

ITS - Integrated Telemanagement Services, Inc., e-newsletter**In This Issue**

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**A Little Holiday
Humor...**

- A. What do you get when you cross a Snowman with a Vampire?
- B. What do you call Santa's helpers?
- C. Why did the turkey join the school band?
- D. How do you spell "hard water" in 3 letters?
- E. What bites but has no teeth?
- F. What did the gingerbread man put on his bed?

Answers:

- A. Frostbite

Dear Lisa,

The holidays are a time when people like to reflect and be thankful for everything they have. It is also a time to remember those less fortunate. To that end, ITS is collecting toys on behalf of the Peter C. Foy Foundation. They collect and distribute toys to homeless shelters, residential treatment facilities, rehabilitation centers and other organizations responsible for the welfare of children. If you are interested in donating a toy you can drop it by our office on or before December 20th or contact the foundation directly at <http://www.petercfoyfoundation.org/foyttoy.htm>.

We hope you enjoy our holiday issue of ITS News! Have a wonderful holiday season.

- Lisa

ITS Email Confidentiality Policy

ITS is happy to have you as a customer, and since we want to keep you all to ourselves, we promise to never share your email address with anyone, ever.

Message from the President

With the year coming to a close, we pause to reflect on the many things for which we have to be thankful. Let us think compassionately of those less fortunate and those serving for our country overseas

- A. Frostbite
- B. Subordinate Clauses
- C. Because he had the drumsticks
- D. I-C-E
- E. Frost
- F. A cookie sheet

Congratulations Hoover Insurance Agency!!
WINNER of the Project GREEN free catered lunch for everyone in their office contest!

Quick Links...

[ITS Website](#)
[Client Registration](#)
[OmniTalk](#)

becoming the first Salvation Army collection kettle.

40% of all batteries are sold during the holiday season!

In 1836 Alabama was the first state to officially recognize Christmas as a holiday.

Message from the President



With the year coming to a close, we pause to reflect on the many things for which we have to be thankful. Let us think compassionately of those less fortunate and those serving for our country overseas and be humbly grateful for many blessings.

It is during the holidays that we share and remember happy family times and enjoy the ritual of exchanging gifts. As we at ITS anticipate these very special days, most prominent in our thoughts are you, our Clients, whose loyal patronage makes it all possible.

2007 was a year of change, challenge, and benefit. Specifically, ITS has worked diligently on behalf of our customers to secure rate reductions and additional enhanced services to pass through to our Clients to continue to meet the competing demands of the industry.

2008 will provide new challenges and new expectations. The communications industry is ever changing and expanding with new technologies and new services. Our pledge is to provide your company with the reliable services you have come to expect from us and the personal service you deserve.

In counting our blessings, we would like to wish you and yours a happy and memorable Holiday Season and a prosperous New Year.

In sincere appreciation... on behalf of myself and the entire ITS staff.

- Sharon

Project GREEN

Since our announcement of Project GREEN in the last issue of ITS News!, we have had a large number of our clients show their support for our "green" initiative by signing up for e-bill. Thank you!

Starting in January 2008, the ITS billing statement will be changing. In support of Project GREEN, we will be mailing

Did you know that a raisin dropped in a glass of fresh champagne will bounce up and down continuously from the bottom of the glass to the top.

Holiday Gift Suggestions

To your enemy, forgiveness.
To an opponent, tolerance.
To a friend, your heart.
To a customer, service.
To all, charity.
To every child, a good example.
To yourself, respect.
-Author Oren Arnold

ITS News!

changing. In support of Project **GREEN**, we will be mailing out only the summary page of your bill via the US Postal Service. You will be able to access your detailed phone calling records on-line through our secure customer web portal. The information available to you on-line is much more useful and user friendly than pages and pages of phone bills. By accessing the information on-line, you can view current and previous phone bill details, get call history reports, and even pay your bill.

In order to access your on-line phone bill, you will need to be registered for our customer web portal. If you haven't registered yet, go to:

www.its-omni.com/login.html

then click on the Registration Instructions link at the bottom of the page.

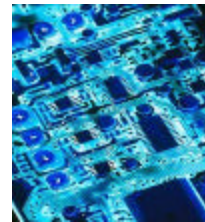
Clients already registered for e-bill will not experience any changes; you will continue to receive your billing reminder via e-mail and will continue be able to access and if you choose, pay your bill on-line.

Go Project GREEN!!

- Lisa

Is it Time to Adopt Digital Solutions?

For many businesses, T1 and other digital



configuration.

- Rick

Tina's Tech-Tips

Phone

Scam Warning



ITS wants you to be aware of an old scam that has made a reappearance in Canada, tricking businesses into turning over their phone lines to criminals, who use them to run up hundreds of dollars in bills. Security experts say it's just a matter of time before it makes a comeback appearance in the U.S.

Telus, the Canadian telephone company, reports business clients are getting automated phone calls telling them they have won a Caribbean vacation -- an appealing message to get. For more information, they are told to press **9** on their touch-tone phone.

Eventually the client is prompted to also press **0** and then the **#** sign. The combination of **9, 0** and **#** transfers the incoming call to an outbound line on systems that require dialing **9** to get an outside line. ITS encourages you to talk to your phone vendor to insure proper security in your phone system to stop this scam before it effects your business.

Residential and cell phone customers are not vulnerable.

Happy Holidays!

- Tina

Navigating the ITS Customer Portal

Your customer portal is the ideal place for finding information about your ITS account.

Once you are logged in, the screen below appears in your browser. Last time we went over how to look up your current invoice for review. This time we will examine the reporting options for which you have access.

The column on the left of the screen contains numerous options. As indicated, [Customizable Reports](#) is located near the bottom of the list. Just click on it to bring up the next page (shown below) with all the reports that you can use.

These reports are customizable, too. Start by selecting the report you want. This will bring up the parameters screen for that report. For example, let's look at the [Frequently Dialed Numbers](#) report.

The screenshot shows the ITS - Integrated Telemar Services, Inc. Customer Portal. On the left is a navigation menu with sections: 'Logged in as' (Main Menu, Logout), 'Invoices' (View Your Bills, View Past Payments, Make a Payment), 'Profile' (Update User Profile, Account History, Change Billing Address, Project/Account Code Management), and 'Reports' (Customizable Reports, Unbilled Long Distance). The 'Reports' section is highlighted. The main content area shows account details: 'Welcome loyal customer since 02/23/2007', 'Account status as of Thursday, Decemb', 'Account Number', 'Last Bill Date: Monday, Dece', 'Balance: 66.19 pay now', 'Last Payment:', 'Next Payment Due: Tuesday, Jenu', 'Address:', and 'Telephone Numbers:'.

Invoice: The drop down box will allow you to select any invoice you want.

Telephone: Select a telephone number to restrict the resulting report to that originating number only or leave it blank to view all originating numbers.

Call Time: Two options are available to allow you to specify a specific date range for the calls to be reported.

Maximum Dialed Numbers to Show: The report will remove dialed numbers that have less than this number of calls.

Output Type: Choose the way you want to see the report.

- Standard HTML: Report is sent to your browser.
- CSV Text File: Report is returned as data that can be read directly by Microsoft Excel

