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# UPPERVILLAGE



**Metro One is the leading provider of Enhanced Directory Assistance® services to telecommunications carriers. With easy-to-use features and friendly, knowledgeable, local operators, innovative Metro One services enable carriers to provide customers with customizable personal assistance. Making our products and features “your” products and features leads to greater caller satisfaction, revenue, and profitability.**

The telecommunications business is personal. As a telecommunication carrier, you own the network and deliver the service that immediately connects people to their families, business opportunities, emotional comfort, emergency assistance, and practical information, when your subscribers receive personal attention, interesting things happen to your business. Call completion and airtime increase. Revenue rises. Nobody understands the personal connection between callers, their telephones, and carriers better than Metro One. We provide a comprehensive portfolio of 24 X 7 caller connectivity and personal assistance. Your customers speak with highly trained, real people who know their local areas. And as far as your callers are concerned, it's you they're doing business with. We take your customer's satisfaction—and your service revenue—personally.

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## **PROJECTUS IS A FULL-SERVICE DESIGN AND INSTALL FIRM THAT SPECIALIZES IN PROJECTION AND DISPLAY EQUIPMENT, IN BOTH THE PRESENTATION AND HOME THEATER ENVIRONMENTS.**

**COMMUNICATION** We specialize in high-quality projection, display design, and installations for conference rooms, control rooms, and training facilities.

**THEATER** Bring home the sights and sounds of the big screen experience with a custom designed home theater that the entire family will enjoy.

**CHURCHES** We design multimedia projection systems to deliver clear, vivid, and powerful messages of inspiration to congregations of any size.

**SERVICE** We not only sell, rent, and install multimedia equipment, we teach you how to get exactly what you want from it. At PROJECTUS, the sale isn't complete until the customer is comfortable and happy.

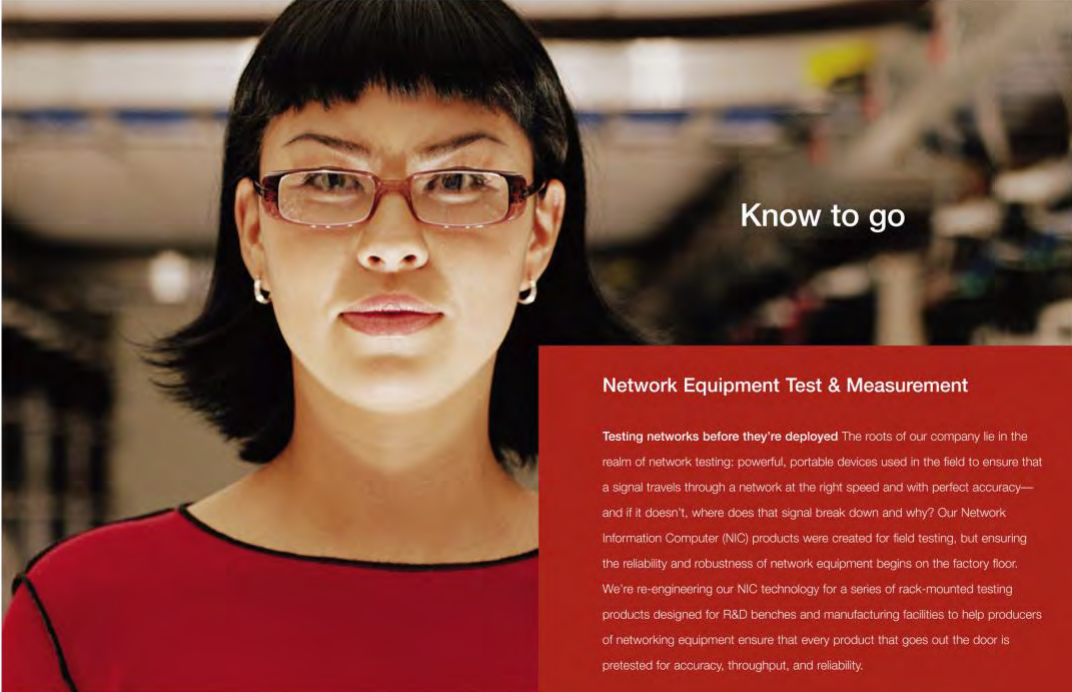
When you buy or rent display equipment from PROJECTUS, the relationship doesn't end there. Our experts provide comprehensive training to ensure that you are completely comfortable with operating your display system and that you look your best.

Representing the top manufacturers in the display industry, PROJECTUS provides you with unlimited options and price points to fit your particular needs and budget.

Whether it's a weekend projector rental, a multifaceted visual presentation for 5,000 shareholders, or a custom home theater installation, PROJECTUS delivers the right equipment and the know-how to project your imagination. So, call us for a design consultant at 888.288.8267.

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Know to go

**Network Equipment Test & Measurement**

**Testing networks before they're deployed** The roots of our company lie in the realm of network testing; powerful, portable devices used in the field to ensure that a signal travels through a network at the right speed and with perfect accuracy—and if it doesn't, where does that signal break down and why? Our Network Information Computer (NIC) products were created for field testing, but ensuring the reliability and robustness of network equipment begins on the factory floor. We're re-engineering our NIC technology for a series of rack-mounted testing products designed for R&D benches and manufacturing facilities to help producers of networking equipment ensure that every product that goes out the door is pretested for accuracy, throughput, and reliability.

## Network Equipment Test & Measurement

**Testing networks before they're developed** The roots of our company lie in the realm of network testing powerful, portable devices used in the field to ensure that a signal travels through a network at the right speed and with perfect accuracy—and if it doesn't, where does that signal back down and why? Our Network Information Computer (NIC) products were created for field testing but ensuring the reliability and robustness of network equipment begins on the factory floor. We're re-engineering our NIC technology for a series of rack-mounted testing products designed for R&D benches and manufacturing facilities to help producers of networking equipment ensure that every product that goes out the door is pretested for accuracy, and reliability, throughput.

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## Audio FORMS

### Automated information collection boosts productivity and profitability

INI understands that today's fast-paced business environment is requiring companies to continually improve upon their customer satisfaction levels. Strong competition requires that you go the extra mile to ensure your customers that they will indeed receive additional value. Employee time, however, is in strong demand. The ability to juggle workloads and maintain outstanding customer service levels is crucial to your company's success. INI's AudioFORMS provides you with the tools you'll need to:

- Boost productivity
- Reduce Costs
- Increase profitability
- Enhance customer service

### See how different industries use AudioFORMS to increase revenue, decrease costs, and improve customer service.

**Customer Satisfaction Surveys**— Any industry that has a call center responding to customer needs can maximize workflow by automating the collection of customer information. Industries commonly use surveys to collect product quality feedback, customer service effectiveness, and data or product enhancement input. AudioFORMS automates this collection process. This automated survey process is the most effective means of finding out what your customers really think, while your staff remains focused on higher-priority work.

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**Mail Order Purchases**– This revenue-generating tool provides an automated method of collecting orders over the telephone. This reduces the need for seasonal temporary staff, eliminates interruptions to your hard-working staff, and allows you to respond to a greater number of sales opportunities. In addition, callers like the simple, timely automated order placement and appreciate not having to wait in lengthy call queues.

**Patient Screening Applications**– Two of the major issues clinics and hospitals face are the collection of patient background information before an appointment and post-visit follow-up information. This resource-intensive process typically takes 20 minutes or more over the telephone, per patient. With AudioFORMS, you can build an automated collection process that enables the patient to provide required information quickly over the phone while hard-working staff remains focused on other high-priority tasks.

**Parent Satisfaction Surveys**– Provides parents with a quick and easy tool to contribute feedback which helps schools increase parental involvement, and measure school and district objective attainment. This tool helps ensure parents that a school is dedicated to continually improving quality education, and community involvement.

**Job Application**– HR departments are maximizing workflow and productivity by automating job applicant inquiries. Applicants call into the employer’s line to answer a series of questions for specific job listings. This not only reduces the resources required for screening applicants but also streamlines the entire application process.