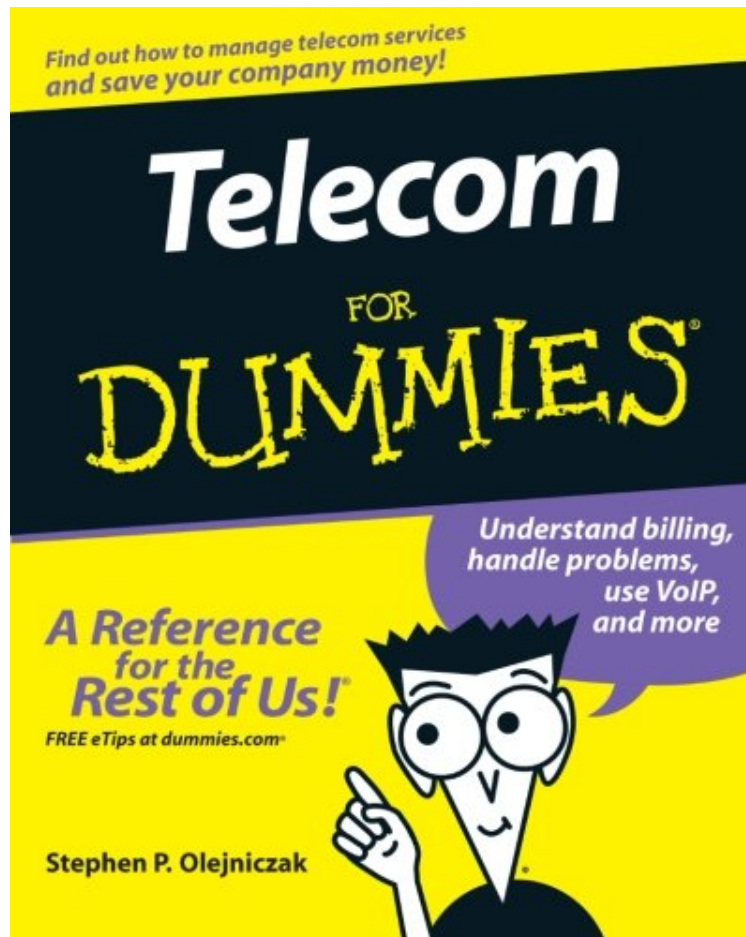


Telecom For Dummies

Stephen P. Olejniczak

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Worldwide telecom spending was over \$4 trillion in 2004, and virtually all 12 million businesses in the U.S. buy phone and other telecom services Our book shows people at small and medium-sized businesses how to make sense of telecom lingo and get the best deals Includes an overview of the major players in the telecom industry and an easy-to-

understand explanation of the existing telecom infrastructure Helps people pinpoint the telecom services best suited to their business needs, understand billing, and troubleshoot problems Covers emerging industry trends, such as Voice over Internet Protocol (VoIP), and how they can help businesses cut costs

From the Back Cover New to telecom? Get the scoop on all the basics Order, maintain, and troubleshoot telecom services from area codes to VoIP So you're now in charge of all that telecommunications stuff? Don't panic here's your secret weapon! This plain-English guide will fill you in on the products, services, maintenance procedures, and key players in the telecom world, help you choose the most economical solutions for your business, and make you look good to the boss. Discover how to Decide what your company needs Analyze telecom carriers Negotiate the best deal Move phone numbers to another carrier Order toll-free numbers Recognize the causes of common problems About the Author Stephen Olejniczak is Director of Operations for ATI, a long distance company. As a manager and trainer, he has worked with service providers, sales forces, and corporate customers for 13 years.