DESCRIPTION

• 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

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.