

In our Upcoming Issue:

An INNOVATIVE Sip Service with NO RESTRICTIONS for End Points

In our upcoming issues, watch for our newest business alliance which provides SIP SERVICE that uses a Router with unique configurations that supports PRI or POTS service and accommodates any telephone system, telephone sets or end points. Your business communications will no longer be limited by the system you use or a narrow menu of services you need.

FORWARD Telecommunication Services, Inc
648 N Randall Rd.
Aurora, IL 60506-3500
http://www.forwardtel.com

FORWARD Telecommunication Services, Inc.

FORWARD Communicator

Just What the Heck are Cloud Services and What's the Advantage

Special points of interest:

- Increase security
- Decrease Expensive Equipment maintenance
- Accessible 24/7
- Survivability - Disaster Recovery
- No more special spaces HVAC
- No Charges per Seat
- More Practical than VoIP

So we've all seen the commercials where the couple waiting at the airport realizes they can watch TV because they have The Cloud. So what good is that to your business?

Have you ever stored pictures on an internet website? This is an example of cloud services. However there are grander "things in heaven and earth, Horatio, than are dreamt of in your philosophy"¹ and Cbeyond brings the affordable reality of grander dreams to the small and medium sized business.

Cloud services are as if your Phone System or Server is actually placed somewhere out on the internet. All your software programs, phone features and data is Off Site, connectable via the internet wherever you are. The equipment does not have to

stay in your office any more. This is great news for the small business that doesn't need a store-front or physical location but needs to access their data and communications system while on the go.

It's also good news for the business that does not want to invest in the upfront costs of equipment, and replace outdated computer equipment and operating systems within a few short years.

Cbeyond maintains the Cloud software with updates, upgrades as needed and maintenance services to ensure it is always running at peak performance. Secure and backed up in several data centers, your data is always available to you.

Cbeyond, as the revolutionary company which it is, does NOT



Behind every cloud, is another cloud. - Judy Garland

charge for seats on their hosted Cloud PBX like so many other services, IP telephony and software vendors do.

Other advantages are that there are no more dedicated spaces, special HVAC services and costs, nor downtime due to crashed equipment. With backup servers across the country Survivability becomes a reality.

The Cloud is BEYOND VoIP and more practical and CBEYOND makes it practical.

COMCAST Business Class Services

COMCAST's increased reliability of Voice and Internet is fast becoming a good option for many businesses. Although Cable is still a shared service and other users of the service in

your local area can lower internet speeds the Business Class Voice and Internet bundles are very attractive to businesses that need more than 4.5 mg download speed that bonded T-1's can offer.

The Business Class Voice and Internet offering 6 voice lines and 50mb download and 10mb upload speed is priced at a competitive \$385 per

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Useless Information from Patti

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- In 1915 William Wrigley Jr. created direct marketing by sending complimentary gum to the 1.5 million U.S. homes listed in telephone directories. Wrigley Gum was also the first product to have a bar code.
- Every year, kids in North America spend close to a half a billion dollars on chewing gum.
- There is an ATM at McMurdo Station in Antarctica, which has a winter population of two hundred people.
- "Good to the last drop" was coined by US President Theodore Roosevelt in 1907.
- VSOP on a bottle of brandy stands for Very Special Old Pale. XO is Extra Old.
- In 1975 Gary Dahl sold over 5 million pet rocks in a six month period.
- September 18, 1837 Tiffany & Co was established in New York City. The first day's sales were \$4.98.
- In 1976 14 banks merged to form a bank credit card called MasterCharge. (now MasterCard)
- The IRS employee's tax manual has instructions for collecting taxes after a nuclear war.
- In Hong Kong delivery times are primarily influenced by traffic conditions on elevators.

Interesting Information from Dora

What Common Office Supply:

1. Can also sometimes be referred to as a "gumband"?
2. First reported as handmade in France in the 18th Century, now has it's own iPhone App to simulate the exciting thrill of using it?
3. Refers to the capital of the Philippines in a component of its name?
4. When used can help protect against fraud or identify theft but also has been involved in finger amputations, lacerations and other severe injuries causing the Consumer Product Safety Council to put out an alert on this supply in 2005?
5. Inspired designer Ilze Vitolina to produce a whole line of evening gowns made with this supply in year 2000?

Answers:
1A. Rubber Band (ehow.com Michaelyn Erickson 9/24/10 "Facts about Rubber Bands") 2A. Stapler - app: Sim Stapler Developer Freeverse, Inc - www.money.com Top 10 must-have iPhone apps: en.wikipedia.org/wiki/stapler; "The History of the Stapler" www.olderstapler.com) 3A. "Manila" folder - en.wikipedia.org/wiki/Manila_folder 4A. Paper shredder - en.wikipedia.org/wiki/paper_shredder 5A. Post-it@Notes - www.scooparticles.com Eric Graves "A Few Fun Facts about Post-It Notes"

¹ William Shakespeare, Hamlet Act 1, Scene 5

Data conversion Tip: Need to convert Gigabytes into Kilobytes? http://egret.net/kb_mb.htm

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month. COMCAST has improved the hunt group capabilities, from its previously limited 8 lines, to a more realistic 24 line hunt group and now offers PRI service as well. COMCAST is not reliant on phone company cable facilities from the Central Office to the business location. Its Business Class Bundled voice and data solutions offers reliable voice Quality of Service, with inherent ability to move information around the network.

With Local and Domestic Long Distance included in its business packages, and the ability to add Private or Public Viewing Television products, COMCAST may earn its spot as the front runner of affordable, reliable and fast wired telecommunications products for the small and medium sized business in northern Illinois.

To find out if your location qualifies for Business

Class services, call our office at 630-966-1919.

FAQ's & User Guides
available at
www.forwardtel.com



Visit
<http://gettag.mobi> to
download the free app
& scan this image

Strategic Business Alliance Tips

Avoiding Spam Filters in your Business Emails - 8 tips from CMIT Solutions of the Tri-Cities

Spam filters rank incoming emails using a point system according to the content of the message. If a message has enough red flags to cross a certain points threshold, off to the spam folder it goes. Don't let your important emails languish in the recipients junk-mail folder. Avoid these red-flag items:

1. Don't use sales-y phrases like "once in a lifetime opportunity," "huge discounts," or "buy now"
2. Use ! Exclamation! Points! Sparingly!
3. Don't cut and paste HTML from a Word document into an email. Word uses rather sloppy HTML coding. Copy text from Word into a text editor like WordPad or Notepad first, which removes the HTML that word automatically inserts.
4. Do not write in ALL CAPS. IT'S A BREACH OF EMAIL ETTIQUETTE AND A DEAD GIVEAWAY FOR SPAMMERS.
5. Avoid colored fonts - especially bright greens, yellow and reds.
6. Don't send HTML emails that consist only of an image with little or no text.
7. Avoid sending an email to several recipients within the same organization. By itself might not trigger a spam filter, but it could if combined with other red flags.
8. Don't use the word Test in the subject line. Again if other red flags are in the email, this might push it over the scoring threshold.

Do you want more tips and solutions for your computing? Visit <http://www.cmitsolutions.com/ttc> or contact Deb Reiter at CMIT Solutions of the Tri-Cities at (630) 444-7119.

10 Benefits of an Extended Maintenance Contract from FORWARD Telecommunication Services, Inc

A best choice for new systems. When prepaid at the time of installation an extended maintenance contract is offered at reduced rates as compared to the cost when the original warranty expires, and warranty work continues seamlessly through the term of the extended contract.

A necessary choice for Legacy systems. While vendors will encourage you to upgrade your legacy system FORWARD understands that a properly maintained Legacy system can last years. While manufacturers may announce end of life equipment and end of support for their vendors, FORWARD has established relationships in the industry to provide

Strategic Business Alliance Tips

replacement equipment and continued support for systems and system components no longer offered on the open market. Manufacturer certified senior technicians are available for on site service and Tier 3 tech support helpdesk are just a phone call away.

Priority Status - All contracted customers receive priority status for parts and service over non-contracted customers.

System Backups, Onsite Checkups and Offsite Maintenance and changes - All provided as part of your contract.

Discounted equipment and services - Contracted customers receive reduced rates and discounts for other services and equipment not covered under the extended maintenance.

Single Point of Contact - Whether it's a dial tone/internet connection problem or an equipment problem one phone call takes you out of the position of diagnosing the problem.

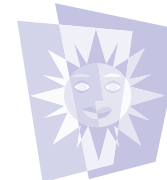
Technical Expertise on Legacy systems - Manufacturer-certified senior technicians knowledgeable of your systems.

Full Coverage means no cost, no co-payments, and no deductibles - No cost on-going training for new staff. No On-site charges for technician services for covered equipment and services, No cost replacements. No cost remote tech support and helpdesk. No deductibles, no hidden charges, no out of pocket costs.

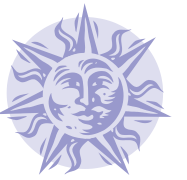
Inventory - Critical system spares are maintained in our stock and can be stored on site for quick replacement

Flexible carte du jour selection of coverage - From Carte Blanc coverage with 24/7 coverage of all equipment, wire, stations, peripheral equipment, to the Value Coverage of Monday through Friday 8am to 5pm service for repair and support, our packages can be tailored to each customer's needs. While some customers see the value of 24/7 total maintenance coverage for all of their telephony equipment and services, other budget conscious customers protect the most vital components of their main systems and don't see the necessity of covering phones or cables, willing to have those fixed at time and material... with Discounted rates to be sure.

Please call and ask about how we can add peace of mind for the care of your Telecommunication systems.



An ounce of prevention is worth a pound of cures - Henry de Bracton
An ounce of performance is worth pounds of promises. - Mae West



Cody's Corner

A Visit to a New Doctor - Health Questions and Answers



Q: Doctor, I've heard that cardiovascular exercise can prolong life. Is this true?

A: Your heart is only good for so many beats, and that's it. Don't waste it on exercise, everything wears out eventually. Speeding up your heart does not make you live longer; it's like saying you can extend the life of a car by driving faster. Want to live longer? Take a nap.

Q: Doctor, Should I reduce my alcohol intake?

A: No, not at all. Wine is made from fruit. Brandy: distilled wine, so they take water out of the fruit bit so you can have even more goodness. Beer is also made of grain. Bottoms up.

Q: What are some of the advantages of participating in a regular exercise program?

A: Can't think of single one, sorry. My philosophy is: No Pain Good!

Q: How can I calculate my body / fat ratio?

A: Well if you have body and you have fat, your ratio is one to one. If you have two bodies, your ratio is two to one, etc.

Q: Isn't fried food bad for me?

A: You're not listening! Food is fried these days in vegetable oil. In fact it is permeated by it. How could getting more vegetable be bad for you?

Q: Will sit ups help prevent me from getting a little soft around the middle?

A: When you exercise muscle, it gets bigger. You should only be doing sit-ups if you want a bigger stomach.

Q: Is swimming good for your figure?

A: If swimming is good for the figure, explain whales to me.

Q: Is getting in shape important for my lifestyle?

A: Hey, 'Round' is a shape!

Q: Is chocolate bad for me?

A: Are you crazy?!? Cocoa bean! Another vegetable! It's the best feel good food around!

Needless to say we love this new Doctor!

In Summer, the song sings itself.

- William Carlos Williams