

Smart Solutions

WELCOME - TO OUR CUSTOMERS

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When it comes to telephone systems or data networks, you may not recognize the company name, but we've been around a long time. As experienced owners in the telephone industry and our beginnings with utility auditing, we understand when it comes to your telephone service, or telephone and data systems needs, there is no substitute for performance.

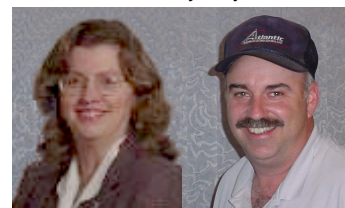
That's why we're back in our new company - Atlantic Telephone & Data Solutions, Inc. To meet the service needs and expectations of our clients, we've assembled the best team for telephone or computer systems integration.

Our carriers have went from US Wats, Capsule, to Covista Communications, and for many of you, Paetec and CTI. Regardless of the name, we're committed to providing you customized resources to save you time, money and add real savings to your bottom line.

We've also created a new service plan - Total Protection Plan, to provide fast response with quick resolutions of any telephone related problems. This innovative plan provides instant loaners and backup equipment to keep your system running reliably.

Finally, with the telephone systems integrating with Information Technology, such as computer and data networks, we have invested in the technical resources to integrate your systems that result in a complete network for your business. This is part of our total solutions approach to meeting your needs and business challenges.

For more information on how Atlantic Telephone & Data Solutions can help your company, please visit our web page at www.atlantictelephone.com. Better yet, pick up the phone and give us a call at (302) 398-8505.



Dawn & Jay Elliott—resolved to provide quality



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WHO DO YOU CALL?

Imagine that you have a problem with your telephone...

Who do you call first - your local telephone company, your long distance vendor, or your telephone equipment vendor?

Recently, one of our customers spent several hours trying to troubleshoot a problem, including several phone calls to his telephone and data vendors.

Everyone said that the problem was not with their service or equipment. Finally, he gave us a call. We dispatched a technician at 6 pm, even though the problem was not with equipment that we had installed.

In less than two hours after we

received the call (including travel time), the problem was quickly found and steps were taken to correct the situation.

Does this sound familiar?

Now, **ONE NUMBER CUSTOMER SERVICE** can do it all! Atlantic will become **your local single point of contact** without you having to staff a team to get the job done.

Atlantic will also provide assistance with:

Coordination and follow-up with for service moves, adds, and changes, such as:

New line requests, disconnect lines, repair calls, and service work

Review and monitor current services, such as:

Local, long distance, cellular, calling cards, internet services, and equipment

Insure that you are getting the rates your carrier promised.

Atlantic's staff has helped small businesses reduce telephone costs, make strategic decisions, and gain total accountability from telecom vendors.

Just think of the many services you probably already outsource to save time and resources.

From payroll to cleaning services, outsourcing allows you and your key people to focus on your core business.

SPECIAL POINTS OF INTEREST:

- Management services can save you time and money.

Tips to make your cellular battery last longer



FEATURE FOCUS

eXtra Device Port (XDP)



Parallel Connection

Any single line device connected to a digital telephone can share the same extension number. Worried about missing a call? Just install a cordless telephone on your digital telephone - when someone dials your extension, both phones can ring simultaneously.

Every Panasonic digital telephone, when combined with our Digital Super Hybrid Telephone Systems (models KX-TD500, KX-TD1232, KX-TD816, and KX-TD308), offers a host of advanced features like XDP.

An XDP is a built-in RJ-11 jack in the back of the phone that enables you to connect any single-line device, thereby doubling your connection capacity without additional cards or wires.

Because the XDP can also be a separate extension, you can use both phone devices simultaneously. Fax a document while talking on the telephone. Carry on

a phone conversation while transferring data from your PC to another.

No costly rewiring is required! XDP gives your communications the flexibility to help run your business more efficiently.

As a Panasonic Certified Dealer, we provide an experienced team of technicians ready to help optimize your Panasonic Digital Telephone/Voice Mail system for your particular needs.

To find out how this feature can work for you, just contact us at 302-398-8505 or send an e-mail to equipment@atlantictelephone.com

You will be glad that you did!

QUICK TIP\$

Want to make your cellular battery last longer?

Completely drain it at least once a month!

Whether your battery is nickel cadmium or nickel hydride, they have a "memory". If you run it down only half way and then recharge, the battery will only "remember" half a charge. Next time it charges, it will only complete that half charge, and so on.

Easiest way to drain a battery is to leave on for until the battery "dies".

"Most batteries have a "memory" that needs to be erased."



TECH
TALK™

How Was Your Time Change?

Changing the time for your telephone system does not have to be confusing. Each year, just before the time changes, we send out an instructional email to our system equipment customers describing the steps to follow for their specific system. Perhaps the best approach to time changes should be a proactive one.

- ✓ Create a checklist for all the items or tasks that should be performed related to this event (does not need to be restricted to just telephone system — include any time change related tasks)
- ✓ Train staff on how to use the checklist
- ✓ Implement the systematic use of the checklist

These simple steps can help prevent panic and provide a smooth transition on the first day after time changes.

DID YOU KNOW?

For easy viewing of call information, the KX-T7456 phone features a backlit LCD display screen*, that comes with a 6-line 24 character per line display.

Bring your personal call log, alphabetical phone list

or table of speed dial numbers up on the screen and dial directly from display button.

You can even program the telephone system via the LCD screen prompts.



Your job just got easier!

*the KX-T7453 features a 3-line, 16 character per line backlit display

Customer Connection™

At a recent telephone and voice mail installation, our new customer mentioned that they would be moving within the next six months.

According to our technicians, he was so impressed with our work and the knowledge we displayed, that he wants Atlantic to complete the wiring at the new location, in addition to relocating the newly installed systems." Way to go!

