were able to get into a hotel's database and view business and financial information, and even record phone calls of other users. Using a tool called VoIP Hopper, the pair penetrated the network and supposedly accessed the data.

If anything, this kind of report should provide ample caution to those considering a VoIP deployment to look beyond the desktop devices and applications and look very closely at the security elements offered by the provider. We encourage implementation of solutions with appropriate voice encryption, Signaling encryption, and Firewalling at minimum. Our August 2007 Newsletter covered this topic in detail. Visit www.icstelecom.com for a copy.

MEET THE TEAM!



OUR OCTOBER FOCUS IS DAN NASH. DAN HAS BEEN WITH THE COMPANY SINCE 1991 AS A TECHNICIAN. DAN IS A VALUABLE TEAM MEMBER KNOWN FOR A GREAT ABILITY TO FIND SOLUTIONS TO THE MOST CHALLENGING SITUATIONS. DAN IS ALSO A VOLUNTEER FIREFIGHTER AND IS ACTIVE IN THE COMMUNITY.

