

Americomm
SYSTEMS.COM
A TELECOMMUNICATIONS CORPORATION

The Communicator

Happy Holidays to everyone!

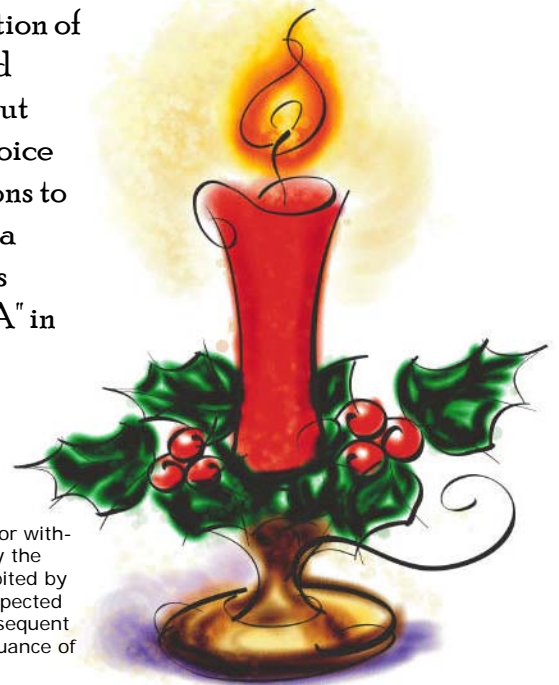
AMERICOMM Services:

- PHONE SYSTEMS
2 TO 200 LINES SALES
AND INSTALLATION
- VOICE AND DATA
CABLING
- CERTIFIED IN CAT3/
CAT5E CAT6E CABLING
- VOICEMAIL / AUTO
ATTENDANT
- DSL INSTALLATION
- NETWORKING
- ON-HOLD MESSAGING
- MAINTENANCE
AGREEMENTS

Please accept, with no obligation, implied or implicit our best wishes for an environmentally conscious, socially responsible, low stress, non-addictive, gender neutral, celebration of the winter solstice holiday, practiced within the most enjoyable traditions of the religious persuasion of your choice, or secular practices of your choice, with respect for the religious / secular persuasions and/or traditions of others, or their choice not to practice religious or secular traditions at all... and a fiscally successful, personally fulfilling and medically uncomplicated recognition of the onset of the generally accepted calendar year 2005, but not without due respect for the calendars of choice of other cultures whose contributions to society have helped make America great, (not to imply that America is

necessarily greater than any other country or is the only "AMERICA" in the western hemisphere), and without regard to the race, creed, color, age, physical ability, religious faith, choice of computer or telephone platform, favorite peanut butter (chunky or creamy) or sexual preference of the wishee.

By accepting this greeting, you are accepting these terms. This greeting is subject to clarification or withdrawal. It is freely transferable with no alteration to the original greeting. It implies no promise by the wisher to actually implement any of the wishes for her/himself or others, and is void where prohibited by law, and is revocable at the sole discretion of the wisher. This wish is warranted to perform as expected within the usual application of good tidings for a period of one year, or until the issuance of a subsequent holiday greeting, whichever comes first, and warranty is limited to replacement of this wish or issuance of a new wish at the sole discretion of the wisher.



- Love Me



NORSTAR



AVAYA / AT&T



NEC NITSUKO



PANASONIC



MERIDIAN

For without being wronged, how can one exercise their gift of forgiveness?

\$100 bucks

**says these people
don't miss their
computer vendor:**

How could they..? — they see him or her *every week!*

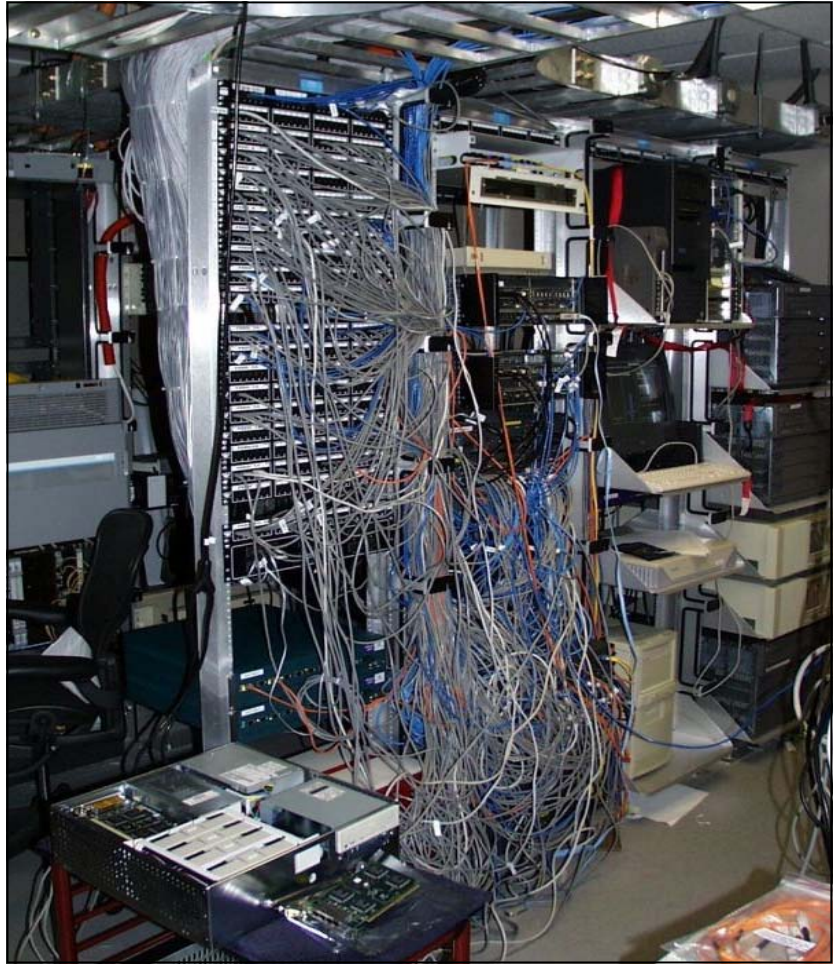
They probably don't miss their phone or cable vendor either.

Why?

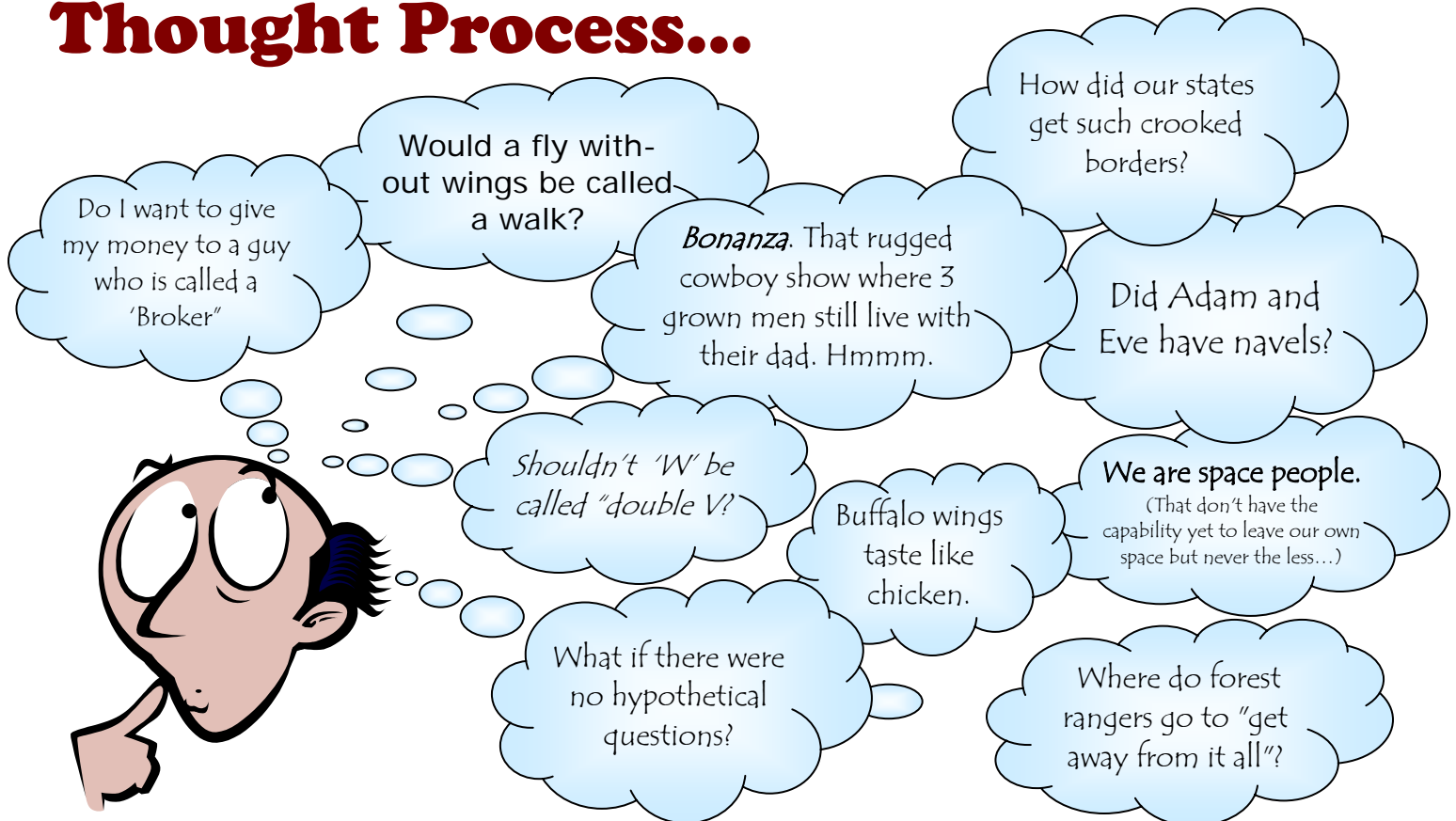
Apparently they don't have one!

NOT IN A MILLION YEARS would you catch an Americomm technician in either of these rooms unless we are fixing this mess!!!!!!!

... and oh yes, we live for projects like these!!



Thought Process...



There can be no existence of evil as a force to the healthy-minded individual.

Voicemail **HELL** or Voicemail *Heaven?*



While you're reading up on the latest advances in telecom gadgetry, now might be a good time for a 'performance review' of your voicemail auto attendant. **WHY?**

Because that 'inner voice' of the system operator is a customer's first and possibly the only impression of your company. Lost or frustrated customers may become costly hang ups, especially when they find themselves in that lonely netherworld of "VOICEMAIL HELL..."



- **Start with a 'main greeting'** that welcomes each caller to your company, encouraging them to listen to the directory prompts so they can choose the right option. You want your callers to reach the right person as quickly as possible.

- **Choose a voice talent who specializes in voicemail recordings.** You want that voice to sound personal in an impersonal world. Keep in mind, your own melodious voice, or the mailroom clerk isn't usually your best choice for this assignment. A great singing voice isn't necessarily a good phone system voice. i.e. *Ethel Merman, bad; Time lady, good; Barbara Streisand, bad; Karen Kelly, good. Herman Munster, bad; Brent Kelly, good. Got it?*

- **Make sure the voice talent clearly states the department and/or name of each person listed on the voicemail directory.** Customers need time to understand instructions.

- **Create a friendly outgoing after-hours message, with hours of operation, holiday closures, and other**

helpful information; such as a way to page someone in an emergency, a current company address with directions to your office, and a fax number along with your website. End your greeting by thanking your callers for their time.

- **Provide an option to return to the main menu, or the operator for further assistance.** Never give a caller the feeling that they are lost in the system with no way out or they may never return.

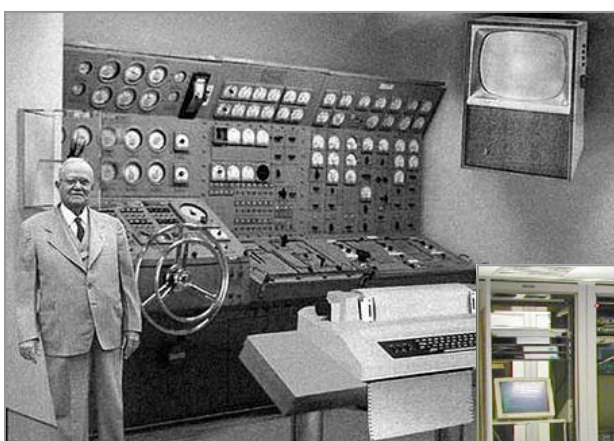
- **Check your voicemail recordings regularly to make sure the instructions are correct.** A little investment of time and money can pay big dividends when it comes to making customers happy.

- **Just ask your telecom vendor for a referral** to a reputable company specializing in professional voicemail recordings. Redemption is a phone call away! *Salvation is at hand...*

"Americomm has trusted *On hold Advertising* with many of our largest clients. The amount of rave reviews we received regarding not only their performance, but how they enhanced the clients image were too many to count."

Greg Gonzales
CEO Americomm

Karen Kelly
ON HOLD ADVERTISING,
(800) 511-4642
www.onholdadvertising.net



We've come a long way since the advent of the practical computer.

Computers used to require bundles of cable, large rooms to house a single functioning component, tubes, fuses and what looks like a



steering wheel. Nowadays we've advanced to where we no longer need a steering wheel, or Fred Mertz for that matter.

Success grows from the inside out.

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Email: info@americommsystems.com
Visit us on the web:
AMERICOMMSYSTEMS.COM

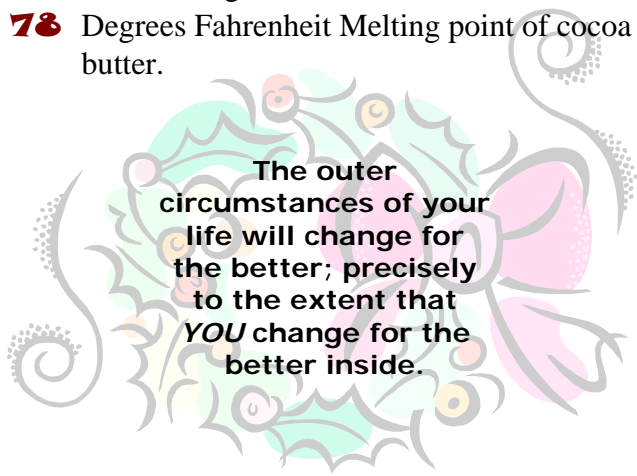
We have
ways
of making
you talk!



In order to be a man, you have to see a man.

Totally Useless Information . . .

- 63** Feet – Length of wire used to make a Slinky.
- 64** Number of Academy Award nominations received by Walt Disney.
- 65** GGG – Shoe size of Snuffleupagus in the TV series *Sesame Street*.
- 66** Number of books in the Christian Protestant Bible, consisting of 39 in the Old Testament and 27 in the New Testament. *Y'see mom I was paying attention.*
- 67** Number of children fathered by the King of Siam in Rodgers and Hammerstein's *The King and I*.
- 68** % - of air (by volume) in Hostess Twinkies.
- 69** The number between 68 and 70. *Get your mind out of the guy young man!*
- 70** Minutes – Length of a game in Olympic field hockey, consisting of two 35-minute halves.
- 71** Number of known moons in the solar system. This includes four moons of Saturn whose discovery was announced in October 2000.
- 72** Number of people killed by John Robie (Cary Grant) while in the French Resistance, in the Alfred Hitchcock film *To Catch a Thief*.
- 73** Number of elevators that serve the 102-story Empire State Building in New York City.
- 74** Nothing comes to mind
- 75** Forrest Gumps I.Q.
- 76** Number of letters in the Thai alphabet
- 77** Still nothing? Damn!
- 78** Degrees Fahrenheit Melting point of cocoa butter.



The outer
circumstances of your
life will change for
the better; precisely
to the extent that
YOU change for the
better inside.