



The **HOLDCOM VOICE**®

September

Answer The Call Of Enterprise®

2005

HOLDCOM has gone Mobile!

For years, cell phones have enabled us to get out of the office and do business face to face without missing a call. New web enabled phones now allow us to check and respond to email, manage our appointments, and more. For many of us, our cell phones have become our "office" away from the office.

HOLDCOM has recognized this trend and responded. Now when you're not available to answer your cell phone, you can greet your callers with your favorite HOLDCOM voice. HOLDCOM can add the same professional quality sound you have at the office to your cell phone voice mail greeting.

"We've been recording voice mail greetings for years," said Neil Fishman, Resident of HOLDCOM. "The difference is, in the past, most orders came from the service industry. Now we're fulfilling requests for salespeople and other professionals who rely on their cell phone 24/7. Some clients have requested we record a professional greeting for their personal cell phone because they don't like the way their voice sounds."

Harvey Edelman, HOLDCOM's CEO, added, "Cell phones have become an extension of people's persona – the size, color, and ring tones are all customized to each individual tastes. A custom greeting is another way of enhancing your persona." Edelman added, "What's really exciting is how businesses are waking up to the branding potential of cell phone greetings and are now ordering packages of cell phone greetings for their employees. Some even choose to add a company anthem or audio logo."

Stacey Caropreso, HOLDCOM's veteran Director of Quality Control, explained, "In the past, we would record cell phone greetings for contractors and the occasional salesperson who was always on the road. Now we're getting requests for cell phone greetings from everyone, from high profile company executives to stay-at-home moms. This year, we're offering cell phone greetings as a unique gift idea for people to give to their boss or spouse. After implementing my custom greeting, I was surprised by how many people noticed. Everyone thought it was great. Some people wanted to know where I got it. One person thought it meant I got promoted!"

HOLDCOM will record and download a professional greeting for your business or personal cell phone for as little as \$49.00. You can go on line and write your greeting or choose one of the available templates, then choose the professional voice you'd like to have record your greeting, and in three business days or less your cell phone greeting will be telling the world they've reached a professional who means business 24/7. Go to www.holdcom.com/cellgreet today and check it out.



Welcome Aboard!

HOLDCOM would like to extend its sincerest appreciation to some of September's New and Renewal Clients!

New Clients

ATLANTICARE URGENTCARE
CARITAS GOOD SAMARITAN
MEDICAL CENTER
CHAMBERSBURG HOSPITAL
COBBLE HILL HEALTH
CENTER
HORIZON SERVICES
COMPANY
LINDE GAS/ WISCONSIN
RAPIDS
OPDYKE LUMBER CO
PEPSI BOTTLING GROUP
SAINT ANNE'S HOSPITAL
SOUTHBRIDGE CREDIT
UNION
STRYKER SPINE/NEW JERSEY
SWAN LAKE RESORT
UNITED RENTALS
WAYNESBORO HOSPITAL

Renewal Clients

ASPCA
ATLANTIC AVIATION/LAS
VEGAS
CFACTS
GLOBE SCIENTIFIC
GROCERY MANUFACTURERS
KESSLER SUNBELT
DISTRIBUTION
NY SPORTSCLUB
PRICEPOINT
RIVER PALM TERRACE
TRICO EQUIPMENT
WHAYNE SUPPLY

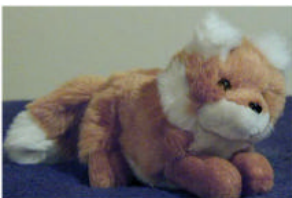
The holidays may be 3 months away, but now's the time to start saving. Order your holiday program before October 15th and we'll throw in the shipping. It's our gift to you.

A Holiday message on hold program is the most cost effective way to wish your customers and prospective clients a happy holiday season and a prosperous New Year.

Ask your client relations representative for more information or order them on line at www.holdcom.com/holiday.

Client of the Month

HOLDCOM is proud to honor RBI Toys as our Client of the Month for September 2005. For several years, HOLDCOM has provided RBI Toys, a leader in superior and innovative plush sculptures, puppets, and toys at affordable prices, with effective Message-On-Hold communication services.



According to RBI's Donna Critchlow, "Our Message-On-Hold system helps us highlight our new plush items and reminds our customers to plan ahead for certain seasons, holidays, and events in which they may need our seasonal and unique plush sculptures or toys".

In addition, callers are encouraged to ask an RBI representative about specific new items. Donna went on to say that as a result of periodically freshening up the program, callers enjoy listening to the on hold message without it getting too repetitive. Congratulations again to RBI Toys!

800 - 666 - 6465

www.holdcom.com



Employee Spotlight!

Stacey Caropreso began her career at HOLDCOM on August 1, 1995. Currently serving as the company's Director of Quality Control, Stacey's duties entail overseeing HOLDCOM's departments, providing "TLC" to high-maintenance clients, and approving special projects. Stacey also works first-hand with Verizon Wireless' Voice Production requests, authorizing and processing all time-sensitive orders as they arrive.



Stacey's favorite aspect of her position is working with people: *"I enjoy interacting one-on-one with members of the HOLDCOM staff, helping to keep the office running efficiently. And I like working with our clients, helping them with their special requests and exceeding their expectations."*

Stacey attributes the company's success to the Leadership Training Course, which each HOLDCOM team member has graduated from. She also finds the "sense of family" within the office makes for a positive, goal-oriented working environment: *"Working with everyone here is always a pleasure because we all interact so well and make such a great team. I always feel we are trying to make things better - together."*

Outside of the office, Stacey devotes much of her free time to volunteer work for The American Cancer Society. She also enjoys spending time with her husband working on their house, visiting with family & friends, going to church, and watching movies.

Hurricane Katrina has left hundreds of thousands homeless and in desperate need of our support today and in the weeks and months to come. Please take a moment to make a financial gift to the American Red Cross. Your donation will help provide shelter, food, counseling, and other assistance to those in need. To make a donation, visit www.redcross.org or call 1-800-HELP NOW. The people of Louisiana, Mississippi, and Alabama appreciate your support!

Your Message-On-Hold program is the best tool to use to communicate your company's relief initiatives to aid the victims and survivors of Hurricane Katrina. Whether you are organizing a fundraiser or just want to remind your callers to make a donation, your Message-On-Hold program will make thousands of impressions everyday. Be sure to include a relief message in your next update.

oddcast CORNER

Visit <http://host.oddcast.com/bubblicious> to hear HOLDCOM's latest collaboration with their partner, Oddcast.

SEPTEMBER MILESTONES

Andy Begnoche - HOLDCOM
Employee for 15 years!

Joe Pietsch - HOLDCOM
Employee for 2 years!

Build Business/Fight Bacteria!

Did we get your attention? If you haven't received your HOLDCOM antimicrobial telephone pad, let us know. These colorful pads attach easily to your phoneset to suppress bacteria on your phone mouthpiece. They also provide a constant reminder that the power of Message On Hold is working for your business everytime someone is placed on hold, and to keep your Message On Hold content fresh and up to date. To get your HOLDCOM telephone pad, call Client Relations at 800-666-6465 or email cr@holdcom.com today!

Need Technical Support?
Call HOLDCOM toll free at 1-800-666-6465 and ask for Steve or Bob!
Hours: 9:00a - 5:30p, Mon - Fri

REMINDER:
Autumn Begins September 22!

As Summer comes to a close on September 22, be sure your Message-On-Hold program reflects the proper seasonal information. Contact your Script Consultant today and plan in advance to have any special Summer hours or promotions removed from your script.

REMINDER:
The Holidays are coming up soon!

Be sure to contact your script consultant as early as possible to save on your Holiday Message-On-Hold program!

LABOR DAY:

Historical Facts:

- *Although today it is viewed as a day of rest and relaxation (as well as the unofficial end of Summer), Labor Day was originally conceived as a way to honor working people in the United States.
- *Two men - Matthew Maguire, a machinist from Paterson, N.J., and Peter McGuire, a New York City carpenter - played a major role in organizing the first Labor Day Parade in New York City on September 5, 1882.
- *In 1894, President Grover Cleveland signed a bill instituting Labor Day a national holiday.

THE HOLDCOM VOICE is published and distributed monthly by HOLDCOM, as a service to our valued clients.
This month's contributors include Andy Begnoche, Rob Lefever, Stacey Caropreso, John Falcone, Megan Andriulli, Neil Fishman, Steve Brown, and Harvey Edelman.
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