

# “Future Technology Today”

Volume 5 Issue 3

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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

## 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

## Keep it Green! How to Recycle Your Office Electronics.

Electronics are a fast-growing portion of America's trash with millions of computers destined to become obsolete each year. EPA estimates that over 80% of all discarded office equipment will end up in our landfills. Recycling of electronics could greatly reduce this problem.

Recycle Techs is a Washington based company specializing in computer sales and recycling of retired computers and office equipment. At Recycle Techs we know that there is more equipment being replaced with faster, more hi-tech machines. Old equipment is being stored away taking up your precious office space or being disposed of improperly posing an environmental threat. What Recycle Techs offers is a secure and cost effective way to get rid of your retired computers and other office equipment safely and by conforming to EPA standards.

Recycle Techs is a Washington State approved e-waste collector. Items collected will either be recycled and destroyed or refurbished. Destroyed equipment will be dismantled in their facility and will go to a Washington States approved precious metal extractor. They will remove all toxic metals from circuit boards and monitors to be reused or disposed of properly.

### Recycling Benefits:

Computer recycling helps out more than just your company, office or home. It helps to clean up the environment by reusing and disposing of equipment properly. Millions of computers and office equipment are being dumped into our landfills every year with the potential of leaching toxic metals into our water supply. By recycling, all hazardous metals are extracted and plastic pieces are removed and reused to make new products. This means less trash to be disposed of.

### Did you know?

- More than 302 million tons of electronic waste is laid to rest in landfills each year.
- Nearly 250 million computers will become obsolete in the next 5 years.
- Many people discard computers every 3 to 5 years
- In 2001, only 11 percent of personal computers retired in the US were recycled.
- Mobile phones will be discarded at a rate of 130 million per year by 2005, resulting in 65,000 tons of waste.

For more information about Recycle Techs please visit them at [www.recycletechs.com](http://www.recycletechs.com).



## Cheers to Kids!

Lovely Bozarth Mansion will once again be the location for the third annual wine tasting

themed dinner and silent auction. The evening promises tasty hor d'oeuvres, delicious vintages, and lively music-all while supporting the children and families of Olive Crest!

Please contact Carol Plischke at 509-468-0700 or visit [www.olivecrest.org/cheers](http://www.olivecrest.org/cheers) to purchase tickets.



# ACCESS TELCOM

2202 E. Sprague  
Spokane, WA 99202  
509-747-2214  
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## Invisible Hands

I have recently been challenged to define Access Telcom's "Invisible Hands" in regards to our labor and the products we sell and service. When Adam Smith wrote *The Wealth of a Nation* in 1776, it revolutionized business theory. The theory of the "Invisible Hand" stated, an individual pursuing his own self-interest tends to also promote the good of his community as a whole through a principle that he called "the invisible hand." Spokane's "buy local" campaign agrees with this notion.

I believe that the Invisible Hand theory also coincides with an article by Jan Quintrall, *Original Ideas are Property to be Protected* (Posted December 21, 2008 in the Spokesman Review). In her article Quintrall de-

tailed a kitchen design story where a potential client took her drawings and purposely copied them to supply to someone else. The article raised questions on the ethical behavior of the customer as well as the competition that was supplied the design. Intellectual property is the "invisible hand" in today's business environment.

I was faced with the same ethical dilemma concerning system designs, quotes, and implementation. Access Telcom's "invisible hands" work extremely hard for our customers. We stand toe to toe, face to face, with our manufacturers to ensure fair and ethical treatment for everyone. Our quote development takes up to 20 hours (some more and some less) to gather, design, and quote our products and services. This issue arose when our intellectual property was handed over to

an out-of-town competitor. Was it unethical? I believe it was. Did we get the job? No.

We recognize that our "invisible hands" must become our visible word. We are happy to work for our customers in a spirit of confidentiality and cooperation and allow them to freely choose what to buy. We pride ourselves on our "invisible hands" offering our customers a unique and superb experience. To accomplish this all future bids and quotes will be the intellectual property of Access Telcom. This protects our staff, our company, our customers, and our community.

Let us know how you plan to make your "invisible hands" visible in your business!

By: LaVerne Biel



## Zonar's Idle Emissions Module

Zonar's Idle emissions module is a powerful reporting function of Zonar's Ground Traffic Control software. This innovative application is intended to aid in monitoring engine idle time, associated fuel costs and estimation of greenhouse gas emissions. By monitoring idle activity, fleet managers can simultaneously reduce environmental impact, increase productivity and dramatically reduce fuel consumption.

### How does it work?

The Idle Emissions Module uses real-time vehicle operational data from the Zonar HD-GPS unit to monitor idle time. Fuel consumption and emission data is calculated using user-defined values for fuel cost, burn rate and greenhouse gas emissions. The report accurately identifies monetary and environmental costs for each vehicle and its current operator. This real-time visibility allows managers to monitor and enforce idling policies, reduce emissions and increase operational efficiency.

### Features and Benefits:

- Reduce engine and operator idle time
- Fuel Cost Reporting
- Idle Time Monitoring
- Reduced environmental impact
- Accurate, time-stamped data
- Excel Export Feature
- Web-based application.

For more information about Zonar, please contact Charlene at 509-340-0285 or [Charlene@access-tel.com](mailto:Charlene@access-tel.com).