

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

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ITS wants to hear from you!

Our first ever electronic Customer Satisfaction Survey is ready for you to complete.

[Take Survey Now!](#)

Please take a couple of minutes to tell us how we are doing. Just click the [Take Survey Now!](#) link.

Our ITS Family Is Growing!

On February 18th at 6:09 a.m., Client Services Representative, Maria Morales, gave birth to little Johnny who is a healthy 7 pounds, 11

Dear Cesar Flores

Congratulations to all of our customers who have switched to e-bill and those that are now accessing their bills on-line through the ITS Customer Portal. We at ITS would like to toast your efforts towards making a positive contribution to a "GREENER" environment!

We have received quite a bit positive feedback from customers indicating that the information available to them on-line is actually more beneficial to them than their old paper bills. Because they can now review and store their bills electronically it is helping them to be more organized and environmentally conscientious.

Thanks for supporting our Project **GREEN** initiative!

- 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

I am very pleased and excited to announce the deployment of our new division, Network Services, headed by our Manager of Information Technology, Frank Richter. Frank has worked due diligently since mid 2007 planning,

healthy 7 pounds, 11 ounces and 20 inch baby boy.

We enthusiastically report that mother, father, big sister, and baby are very happy and healthy. Congratulations Maria and family on your new little bundle of joy!

Announcing the ITS

Network Services Division

Open House and Ribbon Cutting Ceremony
April 11, 2008

And eye can put the error rite
Its rare lea ever wrong.

Eye have run this poem
threw it
Eye am shore your
pleased two no
Its letter perfect awl
the weigh
My checker tolled me
sew.

- Author Unknown

**"Remind people that profit is the difference between revenue and expense. This makes you look smart."
- Scott Adams**

Food Drive

ITS employees decided that this is the year for us to make a difference in our community...
Throughout the year we

Message from the President



I am very pleased and excited to announce the deployment of our new division, Network Services, headed by our Manager of Information Technology, Frank Richter. Frank has worked due diligently since mid 2007 planning, developing, and implementing processes, operations, product offerings, and services for our new corporate division.

My vision for ITS is to be a complete technology services provider offering not only telecommunications but all technical services and equipment related and needed by every business in today's fast paced environment.

ITS strives to be the expert of technologies, specializing in telecommunications, broadband, data, internet and network services. We see this turn-key solution as a one-stop-shop for our business customers, offering Peace of Mind to our client partners so they can do what they do best, which is to run their business.

As many business owners have experienced, outsourcing to a specialist has extreme benefits, cost savings, and assurances we have become dependent on. Staffing expenses are so extremely high and keeping up with technology can also be daunting.

Please plan to join us for our Network Services Division Open House/Ribbon Cutting Ceremony here at our corporate offices on April 11th. Watch your email for further details as the event draws nearer.

We thank you, our valued clients, for your continued patronage. We look forward to your calls and hope you will be pleased and find great benefits in ITS as your Network outsource specialist. We will simplify the ever-changing fast paced technology industry for you, from the basic computer or network problems and upgrades, to more complex concerns.

Best Regards,

Sharon L. Woods

Accessing Wi-Fi -- While on the road

We've all been here before. You're traveling on business, and your hotel and its promise of free Internet access through its Wi-Fi network seems like the perfect place to check e-mail, download a presentation and catch the news before heading off to an important business meeting.

our community...

Throughout the year we will be talking about the different activities we will be participating in to achieve this goal.

This month, we decided to partner with FOOD Share. FOOD Share is Ventura County's Regional Food Bank that helps collect food for the 80,000-100,000 under privileged children, impoverished senior citizens, and low income families in Ventura County that worry about the source of their next meal.

Between now and the end of March we will be collecting food for FOOD Share. Our goal is to collect four barrels full or 1000 cans and packages. If you would like to help us to reach our goal you can drop off your cans and packages at our corporate office in Simi Valley, or you can donate on-line www.u-packabackpack.org.

To get more information or if you are interested in holding your own collection, contact FOOD Share at www.foodshare.com.

- Cesar

[ITS Website](#)

[Client Registration](#)

important business meeting.

But then, the plan falls apart. You click on your Internet Explorer icon and receive the dreaded "Page Cannot Be Displayed" message. You click the refresh button, and nothing happens. You click again and again...still nothing. And as your coffee gets colder, you start worrying about how you're going to get your work done before the meeting.

No need to panic. Chances are all you need are a couple of quick fixes, and you'll be on the Wi-Fi network in seconds. In fact, most Wi-Fi connection problems have fairly straightforward solutions.

Based on my own grueling experiences over the years and stories from other colleagues, here are some of the most common roadblocks to accessing a Wi-Fi network and the tips you need to get and stay connected:

Good solution for right now: Change your location. Wi-Fi - shorthand for wireless fidelity - relies on radio frequency to communicate between your notebook and the wireless access point, also known as the "hotspot¹." Just as the signal on your car stereo drops out when you drive into a tunnel, your Wi-Fi connection can also be blocked or bogged down by such things as thick office walls and furniture.⁵ Interference from other devices - cordless phones, microwaves and other nearby Wi-Fi networks - can also create unexpected disturbances and slowdowns in your signal. Though these disturbances are often temporary, they can be annoying. Consider moving to a different Wi-Fi network location. Or, as simple as this sounds, it may help to move closer to the hotspot.

Best solution for later: Stop chasing hotspots. Go with mobile broadband². Cellular network providers are building single, interconnected networks that provide nationwide Wi-Fi coverage. This technology is known as Wireless WAN (WWAN) or mobile broadband. In fact, some laptop manufacturers have already teamed up with Verizon, Cingular and Sprint to provide customers with choice in mobile broadband providers and a variety of attractively priced service packages. This development is especially important because it can enable business travelers to access the Internet virtually anywhere, directly from their notebook computers using a WWAN card rather than having to find a public hotspot and pay for access each time

[OmniTalk](#)

Join Our Mailing List!

The Ambulance

A man, after being hurt, calls 911 for help.

Man: Operator, operator, call me an ambulance!

Operator: Okay, sir, you're an ambulance!

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- Frank

Carrier Price Increases...

Is newer technology the answer?

As expected, the New Year brought the announcements by AT&T and Verizon that they were raising prices on virtually all of their voice and data service offerings.



Basic business lines will see a \$2.00 increase in monthly charges, Centrex/Centranet lines increase \$1.00, residential lines, line features, voice T1 circuits and data circuits will also get increases in the monthly recurring costs. Local calling is also going up to over \$.046 per minute. As the larger carriers continue to engage in mergers and consolidations, competitive pressures to keep prices down are diminishing.

The bottom-line is that for many businesses, staying put in the analog line world might not make sense. Digital circuits can offer enhanced functionality and even lower prices compared to multi-line analog configurations. Per minute rates on our T1 circuits are at an industry-leading \$.025 per minute for domestic calling compared to more than twice that amount for most calling plans utilizing analog circuits.

Another consideration might be to explore IP technology for your voice calling needs. ITS has many clients now utilizing our managed IP PBX services that offer feature rich, cost-effective ways to connect to the world. The trend towards VoIP is gaining momentum in the telecom world. Now might be the best time to make yourself familiar with the technology. IP communications is here to stay.

- Rick



Tina's Tech-Tips Disaster Recovery

Recent storms, fires and earthquakes around the nation demonstrate how unmerciful Mother Nature can be. Companies can often be displaced by these unexpected events and left only to pick up the pieces and scramble to maintain their daily operations. And all of a sudden for business owners, the significance of establishing a disaster recovery plan has now become very real indeed. However, while Mother Nature is essentially unavoidable, the effects of such events on your business **CAN** be minimized with

effects of such events on your business **CAN** be minimized with the proper precautions.

ITS offers Disaster Recovery solutions that allow your main phone lines to be redirected to previously specified alternate number, such as a cell phone, voicemail box, or even to your home should you be forced to relocate due to unforeseen circumstances. This allows your business to "appear" to be functioning as normal from a customer's perspective. This solution helps keep your business reputation and credibility intact, providing you the time to focus on the bigger issues at hand, instead of the fate of your business.

If nothing else, you will have Peace of Mind with ITS Disaster Recovery Solutions starting as low as \$20 per month. You have nothing to lose - because we've got your business covered!

Contact ITS at 800-876-4ITS (4487) for more information regarding a Disaster Recovery Solution that meets your needs today.

- *Tina*

The Customer Portal Advantage

More than ever, today's economy dictates that we all work diligently toward manage revenue and expenses closely. With busy schedules and more projects than it is humanly possible to complete, we all need help to keep it together. The Internet is a wonderful tool for speeding communication and ITS has made a number of changes to help you and your business to thrive. These innovations capitalize on the strengths of the Internet.

By now you have probably explored our Customer Portal

that occur on your account. Each month, we send out a notice when your invoice is ready to view. No longer do you have to wait for the mail and your invoice will never get lost again. Along with this we will notify you if you are about to receive a late charge on your account. You will still have time to pay online and avoid this expense.

It's because we value your business and know how hard you work that we provide competitive products and services like the ITS Customer Portal. We sincerely hope you find the Customer Portal to be a helpful and time saving tool and we will continue to strive to find ways to be an even more effective business partner.

- Daryl

We hope you have enjoyed this issue of ITS News! Our goal is to provide you with fun and useful information that can have a positive impact on your business. If you have suggestions for future articles or comments about the current issue, we would love to hear from you. Just send an email to me at latwood@its-omni.com.

Until next time...

Lisa Atwood
Director, Marketing
ITS -- Integrated Telemanagement Services, Inc.