

The semi-regular primer on connectivity & how your business will be so much better after learning what we can help you with.



proper planning =
long-term success

Message from the Owner

Happy New Year! Interwest is off to a great start and we have a lot of exciting new products and communications solutions to offer our customers this year.

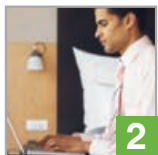
We have revamped our service offerings and have added substantial value to our partner program. Now, we no longer offer a standard warranty program for new NEC equipment purchases. Instead, all new NEC systems come packaged with 1-year of our partner program support which includes: parts and labor warranty, reduced labor rate, reduced price for add-on equipment, guaranteed response times, guaranteed stock packages for replacement parts, and software assurance. We visit your site at a minimum of once per year to upgrade your software revision to the current level at no additional charge. This ensures that your software level stays current and it adds longevity to your investment.

This revamped program is available to all customers who have previously purchased an SV8100, SV8300, or SV8500. Let your account manager know if you would like a quote for the updated partner program offering.

Make sure you get to our web site and sign up to win the iPod touch. The next drawing will take place on March 31st. Also, we have implemented our e-newsletter, so if you would prefer to receive this via email, go to www.interwestcorp.net and type in your email address in the box at the lower left of the home page.

— Aren Magnussen

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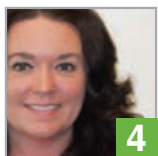
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INTERWEST
COMMUNICATIONS
Voice. Data. Convergence.

NEC for Hospitality



UNIVERGE® SV8000 Series Hospitality Management

Fulfilling the promise of UNIVERGE®360

The UNIVERGE SV8000 Series Hospitality Management solution for both the UNIVERGE SV8100 and SV8300 Communications Servers allows specific applications to integrate with business processes based on specialized roles within an organization. This role-enabled communication is a core component of NEC's UNIVERGE360 approach.

Hospitality Management helps ensure your guests have a memorable stay by providing them access to the latest, most advanced messaging services. Your business benefits from this solution by utilizing its extensive features such as flexible numbering, room status and toll-restriction check-in mode. Hospitality Management even works with your Property Management System (PMS) through a Property Management System Interface (PMSI) to support many key front and back-office functions.

Improved Productivity

Hospitality Management helps hospitality industry employees save time and lower operational expenses while providing guests responsive, high-end services. It efficiently integrates with your PMS to help streamline and coordinate communications.

Powerful Support for Front and Back-Office Functions

Using PMSI, Hospitality Management can help support and control many essential front and back-office functions, including:

- Message waiting indication
- Check-in/check-out suite services
- Room/housekeeping status
- Room changes

Integrated Voicemail

Hospitality Management integrates with UNIVERGE UM8000-Mail to give guests the ability to add, delete, change and confirm their

personal greetings and wake-up calls. This package includes:

- Personalized guest messaging for every room
- System prompts for an extensive list of languages
- A guest directory that enables callers to contact hotel guests or to leave messages without going through an operator
- A wake-up feature that offers guests the ability to add, delete, change and confirm their own wake-up calls
- Enhanced internal communication through management's ability to simultaneously broadcast messages to the entire hotel staff

Flexible Technology

Hospitality Management supports VoIP telephones, traditional Time Division Multiplex (TDM) telephones or a combination of both. Corded or cordless telephones or even wireless handsets can be selected to meet any guest or staff requirements.

Extensive Features

The Hospitality Management Solution can be used with both the UNIVERGE SV8100 and SV8300 Communications Servers. Additional solution features include:

- Property Management System Integration
- Hotel/Motel Front Desk Instrument
- Wake-up Call
- House Phone
- Message-Waiting Lamp Services
- Room-to-Room Call Restriction
- Toll Restriction Check-in Mode
- Toll Restriction Change-Guest Station
- Room Cutoff
- Room Status
- Maid Status
- Room Status Printout
- Do Not Disturb-Hotel/Motel
- Do Not Disturb-System
- Flexible Numbering
- Single-Digit Dialing

NEC Product Showcase



UNIVERGE® SV8000 Series Communication Analyst

Fulfilling the promise of UNIVERGE®360

As a part of NEC's UNIVERGE360 approach to unifying business communications, the UNIVERGE SV8000 Series Communications Analyst provides an easy-to-use, graphically-oriented software package that captures, monitors and analyzes phone calls and trunk usage for single or multiple locations. It provides the productivity measurement, cost management, toll fraud monitoring and billing creation functions required to get a clear picture of voice and network activity on converged communication platforms such as VoIP, hosted PBXs and hybrid telephone systems. This information can improve your company's level of service and increase your Return on Investment (ROI).

Because it is a scalable solution with uncomplicated licensing requirements and easily-implemented upgrades, it can grow as your business grows – and its enterprise-level database standards ensure that your company will never outgrow it. Its data can be centralized and made easily accessible from multiple phone systems and locations across the network.

At a Glance

- Analyze call traffic
- Access reports from anywhere
- Measure campaign response
- Receive instant notification of emergencies and fraudulent activity
- Provide accurate billing and proof of calls

Communications Analyst even integrates seamlessly with most Property Management Systems (PMS). Those in the hospitality industry will find its customer billing features especially useful.

Analyze Call Traffic

Use Communications Analyst's Traffic Analysis features to reduce costs and increase revenue by enabling your business to efficiently allocate resources, eliminate excess trunk capacity and increase productivity.

Traffic Analysis provides the ability to:

- Document and understand trunk usage
- Track incoming and outgoing trunk calls in real-time
- Access information that provides a clear understanding of telecom infrastructure use
- Demonstrate the outcome of adding and removing trunks on the system through its provided "What If?" analysis
- Optimize trunk usage
- Eliminate unused capacity
- Maximize efficiency

An additional feature enables users to monitor employee productivity by viewing and analyzing call activity. Problem areas can be quickly identified and addressed with training geared to correct specific inefficiencies.

Access Reports from Anywhere

Web reporting enables users to access reporting data from anywhere via a web browser and internet access. Managers can monitor agent productivity and make adjustments to increase profitability even while they are away from the office.

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Employee Spotlight



Christine VanHorn

Christine VanHorn has been a member of the Interwest team for over 3 years now. She is our receptionist and bookkeeper. She knows the ins-and-outs of how our business runs & is one of our most valuable assets.

NEC Product Showcase

[CONTINUED FROM PAGE 3]

Communications Analyst can automatically e-mail daily call reports to representatives about each department's performance against its goals.

Measure Campaign Response

Campaign Manager tracks and measures response to specific campaigns by associating their performance with specified call traffic. It provides information about the number of calls a campaign generates and helps companies optimize their marketing budgets. This functionality offers critical help to retail, real estate and other businesses that run marketing campaigns.

Receive Instant Notification of Emergencies and Fraudulent Activity

Communications Analyst offers its users increased security features. Security Alert detects defined emergencies and/or fraudulent calling patterns and generates alerts via email, pager or screen pop when the defined criteria are met. This level of security prevents phone abuse and unauthorized calls while helping maintain a safe environment.

Provide Accurate Billing and Proof of Calls

Client Matter can help your business ensure that precise customer billing is provided and that proof is retained of all calls billed. Contacts can be imported or exported between email programs and Communication Analyst, and hourly billing rates can be associated with those contacts.

This feature associates group contacts with specific projects, then generates billing reports for all associated project calls made to and from the grouped contacts.

Kudos

“ **INNOVATIVE**
NEVER GIVE UP
TEAM WORK
ENERGETIC
READY
WILLING
EASY
SYSTEMATIC
TERRIFIC

Best describes our business relationship with Interwest Communications for the past six years. It is refreshing to know that our expectations are being met by their Team. We appreciate the way they do business. ”

Susan Campbell

Chelan Fresh Marketing
Chelan, WA

Interwest Specials



Want to win an iPod Touch?

Go to our website at: www.interwestcorp.net/survey & answer three questions to be entered into our drawing:

1. In your opinion, is your business telephone system outdated and in need of an upgrade?
2. Would you be interested in a free consultation on how we can improve your business communications?
3. Would you be interested in a free phone bill audit to determine if we can help you save money each month on your phone bill?

0% Interest Leasing Option:

- 0% for 5 years for new systems purchased through NEC Leasing (some restrictions apply)

SMB Trade-Up:

To encourage small business owners to make the leap to IP, we are offering great incentives on NEC's latest IP communications solutions to our most loyal customers. Customers with select NEC systems for small businesses can qualify for special pricing on the new UNIVERGE SV8100 communications servers.

Nortel Displacement Promotion

Due to the recent bankruptcy announcement from Nortel, NEC is offering existing Nortel customers an option to replace their equipment with a new NEC phone system and receive a trade in credit for their Nortel equipment.