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# My Telecom eNews Q1 2011

Welcome to the first edition of My Telecom eNews for 2011.

2011 has been a busy year for the whole team at My Telecom and it won't be slowing down anytime soon as we have a number of exciting projects in the pipeline.

On the home front, we congratulate Roger De Couto on his appointment to Team Leader of our Help Desk – and whilst at the Desk, we welcomed some new faces to our team in January who have all settled in well and are eager to help should you need them.

## **New Website & Customer Access Tool**

January also saw us launch our **new look website**. The new [www.mytelecom.com.au](http://www.mytelecom.com.au) not only has a terrific new look and feel, but its navigation now features an intuitive break down of our portfolios from both a customer facing retail perspective and a business to business client / partner perspective. It also has easy navigation to our new **Customer Access Tool (CAT)** which allows customers to view and manage their My Telecom accounts. Be sure to [take a look](#) soon... and check back from time to time as it's always evolving.

## **New Ringwood Development**

In March we hit the 'Go Live' on a brand new apartment complex located in Melbourne's east. Comprising 80 apartments, it is a Community Managed Co-operative residential development into which we have installed our **HomeSaver Ethernet broadband** throughout, plus a **centralised phone system integrated with the property intercom and access panel**. Our services to this property allow residents

to bypass the copper network saving hundreds on installation... and then they enjoy our great rates and services ongoing!

## **Saving Businesses on Average 35%**

It seems a big call – but we back it up with results. In recent months when we have been asked to look at the line rental and call spends of small and medium businesses using the 'Big Telco' companies, we've been able to migrate their services to the My Telecom platform and **deliver savings of 35%**. Try us out or [contact us](#) for an obligation free chat.

## **What's with the NBN?**

This is a question we're being asked all the time, and it is a subject that we monitor closely. In short, the NBN is entering into a phase of First Release Sites and Operational Testing – so it is still **very early days** and any timing on primary rollout is not yet available. But one thing is for sure, we'll be keeping our business and developer partners up to date with all the latest news and opportunities.

## **Did You Know...**

You may not know that My Telecom runs a **Multi-Service Billing Engine** which supports Agent billing making it perfect for recurring or unique Owners Corporation invoicing and of course, embedded networks. [Click here](#) for more information or give us a call.

## **What's News with You?**

If you have news, please let us know, we'd be happy to share the successes and opportunities of our valued partners and clients with our mailing list and on line. Just [click here](#) to send us your news.

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