

WHITE PAPER

Virtual Office and PBX Systems For Small to Medium Businesses

**A Special Report by Questar TeleCommunications –
Unified Communications Division**

Saturday, December 4, 2010

by Ernest O'Dell

Questar TeleCommunications

Toll Free: (888) 287-9882

Email: Ernest.ODell@QuestarTeleCommunications.com

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Table of Contents

Toll Free Virtual PBX Systems For Home Based, Direct Marketing, Network Marketing, MLM, Small and Medium Sized Businesses.....	3
Project a Professional, More Established Company Image.....	4
Unified Voice and Messaging System.....	4
Powerful Automation.....	5
The Virtual PBX.....	6
Virtual PBX Phone System for Small and Large Enterprises.....	7
How Does Virtual PBX Work?.....	7
Exceptional Call Handling Features.....	8
Features of Toll Free Numbers.....	9
Advanced Call and Fax Features with Virtual PBX.....	10
Unmatched Fax Features for Proper Communication.....	10
Facilities available at Minimum Investment.....	11
Less Work With Toll Free Numbers.....	11
Worthy Toll Free Numbers.....	12
Powerful Call Management Features Of A VoIP PBX Phone System.....	13
Maintain Uninterrupted Communication with Mobile Workers.....	14
Choosing A Winning 855 Vanity Numbers.....	14
Attend to More Incoming Calls with 800 Voicemail.....	15
To learn more about Virtual PBX systems and toll free numbers, check out some of the following sites:	17
TeleFriend™ and Get iTeleCenter Free Each Month!.....	18

Toll Free Virtual PBX Systems For Home Based, Direct Marketing, Network Marketing, MLM, Small and Medium Sized Businesses

Technology, some people fear it, some resist it, and others embrace it. As a small business owner, insurance agency or real estate broker, it could be the best thing that ever happened to your company. With the technology available today, small to medium sized businesses are increasingly leveling the playing field between themselves and big companies. With toll free virtual PBX (*Private Branch Exchange*) telephone systems, businesses are combining technology with traditional customer service to take their business to the next level.

It used to be that only Fortune 500 companies with thousands of employees and 10-story office buildings could afford and maintain a traditional PBX telephone system. Now, with toll free virtual PBX services, anyone with a telephone can reap the benefits of this powerful communications tool. A virtual PBX has all the advantages of a traditional PBX and more without the hassle, hardware, and expense.

A virtual PBX allows small businesses to:

- Project a professional, more established company image
- Have one unified number for office phone, cell phone, fax, and pager
- Make information available to their customers 24/7
- Automate order taking and pre-qualifying processes
- Have web-based, real time access to their system

Even small and home-based businesses are using these features of toll free virtual PBX systems to sound and operate like a Fortune 500 company everyday. You could virtually live anywhere in the United States, in a rural area, or in an apartment in the city, and no one would know the difference. The toll free number changes the image and the perception.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Project a Professional, More Established Company Image

Right or wrong, consumers assume a company with a toll free number is a more established and secure company. When a toll free number is attached to a virtual PBX with an automated attendant, that powerful image is perpetuated. An automated attendant will answer all incoming calls with the same professional and courteous message every time, day or night. Professional greetings can be recorded by the business owner themselves, or even by a voice talent, and customized for the needs of the business. It doesn't matter if the business is operated out of a home office or the Oval Office. The caller hears a professional greeting each and every time they call: 24 hours a day, 7 days a week, 365.25 days a year.

Unified Voice and Messaging System

With a toll free virtual PBX system, small businesses only need one telephone number. This number can be an office phone, cell phone, fax, and pager all in one. Gone are the days of having to put 3 or 4 different numbers on business cards. Now the virtual PBX toll free number replaces them all. When a call comes in to the toll free number, it can be routed to any local number. It can even be programmed to route to different numbers at different times of the day or even different days of the week. A call never has to be missed again.

That kind of flexibility is unheard of with a traditional toll free number or a hardwired PBX. If the call is not answered, or is sent to voicemail, the virtual PBX system can even send out a page to let the user know that there is a message waiting for them. The toll free number also acts as the fax number. When a fax is sent, the system recognizes it as a fax and can store it in the fax mailbox for later retrieval, forward the faxed document to a local fax machine, or even send the fax to an email address as an attachment. The unified messaging feature unchains small business owners from the home or small office and allows them the flexibility to get out and build their business while still being available to their customers.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Powerful Automation

No matter how efficient a small or home-based business is, they simply cannot be available to their customers all the time—unless they have a toll free virtual PBX system. If a caller has questions they want the answers now. If they don't get those answers when they call, chances are they'll look some place else. Making sure information is available—when a live person is not—can be the difference between someone becoming a customer or moving on to your competitor. A toll free virtual PBX allows the storage of an unlimited amount of information for callers to retrieve 24 hours a day, 7 days a week.

Menus broken down into what kinds of information a caller might need, make it easy for them to navigate the system and get what they are looking for. Faxes can even be attached so the caller can request an automated fax back. For a business that needs to pre-qualify their callers, or would just like to get some information about them, can take advantage of question and answer voice mailboxes. A set of pre-recorded questions can be asked of the caller and the voice responses then saved in the system and emailed as a sound file. These automated processes not only save time, but they also make sure callers can get the information they need when no one is available.

Web Based System Access

A toll free virtual PBX is just that, virtual. What that means for a small business owner is that one, there is no hardware to maintain or software to buy, and two, that they can access their system from anywhere they can get online. Online system access is one of the most popular features of a virtual PBX system. Web-based system access allows users to check their voice and fax messages over the internet or have the messages delivered directly to an email address. Of course, messages can still be checked from any touch-tone phone, anywhere.

A small business owner has administrative access to check the call logs of all incoming calls to their toll free number and use the call capture feature to not only capture the phone number of the person calling, but also their name and address. It also allows a user to run reports based on different criteria chosen. For example, reports could be run to show when the busiest time of the week is for customer service or if the call volume increased after a specific ad campaign was released. The applications are endless.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

With all these powerful features, and most times more, it's amazing that toll free virtual PBX systems can be found at a reasonable price. Most systems offered cost—on average—between \$9.95 to \$79.95 depending on the capabilities and size of the system. The average “middle of the road” price point runs somewhere in the \$29.95 to \$34.95 a month price range, and do most everything a business will ever need.

Many VPBX vendors will offer a varying number of voice mail boxes, features, and minute plans. A good toll free virtual PBX service provider can also customize systems if needed.

Technology is ever changing in today's fast paced world. Small business owners will either have to embrace it or risk being left behind.

The Virtual PBX

Virtual PBX phone system provides all the communication capabilities of an expensive phone system. By setting up a virtual PBX phone system, small business organizations get the advantage of all the communication capabilities of an expensive phone system without incurring huge expenditure.

Virtual PBX systems features exceptional call handling capabilities identical to expensive premise-based telephone systems owned by multinational companies. These include auto attendant, find me follow me call forwarding, voicemail, voice to email, fax to email, call conferencing, caller ID, call waiting, music on hold and more.

The automated attendant eliminates the need for appointing additional reception staff in your organization. Incoming calls are professionally managed by the system with appropriate salutation messages and provides the callers with a set of options such as dial-by-extension, dial-by-name, zero out to live operator and so on. Calls are transferred to the right extension according to the option selected by the caller. The auto attendant easily handles calls arriving simultaneously and performs immediate call routing without sending out the usual 'line busy' signals.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Virtual PBX system facilitates uninterrupted communication with your customers and business associates, which largely enhances your business image and productivity. Calls to business numbers can be routed to your other phone numbers quickly and easily, including personal landlines and cell phone numbers assigned as extensions using the find me/follow me call forwarding option.

In case calls go unanswered, they are directed to the system's voicemail box where callers can leave voice messages for the concerned person. These voice messages are also forwarded to relevant email accounts so that timely business decisions can be taken even from remote sites.

Once installed, your business can enjoy the advantages of the high-end capabilities of the virtual PBX system without purchasing any expensive hardware. The service provider hosts the required equipment and offers you the capabilities of an expensive phone system at affordable monthly charges using broadband Internet or telephone networks.

Virtual PBX Phone System for Small and Large Enterprises

In this growing global telecommunication world, small and large business enterprises need a competitive edge to become successful. Traditional PSTN systems will soon be replaced by Virtual PBX phone systems as more and more companies are rapidly embracing Virtual PBX business phone systems as an excellent alternative to the expensive enterprise class office phone systems.

How Does Virtual PBX Work?

Most Virtual PBX systems use Voice over Internet Protocol (VoIP) to transfer calls. There are still some systems which rely on traditional T1, T3, SIP or MPLS to relay their signals within a regional dialing area. But, for the most part, as VoIP has dramatically improved over the last decade, most "hard wired" systems are transitioning to Internet protocol.

At the transmitting side, codec are used to convert analog audio into digital data packets which is then transmitted over the high speed Internet. At the receiving side these digital data packets are again converted back into audio speech signals.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Since a single line is used to transmit voice and data, it makes this system more efficient than the traditional premise based PBX systems. In traditional PSTN, there is a dedicated line between two callers which cannot be used for other calls as long as the call is connected. But in Virtual PBX systems, the same line can be used to transfer more data during pauses between speeches to optimize efficiency.

Virtual PBX offers far more benefits than the traditional hardware based telecommunication systems at competitive prices. All the data, hardware and software are maintained by the service provider, relieving businesses from the hassles of buying, installing, monitoring and upgrading the costly equipments.

There are a number of calling features that usually come as standard with the Virtual PBX systems which are generally not available with the traditional PSTN like call conferencing, call forwarding, 3 way calling, speed dial, dial by extension, dial by name, find me, follow me, caller id, regular fax and internet.

Exceptional Call Handling Features

There are a lot of advanced calling features to keep an eye out for like:

- Auto Attendant- This gives your business a professional image by routing calls to the right destinations.
- Multiple user connectivity- You can connect any number of offices, branches and international extensions as one unit and transfer calls anywhere.
- Remote employee support- For business enterprises having many mobile employees it gives a collaborative platform to enable workers to connect from anywhere in real time, to greatly enhance productivity.
- Virtual offices- You can set up a virtual business presence wherever you go and sound large to clients to get more prospects.
- Now wherever you go, your telecommunication features and services go with you.
- Toll free numbers- Many IP-PBX providers allow you to have toll-free numbers and local phone numbers with anywhere connectivity.
- Voicemail Transcription- This feature converts your voice messages to text formats like pdfs or docs in client specific formats.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

The security of calls and data is a significant factor that greatly affects the decision while making the choice for a reliable Virtual PBX provider. Many service providers use meticulous and updated data security measures to safeguard customer data. Use of latest firewalls and anti-virus software prevents the data from being attacked by hackers and intrusions. Regular monitoring and updating of data, multiple backups in different locations ensure that all your data is safely secured.

The customized monthly packages, extendable connections, the ease of scalability and customization – all this and more is offered by the Virtual PBX providers which has the potential to meet the ever changing needs of any business enterprise. Companies save thousands of dollars on business communication by switching to Virtual PBX systems. No matter where you go, your services go with you so that you never miss out on a potential business opportunity.

Virtual PBX is a innovative tool for many savvy enterprises and is certainly the future face of business telecommunication. Every day more and more business enterprises are discovering the benefits of Virtual PBX systems and totally embracing this telecommunication tool as the ideal solution to optimize productivity remarkably by improving their business communications.

Features of Toll Free Numbers

Businesses know how advantageous toll free numbers are. Since calling it is free, customers are encouraged to call anytime they need to ask something about your product. Aside from customer service, your sales department can also benefit from 800 numbers, since those interested in your service or product can contact you without having to pay for any call charge.

With the number of calls that you can expect when you have a toll free number, it is important that you ensure its functionality will not get in the way of your day to day tasks. Call management that prioritizes your needs, preferences and schedule is important when you look at different 800 numbers services. Look for features which enable you to manage your calls easily.

Auto-attendant. Your calls should be automatically answered by a voice recording. Service providers either ask you to record your own greeting, or offer their professional services to create the greeting based on a script that you give them.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Call forwarding. It is best if you can create a list of your phone numbers to which the auto-attendant can forward your calls. For instance, when a caller dials your toll free number, the attendant will ring all your numbers at the same time or in a specific order, until you can answer your phone. This way, you can be flexible on your communications.

Voicemail. At times when you are unavailable to answer calls, your callers should be able to leave you a voicemail message. Most service providers feature voicemail to email, a feature which lets you access your voicemail messages on your email account. This eliminates the need to listen to each and every voicemail until you get to hear the most important one. You can access your voicemails whenever there is an Internet connection.

Advanced Call and Fax Features with Virtual PBX

Advanced call and fax features of a Virtual PBX makes it a must-have for every business. Virtual PBX phone system with advanced call and fax features greatly enhances business telecommunication.

The virtual PBX phone system has several novel features that help businesses boost their professional image. These include auto attendant, voicemail, call conferencing, voice to email, fax to email, music on hold, automatic call distribution and much more.

The automated call answering facility or auto attendant welcomes callers with appropriate salutations and then forwards calls to the extensions as desired by the caller. In case extensions are busy, the auto attendant redirects calls to other given numbers. It also manages numerous calls arriving together with great efficiency and performs call transfer without giving out 'connection busy' signals.

Unmatched Fax Features for Proper Communication

The fax feature is one of the important facilities offered by the virtual PBX system. All the fax services are accomplished without a fax machine. The fax facility lets users receive several faxes simultaneously at the same fax number. The sender does not get a busy signal even the system is receiving multiple calls. The user can also choose to use a new local or toll free fax number.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

With the auto-sensing fax technology enabled in the phone system, faxes can be easily identified. The faxes that are received are converted into PDF files and then mailed to the personal email account of the user. The same fax can also be sent to several email addresses.

Facilities available at Minimum Investment

Businesses can enjoy the advanced functionalities of the virtual PBX phone system without buying and installing expensive PBX equipment in their premises. The necessary equipment is maintained at the service provider's site and PBX phone facilities are offered through a hosted server using broadband Internet or telephone connections at affordable monthly service charges.

Less Work With Toll Free Numbers

Toll free numbers are advantageous to businesses in a way that it encourages customers to dial your number. Since it is free for them to call you, you can expect more calls which can turn into sales and regular customers. However, it has also a lot of advantages in terms of how it improves the communication within your team.

The office is now expected to become more functional and stronger, especially in terms of communications. With all the devices and media that we can harness to facilitate constant communication within the office and even with customers, there is not more excuse for not being able to respond to a call or message.

But all the communication devices that we can access now can also require a lot of work and time from us. We have to be ready and available to answer calls and respond to emails. With toll free numbers, you can minimize the effort you have to put in attending to queries and calls. You can also attach virtual extensions to your toll free number so you can connect your employees wherever they are.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

It is best to subscribe to 800 numbers that are equipped with features that operate automatically. For instance, an auto-attendant promptly answers every incoming call and routes them to the department or person that they need to talk with. This way, you do not have to answer each and every incoming call. Moreover, you can also set the call forwarding to ring your cell phone or home phone, so that you can be reached wherever you are. And when you do not want to answer calls, you can simply route calls to your voice mailbox and return calls when you are already available.

With a feature-packed toll free number, you can be assured of a reliable communication system for you and your team.

Worthy Toll Free Numbers

Toll free numbers can be too expensive for a small business, since the number itself costs more than regular numbers, not to mention the call costs you have to pay for whenever a caller dials your number. However, with virtual 800 numbers services, getting a toll free number is now inexpensive and can even be more practical than getting a regular local number.

How would you know if a toll free number is worthy of the monthly bill you pay? It should be able to return more than the amount that you pay, in the form of new customers, a better reputation in the industry, a stronger brand recall and more profit for your company.

More calls. A toll free number should encourage more people to dial your number, since they will not be charged when they call you. This lets you open your business's doors to a large number of people, wherever you are. Unlike a local number, an 800 number is not limited to a certain area. So when you have an online shop, you can attract more customers in different areas. Expand your territory with a toll free number.

More time. You can manage your calls according to your schedule by setting the call forwarding parameters according to your preferences. For instance, during business hours, calls can be sent to your office phone number. Outside of your set hours, calls to your toll free number can then be routed to voicemail. You can set specific numbers, such as VIP clients, to be forwarded to your mobile phone. This lets you attend to important calls at anytime of the day.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Toll free numbers can improve your communication a great deal, but it all depends on the features that come with it, as well as how you use them to suit your schedule and the way you want to communicate with clients and business contacts.

Powerful Call Management Features Of A VoIP PBX Phone System

VoIP PBX phone system is a caller-friendly phone system and it comes with powerful call management features. A VoIP PBX phone system improves the reputation of every corporate organization. By implementing the VoIP PBX phone system, your business will enjoy a caller-friendly system as it comes with powerful call management features.

To resolve the telecommunication needs of low-budgeted business establishments, the VoIP PBX phone system is designed with powerful call management features. These include auto attendant, voicemail, voice to email, find-me/follow-me call forwarding, call conferencing, automatic call distribution, caller ID, call waiting, fax to email, customizable-menus and much more.

This phone system never gives out busy signals. The virtual receptionist auto attendant manages several calls coming in simultaneously. It greets your callers professionally and offers them a menu of options such as dial-by-name, dial-by-extension and more. Calls are instantly routed to the appropriate extensions according to the options selected.

You can also set up a telephone number to ring a specific extension first, or a group to enable sequential or simultaneous rings. This means a live person answers the caller instead of the auto attendant.

Another useful call management feature is the web-based user interface that allows users to configure their PBX, create call queues and groups, view call detail records and billing information, listen to and delete your voicemail and even upload music on hold. The call queues are used to route calls to a group of sales or service agents so that the first one to answer gets the call. These extensions can be agents logged into the system. So VoIP PBX phone system eliminates possibilities of missed calls.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Maintain Uninterrupted Communication with Mobile Workers

Business firms with branch offices and mobile workers benefit greatly from this communication system. Employee on the go need just a broadband connection to become a part of your PBX network.

Using the convenient call forwarding option, calls to your primary business numbers can be transferred to your home landlines or cell numbers. So continuous communication can be maintained with your business branches and workforce placed at different locations, without using complex networks, software and hardware.

Choosing A Winning 855 Vanity Numbers

With the release of the new 855 toll free number prefix, the race is on to reserve the best 855 vanity numbers. This is a fantastic opportunity for new businesses and established ones alike to lock in their success for the coming years. In fact, few events are as important for businesses as the rolling out of a new toll free number prefix.

For new companies and even those still in the planning stages, 855 vanity numbers offer the ability to acquire a powerful toll free number that can rocket revenues beyond expectations and form the basis of a brilliant brand. For those who have had to change directions due to the current economic roller coaster, 855 vanity numbers offer the ability swiftly and successfully to realign branding and concrete an enviable position in new market segments.

For established corporations, it is necessary to grab up the 855 vanity numbers that match their other toll free number prefixes to protect their market share and fend off attacks from smaller competitors. In short, for all businesses 855 vanity numbers are crucial to ensure maximum advertising effectiveness for future marketing campaigns in the next few years.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

So how to choose the best possible 855 vanity numbers for your business? First of all, this unique opportunity means that the top toll free numbers for all industries are now up for grabs. Think 855 FLOWERS , 855 MORTGAGE, or 855 CASHNOW. Getting your hands on these premium 855 vanity numbers could explode your business and dramatically boost the advertising effectiveness of all of your future marketing initiatives.

Secondly, you must obtain 855 vanity numbers that blend with the rest of your branding, including business name and web domain name. Then you should acquire as many 855 vanity numbers as you can that will help you dominate the various niche markets in your industry. You may not use them all immediately, but you need to get them while you still can. You can also use the latest toll free number search tools to get multiple 855 vanity number suggestions that meet your needs. Whatever you choose, remember time is running out to get the best 855 vanity numbers.

Attend to More Incoming Calls with 800 Voicemail

800 voicemail is one of the telecommunication services that you can obtain from a toll free phone number. This telecommunication service will help you attend to more customer concerns than you can with traditional telephone numbers. You will be capable of juggling calls more effectively with a voicemail service included in your communication system. It helps you accommodate calls that are received simultaneously by attending to an incoming call with a prerecorded message. You can use the voicemail service while you are attending to another call on the phone.

Having the ability to attend to several calls at the same time will help you address customer concerns much faster. This ability, facilitated by the voicemail service, will help you project a business image that is far bigger than the actual size of your company. Small and medium enterprises will be able to portray a multinational business image without having to buy expensive telecommunication systems. The luxury of being able to project a professional business image will help small and medium businesses compete at the same level as bigger and wealthier companies.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

The messages that are recorded and stored via the 800 voicemail service can also be managed anytime to meet the needs of your company and the demands of your customers. The prerecorded messages can be changed according to the time of day, or the day itself. Some of the most common customizations of voicemail messages involve attending to customers when no one in your office is around to take the call. You can record instructions on the voicemail message to guide your callers. You can even include options where they can leave their messages.

An example of a voicemail message applicable to times when nobody is in the office is: "Thank you for calling. You have reached (name of your company). I am currently not able to attend to your call. Please leave a detailed message as well as your name and contact number after the beep. I will respond to your call as soon as I am available." A voicemail containing this message is perfect for when you are in the middle of a meeting. This informs callers that you cannot take their calls at that particular moment.

The 800 voicemail message example also states that callers have the option of leaving messages. Giving callers this option will help them relay their concerns more efficiently. There are also instances where customers can more fully express what they want when they are not talking to anyone. This is where voicemail becomes very useful. Because they can better convey what they really feel, you will be able to meet their needs accordingly.

When recording 800 voicemail messages, it is important that you include a phrase that indicates call response. Stating that you will be returning their call as soon as possible gives clients a guarantee that their calls have been received and will be returned when you are available. This will remove any feelings of neglect from the customer.

The messages that clients leave will be forwarded to your voicemail inbox where they are to be stored until you choose to access the inbox. Messages that are sent to the 800 voicemail inbox can be retrieved using any communication application that you want. The type of communication tool that you can use will depend on the features of your voicemail service provider. Service providers that are able to incorporate the Internet with your voicemail will allow you to access voicemail messages using any Internet capable device.

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

The messages that are sent to the voicemail inbox can also be stored in other devices as audio data. When you are no longer busy, you can listen to the voicemail messages that are stored in your voicemail inbox. After listening, you can prioritize replying to messages according to their relevance to your business. This gives you total control over how and when you would respond to stored voicemail messages.

The control of messages in the voicemail inbox that the 800 voicemail service gives to your company will also help you screen unwanted calls. Calls that are not related to business can be deleted without consent from the caller needed. Voicemail messages that require further evaluation can be stored in the voicemail inbox for a longer period, until you formulate an appropriate response.

To learn more about Virtual PBX systems and toll free numbers, check out some of the following sites:

- [*Click here to learn how Real Estate Brokers, Mortgage Lenders, and Real Estate Investors are implementing Virtual PBX's with iTeleCenter.*](#)
- [*Click here to take a free 14 Day Test Drive with iTeleCenter.*](#)
- [*Click here to learn how Small, Medium and Large Businesses are implementing Virtual PBX's with iTeleCenter.*](#)
- [*Click here to learn how Direct Marketers, Internet Marketers, and Multi-Level Marketers are implementing Virtual PBX's with iTeleCenter.*](#)

TeleFriend™ and Get iTeleCenter Free Each Month!

With iTeleCenter's "3 and It's Free" offer, you can receive your iTeleCenter service at absolutely no cost!

Here's How It Works:

Simply share this exciting business communications tool with as many people as you know, using the handy TeleFriend feature. Once you have 3 active referrals, iTeleCenter will waive your monthly service fees! All it takes is 3 active referrals!

You don't need to refer 3 new customers every month, as with some programs—but you can if you want. All you need is 3 referrals actively using the iTeleCenter service to qualify. Your referrals must be on the same or higher plan than you and have their account paid to date. That's it!

Plus an Added Bonus for Each New Set of 3 Referrals

Continue to refer new customers beyond your first 3 referrals and you'll get an added bonus! For each additional set of 3 referrals you'll receive an additional iTeleCenter toll free number with no monthly fees. All you need to do is contact Customer Service at 1-800-454-5930 and ask to have your new phone number set up; or you can set it up yourself in your "back office" admin site on the web.

Special note: To assure that you gain the maximum benefit from this offer iTeleCenter recommends that you continue to refer new subscribers so you always have a surplus of subscribers to count towards your 3 referrals. *(You can never have too many extra numbers!)*

It's just iTeleCenter's way of saying Thank You for spreading the word about iTeleCenter!

WHITE PAPER – Virtual Office and PBX Systems For Small to Medium Businesses

Call me anytime, day or night, if you have any questions. And thank you for giving me the opportunity to share this report with you.



To your business success,

Ernest O'Dell

Toll Free: (888) 287-9882 (press ZERO to connect direct with me)

P.S. Press Ext. 1 to listen to a brief 3 minute phone presentation about iTeleCenter. You'll be glad you did. Besides... the call is free!

Contact me on Facebook at: <http://www.facebook.com/ErnestODellFanPage>

Ernest O'Dell is the President and CEO of **Questar TeleCommunications**, **Questar PC**, and **Guerrilla Internet Marketing**. His company, founded in 1982, is a leading provider in research and implementation of **Unified Communications**, Messaging and Mobile Collaboration for the real estate and **insurance** industries, and for small, medium and large businesses. Give him a call today to learn how to boost your business with iTeleCenter.

Ernest O'Dell

Questar TeleCommunications and **Guerrilla Internet Marketing**

Levelland, TX 79336

USA

Toll Free: (888) 287-9882

Email: Ernest.ODell@QuestarTeleCommunications.com