

3rd Quarter  
2006



# The *EXTEL* Advantage Newsletter

## Highlights.....

- CIX Family of Products—  
The CIX670
- EXTEL *Outstanding Sales*
- EXTEL Welcomes....
- The EXTEL Family —  
Introducing Client Relations
- Back To School Checklist

## EXTEL Welcomes

### Our New Customers!

- Parsippany Library
- American Chimney
- Brissett and Associates
- Electro Product Mgmt
- IV Rehab—White Plains
- Plastic Surgery Center
- Paramount Design Group
- Marcraft Apparel
- Sackman Enterprises
- Good Value Food
- St. Thomas Evangelical
- Dominican College
- Oak Knoll
- Dealer Leather
- Dr. Deanna Macek
- Trinity Medical Supply
- The Tax Shoppe
- Adler's Jewelers
- Therapy Dogs
- Clothing Emporium
- Regal Productions
- Integrated Real Estate
- Wellinghorst & Fronzuto
- August Arace & Sons
- Phillip Bai, MD, LLC
- Dr. Adam Lesiczka
- MIS Implants
- Shoes N More
- Prism Digital Communications
- Tern Landing Development
- Sabor Latin Restaurant

## Toshiba CIX Family of Products: The CIX670



One world. One company. You have one goal of communicating better and one telephone system that will make it all possible. The Strata CIX670 unifies, coordinates, and streamlines all your communications with stunning agility and proficiency. This system is modular in architecture, scalable in design and networkable with other systems. Strata CIX670 provides the configuration flexibility you want to build the communications system you need now, and expand as your needs grow. The CIX670 can expand to up to 560 Telephones – even more by networking multiple systems. It has the capability to share vital information and functionality between your main office, branch offices, and remote locations. Employees can take advantage of remote user telephone connectivity that lets them use their newfound communication features anywhere they work with exceptional cost-efficiency. They have telephone functionality whenever they leave their desk with a full line of integrated cordless and wireless telephones. The system promotes effective communication with an easy to use but sophisticated Strategy voice processing system, which includes such capabilities as Auto Attendant, Voice Mail, Unified Messaging, Automated Speech Recognition (ASR), Text-to-Speech (TTS), and Interactive Voice Response (IVR) capabilities. Answer incoming customer calls with utmost efficiency with ACD/MIS call center features. What a concept. What a solution!

## OUR EXTEL FAMILY INTRODUCING: *CLIENT RELATIONS*



EXTEL Communications is constantly striving to discover new ways to better serve our clients. Our new Client Relations Division is the driving force of that effort. The Client Relations (CR) Division was created to reach out to new and current clients for quality assurance and to develop exciting ways to serve that base.

The Director of Client Relations, Carla Foxx, joined EXTEL in January of 2006. She maintains

over 20 years in the customer retention and telecommunications industries. Her vision and expertise were instrumental in creating the EXTEL Client Relations division.

Kathleen Galloway was promoted to Client Relations Specialist in March of 2006. Kathleen celebrates her 6th year with EXTEL in August. Her invaluable contributions to EXTEL include creative projects, administrative duties and sales related activities. Her experience qualifies her as a perfect edition to our CR Division and she is thrilled with her promotion.

## WELCOME TO THE EXTEL FAMILY *ELIZABETH KOTINSKY*

Next time you call in to EXTEL please welcome Elizabeth Kotinsky, our new Administrative Assistant. Elizabeth, who is a recent graduate of Montclair State University School of Business, joined EXTEL in the first quarter of 2006. She has excelled in her new field of telecommunications. WELCOME LIZ!!



## EXTEL OUTSTANDING SALES *MAUREEN BLANOS*



Recently, EXTEL President Tom Riche honored Maureen Blanos with an award for her Outstanding Sales. Maureen has been a vital member of the EXTEL team for 6 years.

She began as a project manager and transitioned into sales in 2003. Congratulations Maureen and thank you for helping to make EXTEL the top Toshiba dealer in New Jersey!

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# Networking!

Society of Consumer Affairs Professionals (SOCAP) membership is composed of over 3,000 corporate consumer affairs/customer service professionals, representing more than 1500 companies. Most of these companies are listed in the *Fortune/Forbes 1000*. To IVR or Not to IVR, that was the question at the June 7<sup>th</sup> NY Metro SOCAP meeting. A distinguished panel of IVR experts led the discussion at Tiffany corporate headquarters in Parsippany, NJ. CJ Stafford, Richard Shapiro, Wade Hauser, and our own Carla Fox enlightened the attendees. There are many things to consider when planning to use or even update your company's IVR. CJ, Richard, Wade, and Carla helped crystallize the many IVR options that are available to companies who want to provide optimal service to their customers.



Carla Fox, CJ Stafford, Richard Shapiro and Wade Hauser at SOCAP, June 2006



## EXTEL Celebrations!

### Birthdays

Tommy Donegan, 7/21  
Keith Blanchette, 7/21  
Martin Torjussen, 7/23  
Maureen Blanos, 8/5  
Dave Griesinger, 9/17  
Keith Kasper, 9/22

### Service Anniversaries

Martin Torjussen, 2 Years  
Patrick Ruane, 13 Years  
Kathleen Galloway, 6 Years  
Amy Richardson, 6 Years  
Larry Bonwick, 14 Years  
Tom Carney, 4 Years

## FCC Statistics: 74% Of All Phone Bills Contain Errors!

EXTEL's in-house Network Services division extends complimentary analysis of local, long distance and regional calling. We have saved clients up to 40% on their monthly phone bills. Ask for your complimentary Network Services analysis today.

### WHAT WE LOOK FOR:

- ❖ *Is every service billed according to the correct tariff?*
- ❖ *Are taxes, federal-state-local gross receipts properly applied?*
- ❖ *Has any item been billed twice?*
- ❖ *Have negotiated contracts, rates and discounts been honored?*
- ❖ *Is the billed service being used?*
- ❖ *Do all the charges belong to your organization?*
- ❖ *Is your organization entitled to any tax or surcharge exemption?*

## Voice Mail Tips

### PLAYING MESSAGES:

Messages are automatically saved.

1. Press **2** to save a message
2. Press **3** to delete (after each message).
3. In the middle of a message you may press either **2** or **3** then press **1** to go to the next message.
4. Press **4** to pause/resume.
5. Press **5** to forward.
6. Press **\*** to backup a few seconds.
7. Press **#** to advance a few seconds.
8. Press **\*1** to replay the current message.

\*\*\*Remember to always press 999# when you are exiting your mailbox.\*\*\*



Tommy Donegan, Field Technician



John Tauten and Al Berni, Operations Department—Caution: Men Working



Michele Palmisano, Project Manager is all smiles!



Rich Hagerty, Network Services



Welcome Dave Griesinger! Field Technician



# Checklist



### To Do

- Complete registration
- Get all recommended immunizations
- Determine the school dress code
- Request a list of necessary supplies from the school
- Meet the teacher
- Tour the school
- Help your child memorize your home phone, work phone, and home address
- Arrange transportation, designate a safe meeting spot, and practice the routine
  - If walking, walk your child to and from school a few times
  - If carpooling, introduce your child to all carpool drivers
  - If riding the bus, determine times and bus stops
- Arrange for daycare
- Plan a menu for breakfasts, packed lunches, and after-school snacks
- Establish a homework location and schedule
- Prepare a school calendar of all important events
- Slip a note or photo into your child's bag, for reassurance on their first day
- 



### To Purchase

- Clothing and shoes
- Backpack
- Lunch box
- School books
- Pens, pencils, crayons, markers
- Pencil sharpener
- Binder
- Binder paper
- Notebooks
- Safety scissors
- Ruler
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