

“Future Technology Today”

Volume 5 Issue 2

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Auto Attendant Quick Reference Guide

- 1-List of Personnel
- 2- C-TAP and Partner - ship Plan Customers
- 3 - Service

- 4 - Sales
- 5 - Accounting
- 6 - Repeat this Message
- 0 - Operator

Tell Us If You Like Our Mission?

We would like your input on our new Mission Statement and to know if it accurately portrays Access Telcom.

It's our mission to: “Future proof our customers communication systems by leveraging current technology today.

Access Telcom accomplishes this by offering proven products that are supported by highly trained professionals

and backed by our corporate commitment to excellence. “

We gladly welcome your feedback. Please send any suggestions to Charlene at Charlene@access-tel.com.

Who's Who

Owners:

Kent (ext 302) and LaVerne Biel (ext 309)

Administration:

Mike (ext 304)- Accounting/ Personnel
John (ext 308)- Project Coordinator

Phone Technicians:

Carl (ext 303)- Lead Technician
Charles (ext 307) Technician

Computer Technicians:

Greg (ext 313) Manager
David (ext 316) Network Engineer

Sales Personnel:

Brent (ext 326) Communication Analyst
Brita (ext 306) Communication Analyst/ Dial Tone Advocate
Charlene (ext 305) Telephone Customer Advocate

Access Telcom Introduces Zonar!

Zonar provides a groundbreaking electronic inspection, tracking, and management solution for fleet operations. Zonar's Electronic Fleet Management solution streamlines day-to-day tasks.

Zonar knows that technology for the sake of technology is now a worthwhile endeavor. Technology that actually simplifies someone's workload or improves a process by eliminating the paperwork is what Zonar is all about. Zonar's passion is working closely with their customers. Together they developed their verified visual inspection report, HD-GPS tracking system, and data management

application which enables improved communications and increased safety and reliability.

Experience first-hand how the transportation industry was underserved by electronic solutions which led Zonar Systems to formulate an idea that revolutionized how mandatory pre and post-trip inspections were conducted for commercial and private fleets.

This idea evolved into a comprehensive fleet management solution that enables diverse customer segments in the transportation industry—commercial and private trucking, pupil transportation, municipal fleets, aggregate haulers, waste operations, utilities, and construction—to more

effectively inspect, track and manage their operations.

By replacing manual processes with simple to use electronic methods, Zonar has made it easier to:

- Inspect and repair fleet defects
- Track vehicle and workforce activities
- Manage your operations in real-time.

For more information on Zonar please contact Charlene at 509-340-0285 or Charlene@access-tel.com.



ESI Announces Expansion

ESI announced the expansion in the number of sales regions supporting ESI Certified Resellers, to support revenue and customer growth.

“This expansion provides ESI Resellers a higher level of service during these difficult eco-

nomie times,” said Pam Hughes, ESI's Vice President of Sales and Marketing.

During 2008, ESI maintained a strong level of revenues and was successful in adding a significant number of high-quality Resellers. Looking forward, the new territory structure will let ESI's dedicated inside and outside sales resources provide higher levels of service to cur-

rent and new Reseller accounts. “Even with the current economic outlook, ESI expects to have a strong year in 2009 and will continue to add Reseller customers, grow revenues, and maintain profitability, just as we have for over 21 years,” commented Doug Boyd, ESI President and Chief Operating Officer.



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*Dear Access Customers:
Happy Valentines Day!*

LifeSize Continues Strong 2008 Growth!

LifeSize Communications, the global leader in high definition video communications, recorded record sales in the second half of 2008 and close to 150% growth for the full year as more and more companies, governments and organizations turn to HD video conference & telepresence solutions to reduce travel expenses, increase productivity and improve business performance.

“We are please with our industry-leading growth and believe that the opportunity for HD video to deliver value has never been greater,” said Craig Malloy, CEO, LifeSize Communications. “Because the benefits of HD video are so clear, compelling and measurable, many LifeSize customers are accelerating their video communication system deployments.”

LifeSize continues to appeal to a wide range of customers, from those new to video to large companies and universities with established video networks, many of which are now standardizing on LifeSize to provide enterprise-wide high definition video communication solutions.

“No other investment can deliver the immediate and measurable results like LifeSize HD video,” said Adam Taylor, LifeSize Executive Vice President, Worldwide Sales and Service. “In the current economic climate, CIOs, IT and telecom managers are re-evaluation projects in terms of ROI, TCO and payback time. And in that environment LifeSize HD video becomes the top priority.”

In 2008, LifeSize expanded the organization by more then 70%, continuing to hire through Q4. “LifeSize is hiring—and doing it well. We continue to attract and retain A+ people who are designing, building,

marketing, selling and supporting the products that are changing the way the world works,” said Malloy.

“Interest in high definition video has never been greater. Companies believe this is the right time for HD video and that LifeSize is the right solution for their needs,” said Malloy. “We see time and again that companies that explore HD video for cost reductions quickly realize that it’s really a productivity booster that changes the way they do business. It’s exciting that LifeSize products are helping companies survive and thrive in these environment.”

For more information please contact LaVerne at 509-340-0298 or laverne@access-tel.com.



Noretel Demise Marks the Beginning of a Huge Category Shift!

As you’ve no doubt read, Noretel Networks has filed for bankruptcy, marketing the demise of a once leading company in the communications industry. Is Noretel just another unfortunate victim of the recession? Does it indicate major problems for all providers of telephony solutions? No and no.

John Combs has worked in the telecommunications industry for more than 35 years and has seen many changes. Looking back over the past 10 years there has been a very clear and consistent trend; the organizations who build their business in the TDM digital age have struggled mightily to shift to the

new IP world. So, while the headlines emphasize the Nortel decline, John believes this has been a trend which has been extremely consistent and, I believe, Noretel is the first “headliner” to sink, but not the last. Avaya and Siemens acquisitions by private equity companies and Mitel’s merger with Inter-Tel are all signs of legacy companies trying to survive in a new world. While ShoreTel feels terrible about the 35,000 people who might lose their jobs as a result of the bankruptcy, the Noretel story has important long-term industry implications that go beyond “a company’s fall from grace” or “another victim of the recession.” It signals a major category shift from old TDM digital equipment to pure IP unified communications, which offers a far more scalable and capable solution at a much lower cost.

Which is why ShoreTel stands to benefit from the exit of Noretel. Unlike other vendors, ShoreTel began in the IP year with a blank slate so they are focused 100 percent on delivering superior IP-based business communication systems. ShoreTel has continued to invest in their unified communications solutions and open architecture, and they offer a feature-rich and uniquely scalable platform that’s easy to deploy, administer and use, especially across multiple sites.

For more information about ShoreTel please contact LaVerne Biel at 509-340-0298 or laverne@access-tel.com.