

Lexitel Expands Customer Services

New Invoice and Payment Options will Save You Time

Lexitel listens to their customers! We are pleased to announce that there are now more ways to receive and pay your bills. Bills can now be received by fax or email in addition to conventional mail. Fax or email is a quicker way to receive your bills and allows customers the ability to take advantage of early payment discounts. To request this service please send your request by email to billing@lexitelcom.com and provide us with your email address or current fax number, and the person in your organization who should receive this information. In addition, to compliment these options, payment can now be made online.

In order to pay online, please log in to our customers log in screen found on our home page at www.lexitelcom.com. To log in you will need your current telephone number and your Lexitel account number. Should you have difficulty logging in, please call our billing department at the local telephone number above, or 1-877-248-0086.

Customers will be able to make their payments online and check the balances owed. Payments will be applied and updated daily. All payments will be posted to your account on the following business day.

Emergency Procedures

While we never know when a disaster may strike, in June we provided our customers with a list of emergency telephone numbers to be used only in the event our primary network goes down as a result of a Natural Disaster.

Lexitel maintains two independent networks and power generators to assure uninterrupted service to our customers. Complete lists of these numbers are available 24 hours a day at our website, or to request a copy please send your request to: customerservice@lexitelcom.com or call us.



Now payments can be made online with Visa, MasterCard, and American Express. For more information please see article below.

Contents

Special Interest Articles

| | |
|---------------------------|---|
| Increased Billing Options | 1 |
| Emergency Procedures | 1 |
| Scheduler Program | 2 |
| Risky Business | 4 |

Individual Highlights

| | |
|--------------------------------|---|
| Customer Referral Program | 2 |
| Virtual Office & Meeting Rooms | 3 |
| Contact Information | 4 |



EZnet Scheduler® Saves Clients Thousands of Dollars in Direct Labor Costs



Lexitel's exclusive EZnet Scheduler® is a flexible designed Internet Scheduling program, which allows your personnel the ability to view and schedule your customer appointments from the convenience of your office computer, or from virtually anywhere in the world through the Internet. This secure site will host your schedule and can allow our operators to schedule appointments for your customers after hours, during the day in place of your receptionist. EZnet can be used as a stand alone program by your own personnel or in combination with Lexitel's 24 hour receptionist services. Scheduling is done in real time so you can see those customers scheduled by our personnel and yours. The program allows authorized personnel to schedule office hours, work days, holidays along with assigning a time value to various services. The color coded calendar is easy to read. For more complete information on this product please visit EZnetscheduler.com or lexitelcom.com. For pricing information please call us or email us at sales@lexitelcom.com.

Customers can save money with the EZnet Scheduler and time and convenience with Lexitel's online payment system

\$200 Customer Referral Program Now in Effect

Lexitel has recently revamped its customer referral program to allow our customers to participate and share in our growth.

Customers, who refer another customer to us, now have a double benefit. Existing customers, who refer a new customer to us, will receive a \$100.00 credit on the four month anniversary, assuming the referred customer is in good standing with Lexitel.

In addition, your referred customer will also receive a \$100.00 credit certificate good for 4 credits of \$25.00 to be taken monthly over a four month period.

We would like to thank the many customers who have already taken advantage of this program.

For more information please call our sales department at 1-877-248-0086 or email your referrals to sales@lexitelcom.com.

Automation and Live Operator Marketing System, Nets Low Cost Customers

Lexitel's A.R.M.S Broadcasting System, (Automated Reminder and Marketing System), will deliverer your message directly to thousands of your target customers in minutes or hours. It is designed to leave a customized message to your callers and provides an immediate response by transferring your callers directly to your sales personnel, or to our customer agent personnel. Here is an example of one of our client's successful campaign.

Our client is a Nationwide Vitamin Company and their goal was to introduce a new vitamin product and increase market share by increasing their distributor base. For pennies per record, we were able to find thousand of industries that met their SIC code criteria. We were able to help them find a celebrity voice impersonator to record a short 30 second announcement to help attract attention to their message. After listening to the message their callers were transferred to their office during working hours, or to us after hours by pressing "one" on the touch tone phone. The message offered serious companies a free sample of their product to test its effectiveness. The results were fantastic. They received hundreds of new distributors and orders for their product. There are many applications for this service from reminder notices for late payments, marketing surveys, and much more. We have access to millions of your potential customers at very economical rates. For more information on this service please email sales@lexitelcom.com or call us at 561-478-2646or 1-877-248-0086.



Follow-Me Voice Mail Services Helps to Keep Expenses in Check

Lexitel offers a full array of voice mail and follow me services. Many customers have utilized voice mail follow-me to reduce live operator cost. Follow-me works like this: Your calls are prescreened to help reduce those unnecessary calls from reaching an operator. Sales calls are forwarded directly to your sales department automatically without operator intervention. The caller is placed on hold and the follow me system will attempt to reach you by cell phone, office phone, or your home telephone number, in that order. Once you are reached, the caller is transferred to you. Should you not be reachable, the system will transfer the caller to one of our Operator/Customer Service Representatives. The system can be designed to reach a second and third person, if the first two are not available.

Follow me service is available either as a stand alone service, or in conjunction with our live operator services. The cost is low and will work with any touch tone telephone. For more information on this product please contact us at the phone numbers listed or email us at Sales@lexitel.com.

Medical VIP Answering Service Division a Hit with Doctors and Staff

Medical VIP Answering Service is the Medical Division of Lexitel Communications. The service is provided by medically trained operators who have extensive knowledge in the medical profession. Dispatching of emergency calls is handled to your specification. Unlike conventional answering services, your on call changes can be made by your office personnel on the fly and immediately change on the operator screens. Other services include appointment scheduling and more. For more information on this service please contact our Medical VIP sales department at **1-877-763-9104**.



Virtual Office and Meeting Rooms Available to Rent

Are you looking for a Florida or United States business location?

Do you need a place to house your occupational license?

Do you need a nice conference room on a temporary basis that will easily seat twelve?

Do you require a prestigious office address on a part time basis?

We have the answer to these questions.

Lexitel provides many address options, including our Satellite office package, which includes use of our conference room, business address and telephone number, for one low monthly fee. All services are offered on a month to month without any long term commitments.

Please contact our sales department at sales@lexitel.com or call us at 561-478-2646 or 1-877-248-0086

Lexitel Communications, LLC

5849 Okeechobee Blvd.
Suite 201
561-478-2646
561-640-1720 Fax
Sales@lexitelcom.com

We Take Pride in Serving Your Clients

Find us on the Web:
www.lexitelcom.com



Risky Business

Are you a risk taker, or are you afraid to take a step into the unknown? Have you wanted to try a new marketing tactic, or you have a great business idea, but worry it's too risky? If stepping out of your comfort zone is just not your thing, you likely ask yourself questions like... "What if it fails?"

Hey, but what if it succeeds? How are you ever going to know? What is the worst thing that can happen if it is a failure? Maybe from that so called failure, you learn something about what to do or not do with your business. What if you learn something about yourself in this process? Taking that first step out of your comfort zone may break the ice and you'll be ready for some more risks.

I am not a fan of trying something "scary", but I have learned that if you don't try something that makes your stomach hurt, you may never get anywhere and learn what you are all about. You don't have to just dive in! Start with something small, and then move onto something a little bigger as you grow.

Don't be afraid, you can do it!

Lexitel Communications, LLC
5849 Okeechobee Blvd.
Suite 201,
West Palm Beach, FL 33417

