



**American Telecom West has been providing outsourced telecommunications solutions for medium and large businesses for over fifteen years, both domestically and abroad. The services that we offer allow our clients to focus their internal resources on their own business core competencies. ATW will work with your existing IT and Telecom staff or act as your sole outsourced Telecom Department. Our service offerings will answer many of the questions facing Telecom Managers today, such as:**

***How can I keep up with all this day-to-day Move/Add/Change activity?***

Our highly skilled and certified personnel provides expert day-to-day MAC services on all Nortel Networks Meridian equipment including Meridian 1 PBX, Meridian Mail, Call Pilot, Symposium server and Avaya Octel voice processing systems.

***Who can I call to handle the telecom infrastructure installation of our new branch offices?***

ATW provides expert turnkey installation services on all Nortel Networks Meridian equipment whether it is a small branch office or a corporate HQ build out or move.

***How can I deliver all of these cost reducing projects without going over budget?***

ATW offers full life cycle project management of either small or large telecom projects always striving to meet your timelines and budgets.

***My maintenance contract is up and I'm not very pleased with our current vendor's performance. What are my options?***

In addition to offering flexible and reasonably priced maintenance con-

tracts ATW offers reliable 24 by 7 remote system monitoring. We will often times detect and clear troubles before you are even aware of them.

***I need to add capacity to my Meridian system immediately, whom can I call?***

ATW can perform your necessary system upgrades whether it be adding a single phone, upgrading your Meridian software version or adding one or more modules or applications. We are large enough to meet your needs and small enough to move quickly.

***We are changing our primary carrier. Who can manage this carrier migration?***

ATW is very experienced at managing complex carrier migrations. We will provide full project management as well as aggressive vendor coordination making the migration as seamless as possible.

***Upper management wants an evaluation and assessment of the convergence of our voice and data networks. Is Voice over IP really ready and reliable yet?***

ATW can perform strategic converged network planning, implementation and support, including VoIP technologies, audio/video teleconferencing, wireless solutions

and unified messaging. We can conduct a full assessment of the feasibility of convergence of your voice and data networks and see if it makes sense for you.

***Our existing call center isn't functioning optimally.***

***Where should I go for an audit, analysis and recommendation?***

ATW can offer complete ACD Call Center design, implementation and support. We specialize in building efficient call queues and effective voice menuing options whether you have one small helpdesk queue or multiple networked contact centers with blended multimedia queues.

***We may be a victim of toll fraud or abuse. Where should I go for an audit, analysis and recommendation?***

ATW can offer comprehensive toll fraud and security auditing, analysis and optimization. We offer CDR solutions that will arm you with the necessary reports to control any fraud or abuse as well as secure your system from any future security breaches.

***ATW also sells new and refurbished telecom gear from Nortel Networks and Cisco Systems.***

**American Telecom West works aggressively to offer telecommunications solutions that are driven by your business goals and needs. Our goal is to deliver effective and cost efficient solutions that meet timelines and budgets in line with your business plan. We have both the expertise and the experience to take on the detailed coordination of your upcoming telecom projects and deliver best of class service to keep your voice network infrastructure robust and performing efficiently. We look forward to partnering with you. Call us today at (707) 748-2190 or email [amtelwest@earthlink.com](mailto:amtelwest@earthlink.com).**