

Americomm

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A TELECOMMUNICATIONS CORPORATION

THE COMMUNICATOR

Americomm Services

- ✓ **Phone systems**
2 To 200 lines sales and installation
- ✓ **Voice and data cabling**
- ✓ Certification for cat3/ cat5E/cat6 cabling
- ✓ **Voicemail/Auto Attendant**
- ✓ DSL installation
- ✓ Networking
- ✓ On-Hold messaging
- ✓ Maintenance agreements

Happy new year! If your reading this and I'm typing it that means we are both alive, and that's a great start for a new year I'd say. We'd like to thank our many loyal clients for making 2003 another successful year. This year like every other we'll be constantly striving to be there when you need us. Whether you just need a few questions answered over the phone or something more catastrophic, we're always nearby and ready for you.

The beginning of a new year is a good time to do a little preventive maintenance to avoid future problems with your phones and network connections. Things like wiping down your phone (please, and for the love of everything blue, look at your handset!), unplugging your handset cord and letting it flop around so its not so kinked up, and changing your passwords are simple ways to minimize the possibility of needing service. Clean out your speed dial buttons and make sure the all of the buttons on your phone are making your life easier not more complicated. People who know how to use their phone system properly don't get frustrated with it. Keeping your cords clean and strapped up or tidy is sure to save money and

Greg

LONDON - Cyber blackmail artists are shaking down office workers, threatening to delete computer files or

install pornographic images on their work PCs unless they pay a ransom, police and security experts said. The extortion scam, which surfaced one year ago, indiscriminately targets anyone on the corporate ladder with a PC connected to the Internet. It usually starts with a threatening e-mail in which the author claims to have the power to take over a worker's computer through an exploit in the corporate network. The e-mail typically contains a demand that unless a small fee is paid -- at first no more than \$20 or \$30 -- they will attack the PC with a file-wiping program or download onto the machine images of child pornography.

Investigators acknowledge the racket is one of the most difficult to crack because people tend to pay up and keep quiet for fear of being caught surfing the web on company time (not to mention the content of that surfing). According to Finnish computer security firm, F-Secure, a large Scandinavian university was hit earlier this month. Several university officials received an e-mail from a fraudster who appeared to be based in Estonia (where?), said F-Secure research manager Mikko Hypponen. Hypponen said he advised the university to take the necessary precautions, alert police and not pay.



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We must release the old to make room for the new.

Telephone etiquette 101

The start of a new year is always a good time to re-visit some rudimentary items (flossing for instance) that are sometimes taken for granted. The fact that someone is answering the phone doesn't mean they should be. Here are a few guide lines we at **Americomm** thought might help exemplify the positive image you deserve:

1. At best answer the phone (with a smile) by the 1st ring, at worst, the 2nd ring.
2. Speak with each caller as if they are the president of a company.
3. Speak distinctly and politely. If you feel good your callers will know it.

We are moving to a new facility!

Thanks to the patronage of our many clients and their trust in us, it has become necessary to relocate our operation to a bigger and more suitable location. Our new facility will afford us more room for inventory and personnel. This of course means we'll probably have what you need when you need it, and have the right staff in place to make it happen - fast!



Our new address as of **February 1, 2004** will be:

Americomm Systems Inc.

2235 First St. Suite 112
Simi Valley, CA 93065

Love not what you are but what you may become.

4. NEVER answer the phone on speakerphone! It sounds arrogant, impersonal and unprofessional. It tells the caller you are either lazy or won't be giving them 100% of your attention; you pick.
5. Use proper English; do not use slang, i.e., Yeah, Naw, alley-oop, nope, hot-diggity, ok, yep, etc.
6. Do not have food, gum or mints in your mouth when answering the phone. *I know you think they can't tell, but they can. Can't you?*
7. Wait for a response when asking someone if they could please hold. Say, "May I place you on hold?". Don't say "hold please" and do so without their response.
8. Sit erect in your chair; your voice will increase in quality when your diaphragm has room to expand. *Just because your parents aren't here doesn't mean you can slouch.*
9. Cover the mouthpiece of the phone if you have to sneeze, cough, clear your throat, or bust into you own version of "Tie a Yellow Ribbon".
10. Never argue or talk back with an angry caller. Although you shouldn't have to endure abuse, you should not take the angry caller's situation personally. Say things like, "I'm sorry you had to experience that", or "Let's see how we can resolve this matter".
11. Don't shut off the 'hold timer' in your phone system. It should be set at no more than 90 seconds. Minutes on hold are like dog years; it may seem like a minute to you but to them its an eternity.
12. Finally, dress professionally even if people don't see you. If you look the part, you'll feel the part. If you feel the part, you'll act the part. If you act the part, you

Have you stopped going to the gym yet?



it's little!... it's lovely!... it lights!



Small size is one reason why the Princess is so popular. It fits where you didn't have room for an extension before--on table, desk or kitchen counter.
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BELL TELEPHONE SYSTEM 

Thought Process...

Do not suffer in aloneness, there is no such thing.

If you are not getting as much from life as you would like, examine the state of your enthusiasm.

Boneheads; California law allows you to make a right turn while the light is red after a complete stop; **it is not necessary to wait for**

Nostalgia ain't what it used to

If a cell phone signal can go from one continent to another across an entire planet, why do we need the antennae? The signal can't make it that last 3 inches?

You can never look directly at the little floating, squiggly things that reside in

I'd call the 800 number on your bumper and report you to your company if you weren't going so fast!

Little kids, while learning to speak, never mispronounce the bad words they pick up on.

Apparently my moms maiden name and/or birth date are the key to all security issues.

Wouldn't it be nice to increase revenues by adding one word, the way the shampoo people did;
1. Call Ameri-comm
2. Buy phone system.

Dallas Rains and Michael Jackson have passed each other on the color spectrum

How do you know whether your certificate of authenticity is authentic?

Imagine how many green washing machines there are

There are always such vivid videos of Japanese

Why do new socks come on little hangers? Who hangs their socks?

If being X-rayed is so safe, why does the X-ray technician always go into another room? (Very encouraging)

You can always count on a foreign radio station to come in nice and clear when all the good stations are out of

Do not stoop to filthy acts as it becomes easier to stoop the next time.

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Totally Useless Information . . .

1. Number of grooves on each side of a phonograph record. For you youngsters, a phonograph is how they played music on the Ark.
2. Number of Volkswagen Beetles sold in America in 1949; the year they were introduced.
3. Minimum number of people necessary for a riot, according to criminal law.
4. Number of toes on each foot of a cuckoo.
5. Years is the length of the mission of the U.S.S. enterprise in the T.V. series Star Trek.
6. Dollars was the original nightly room rate at the first Motel 6, in Santa Barbara Ca. in 1962.
7. And one half degrees minimum tilt needed for a bowling pin to fall.
8. Number of states that border Missouri and also Tennessee.
9. Number of laps in the climactic chariot race in the film Ben-Hur.
10. Number of times per minute that a telephone rings (in the U.S.A.).
11. Number of tokens given in the game Monopoly.
12. Number of astronauts (all Americans) that have walked on the moon.
13. Number of letter cubes in the game Perquackey; **Perquackey?**
14. Miles it is from The Batcave to Gotham City.
15. Number of books in the book of Mormon.
16. Lbs; the weight of the metal sphere used in the Olympic hammer throw
17. Number of muscles needed to smile.
18. Number of pre-cooked White Castle Hamburgers to the pound.
19. Typical number of hours per day a three-toed sloth sleeps.
20. Lbs \$1,000,000 weighs in U.S. \$100.00 bills. 20.41 lbs to be exact (*picky picky*).
21. Number of letters in the Italian alphabet. Same as the English alphabet except j, k, w, x, and y.
22. EEE; NBA star Shaquille O'Neal's shoe size. *Go ahead... call him bigfoot, I dare ya.*
23. Number of different fruit flavors in Dr. Pepper, whose specific ingredients are a corporate secret. *That's encouraging.*
24. Frames per second in which American films are recorded.
25. Cents (plus expenses): daily fee Encyclopedia Brown used to charge for his sleuthing expertise in the book series.
26. Number of consecutive times Bill Withers sings "I know" in his tune "Ain't No Sunshine".

It is not the obstacles in life that dictate whether or not one progresses, achieves or becomes successful. It is one's reaction, who are you going to be with relation to these obstacles?

Rather than a soul in a body, be a body in a soul