

Inter-Tel Releases Financial Results for 2004

For the Year Ending December 2004, Inter-Tel has announced an increase in sales of 10.4% to a total of just under \$ 417 Million – up from 374K in 2003. The US based manufacturer continues to outperform much larger PBX-makers and remains one of a very few such companies who have been profitable since 2000. Inter-Tel products are available through ICS Telecom.



Determining Voice Bandwidth in IP Networks

With the number of organizations investigating IP Telephony options, we are providing some helpful information to help any firm understand the impact of voice communications on their networks.

The importance of knowing the bandwidth available, the amount of traffic, the frequency, and how applications may be hosted are critical elements to consider. A traditional voice network using simple TDM-TI based service uses 64Kbps for each voice conversation. As you can see in the chart below, depending on the algorithm used, you can obtain substantially more traffic (i.e. G729 @ 24Kbps) than with traditional TI service. Best to discuss your objectives with an ICS professional – we're glad to help!

Coding algorithm		Bandwidth	IP bandwidth
G.711	PCM	64kbps	80kbps
G.723.1	ACELP	5.6kbps	16.27kbps
	MP-MLQ	6.4kbps	17.07kbps
G.726	ADPCM	32kbps	48kbps
G.729(A)	CS-ACELP	8kbps	24kbps

Solutions Corner

Question: I have 2 locations and need to manage moves and changes, and obtain traffic reporting. My current set-up requires multiple log-ins, passwords, and buffer boxes for call detail. What new options exist?

Answer: Customers today are rapidly evaluating new solutions that provide tools for managing complete enterprise networks simply from a single location, and enable traffic reporting for diverse locations, even staff who work remotely.

Small Systems Win With PAY NO SALES TAX PROMO

ICS Telecom is pleased to announce a great, new promo for customers with small systems – that is, less than 15 desktop telephones.

For all of March, 2005 you can take advantage of great pricing, excellent technology and features, and for this limited time – Pay No Sales Tax!

It's easy. Upgrade you existing system to an Inter-Tel 64, or Vodavi XTSc and you automatically get the benefit of a sales tax break. For non-profits, we'll extend a cash discount of 7.5% in lieu of the Sales Tax credit.

Unlike may promotions, this one is valid for new proposals, and old proposals alike. Act now and save!

Mitel

3300 ICP named

"Best IP-PBX Value,
Mid-Size Systems"

The latest edition of Business Communications Review – a Trade publication, has named Mitel's 3300 IP product its tops mid-size choice among products that included offerings from Cisco, Avaya, Siemens, and Alcatel.

Some of the comments for the 3300 were:

Management and Administration

"In general, the Mitel package is less tedious and more intuitive to use than competitors'...To get essentially the same rich mix of functionality from Avaya or Cisco costs many times more."

Endpoints

"Mitel's softphone, part of its new Your Assistant package, earned full points and is a major innovation for the vendor"

Congratulations to Mitel and their 3300 platform. ICS has proudly distributed Mitel's full line of groundbreaking products and applications since the 1980's! For more info, give us a call or e-mail us at ales@icstelecom.com.



Mitel to Unveil Navigator at VoiceCon Show

Mitel has announced its latest breakthrough - **Mitel Navigator**, a convergence device incorporating voice, data, presence & collaboration, video, and instant messaging. The Navigator is a SIP device and brings a new form factor to the desktop. Product availability is slated for Q3, 2005.



From the Information Highway – The FBI warned this week that scammers posing as FBI Agents are sending e-mails to unsuspecting users telling them that they are being monitored by the FBI's Fraud Center. Evidently, you could end up with a computer virus instead so a reminder not to open any attachments from those you don't know.

IP Bundle to Hit the Streets in March!

ICS Telecom has a great opportunity for those companies who are looking to implement IP Telephony. With the rollout of Inter-Tel's 5000 IP System, we are offering the following promotion:

- 1 IP 5200 Bundle
 - 5 IP Sets
 - Voice Mail
 - Networking Software
- Prices Starting at under 4K – depending on installation. Call us for a complimentary survey. 800-836-7424.



Network Deals:

1 Cent Long Distance – With Select, Dedicated NHC Service

\$ 595.00 Full Internet TI – Based on Distance to CO

Free Local Usage – With Select packages for switched & Dedicated Service

*See how to Qualify –
Debbie Ervolino
800-836-7424 Ext 7904.*

Specials & Promos

Annual Tune-ups

Exclusive for TotalCare Maintenance Customers!
FREE Annual tune-ups on your systems –
Schedule your appointment today.

Wireless Handsets

25% Off during March! Tie in Vodavi's Wanderer, or other Set (depending on your system type) and save 25% through the end of Q1.



Secure, Affordable Enterprise Network Solutions

Virtual Private Networks (VPN) offer an affordable way to build an enterprise network that delivers the performance, security, and reliability of a dedicated network. Paetec's professionally managed SECURETEC VPN solution can help you provide your employees, business partners, and customers with secure access to your company's data from virtually anywhere. PAETEC's VPN solution adheres to the latest industry standards using either MPLS (multi-protocol label switching) with the option of adding Quality of Service (QoS) or IPsec (IP Security), both of which operate on industry-leading technology over our high-performance national IP backbone. Contact ICS for direct help with your Paetec design, and our one-stop account management.



Have
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".