

*There are lots of ways your customers
can communicate with you.*

Not all of them are effective.



For a stranded traveler on a deserted island, the idea of sending a message in a bottle may seem like an effective way to communicate to the outside world.

In the world of business, that method of communication isn't going to satisfy the needs of your customers. They want to reach someone — now!

Not surprisingly, most companies have phone systems that *inhibit* rather than *enable* good communication. That isn't good for business.

If you think that a new phone system is going to cost too much, be difficult to install, and complicated to manage — think again.

Millennia Telecom will help change the way you view phone technology. We'll prove to you that not only can a high-tech phone system be easy to operate and manage; it will pay for itself in no time.

Want proof?

Call us for a free no obligation demonstration. We'll even let you use the system for a trial period at NO COST to you.

MillenniaTELECOM

3145 Prairie SW
Suite 103
Grandville, Mi 49418
866-240-2500
www.millenniatele.com

TAKING THE ANXIETY OUT OF UNDERSTANDING TELECOMMUNICATIONS TECHNOLOGY

FREQUENTLY ASKED QUESTIONS

What is VoIP?

The acronym stands for Voice over Internet Protocol. Internet Protocol (IP) is the standard by which all data is transported. When voice is converted to IP it becomes an application on your existing local area network (LAN) or wide area network (WAN). This marriage of voice and data, when done correctly, brings unparalleled functionality and the ability to tie multiple sites together into one large phone system that is easily managed by the customer—drastically lowering the total cost of ownership.

Is VoIP technology reliable?

The telecom industry standard for reliability on phone systems is “five-nines” (99.999%). To achieve this level of reliability with VoIP requires the right architecture. VoIP technology today can be placed into three categories: Systems that evolved from traditional PBX platforms, systems that evolved from traditional data-switch platforms, and systems that were specifically designed for VoIP technology. Not all of these architectures can provide 99.999% availability, especially at remote sites. Every location must be able to withstand a hard drive or WAN outage and still allow your employees to make and receive phone calls. If you expect reliability from your phone system, Millennia Telecom will show you how to achieve, not five, but “SEVEN-nines.”

Is Millennia Telecom a stable company?

In the mid-1980's the company was incorporated to provide installation services involving fiber optics, structured cabling, and traditional legacy phone systems. The company was reincorporated under the name Millennia Telecom in the year 2000 with a focus on the implementation of VoIP and advanced telecommunications technology. We pride ourselves in having developed relationships with companies, like ShoreTel (the oldest VoIP manufacturer in the country), that are on the leading edge of telecommunications technology. The value we place on caring for our customers is evident by our high rating of customer satisfaction.

MillenniaTELECOM

TELECOMMUNICATIONS PROFESSIONALS

Even the thought of installing a new phone system can send the most techno-savvy among us into despair.

Deciding on the most reliable technology, equipment, and effective implementation plan can be a daunting task.

The professionals at Millennia Telecom have over 120 years combined experience in the telecommunications industry. We can help you sort through all the uncertainties, and we'll guide you every step of the way.

We promise to make recommendations only after we've had an opportunity to understand clearly the needs of your business and the way you want to communicate with your customers.

Our team will assist you in answering one of the most perplexing questions facing business owners today—What is the cost to buy versus the cost to own a new phone system?

We understand telecommunications technology. We'll help you use technology to provide for the needs of your customers.

And that's good for YOUR business.

 **ShoreTel**
Authorized Reseller