



Rockford Health System Manages Long Distance Costs for 3,000 Employees



Rockford Health System www.rockfordhealthsystem.org

is the largest

health system serving northern Illinois and southern Wisconsin. The system includes the 396 bed Rockford Memorial Hospital, Rockford Health Physicians, Van Matre HealthSouth Rehabilitation Hospital, Visiting Nurses Association, and The Rockford Memorial Development Foundation

Rockford Health System has a long tradition of care, built on a commitment to clinical excellence, cutting edge technology, and meeting the health care needs of the region. Rockford Health System offers a full "continuum of care" - from wellness and preventive services to primary care, outpatient care, hospital care, home care and more.

A key ingredient to delivering excellence in healthcare is to carefully select vendors who understand the healthcare mission and who deliver outstanding service in support of that mission. **Rockford Health System depends on [King Communications](#) to maintain a high level of performance for its dedicated toll-free and outbound long distance network.**

"The total cost of our Qwest long distance service is quite low but there is a lot of billing detail to work through," explained Marge Bland, Rockford Health System Manager of Telecom. "King Communications is very good about answering our billing questions."

"Before working with King Communications, we had to repeatedly contact our service provider to fight for billing credits or to solve network issues. Now, we have only to notify Ron or Cassie and they work with the service provider until a resolution is reached. We get status updates from King Communications so we know progress is being made."

"Ron Bohm has been getting us the best rates for long distance service since 1995," Marge Bland added. "Each time our contract expires, King Communications finds us the most competitive package and really comes through for us."

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Communications News You Can Use!

Start 2005 Right: Get a Handle on Your Cell Phone Costs



Cellular phone use has become vital to many business operations. And although cellular phones can help us to be more responsive to our customers and clients, cell phone costs can get out of hand.

You do not need to be a large company to benefit from better management of your cellular phone services. Wireless optimization helped one company with 121 cellular phones realized a savings of 41% (about \$60,000) on its cellular costs.

Give me a call at 888-776-7777 to find out how to improve your cellular phone management.

We hope you enjoy these newsletters and will forward them to others who could benefit from them! If you have suggestions for future issues

Is Your Business Paying Too Much for Cellular Service?

Do you look at your company's wireless bill each month and scowl? If so, you are not alone.



Many business owners have discovered that over time, they have added cellular accounts for their employees without real coordination of the plans that they use. As well, wireless providers are constantly changing their plans and it is difficult to keep pace with all of the plans and options available.

How can you improve the return on investment of your company's cellular phone services? A number of options are available. At [King Communications](#), we can help you take control of your company's wireless accounts with the following services:

- [Wireless optimization](#) could be the answer to reducing your cellular costs. With wireless optimization, we analyze the available rate plans of your cellular providers in order to match the right plan with each individual wireless user. Depending upon the number of cellular accounts and the patterns of usage (daytime, nights, duration of calls), **some businesses save as much as 75% on their cellular bills**. In addition, elimination of unused cellular phones represents another way to reduce your cellular phone costs. One study showed that **on average 8%-15% of the cellular phones in companies are not in use**. With wireless optimization, you can reduce costs by eliminating these unused cellular phones or putting them on low-cost hibernation plans.
- [Wireless management](#) provides ongoing management of your wireless services. Wireless Manager provides you with tools to effectively track how cellular phones are used in your business. Your billings from all of your carriers are integrated into a single tool that you can access online. Multiple levels of security ensure that only authorized people can view sensitive wireless data. You will receive monthly recommendations to optimize your rate plans, terminate services, and control misuse.

For more information about the range of wireless management services available from King Communications, call us at 888-776-7777 for more information or visit our web site at www.kingcommunications.com.

Wireless 2005: Even More Options

or would like to be featured, please let me know. And if you would prefer not to receive our newsletter, just click on the Safe Unsubscribe link at the bottom of the page.

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About King Communications

King Communications, Inc. helps you select, implement and support the best, most cost effective telecommunications solutions for your company. We provide a single point of contact for all your communication needs and make it transparent to you that multiple vendors may be providing your service. When you choose King Communications, Inc. as your telecom partner, you can be assured that your telecommunications services will produce results for your business, leaving you free to focus on managing your business.

For more information about how King Communications can help your business, please contact Ron Bohm at 847/776-7777 or visit our website at www.kingcommunications.com.

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For wireless users, 2005 will offer even more speed and functionality. Wireless industry predictions for 2005 include:



- **Wider area wireless internet access** -- Options start with Wi-Fi hotspots that are being expanded to cover areas as large as cities so your laptop can

connect anywhere in a city.

- **Smartphones** that combine wireless voice and PDA functionality started becoming popular in 2004. Even more functionality will be added in 2005 as their popularity grows. For instance, smartphones with built-in Wi-Fi will not only enable Web browsing but also voice-over-IP. That will save users money and provide voice access when cell coverage is sparse.

- **Access in flight** -- Internet access and possibly cell phones may be coming to air travel. Fast data access in the air was kicked off last fall by several international carriers in 2004. In 2005, this could be extended to include US carriers, depending upon decisions by the Federal Communications Commission.

DSL Growth Outpaces Cable Connections According to FCC

The Federal Communications Commission (FCC) reported in December 2004 that overall, high speed connections grew more than 15% between mid-year 2003 and mid-year 2004. Growth of DSL connections exceeded growth of cable connections during that period:



- DSL (Digital Subscriber Line) connections grew 20% to 11.4 million
- Cable connections grew 13% to 18.6 million
- Wireless and satellite connections grew 8.7% to 2.5 million

Of the total 32.5 million high-speed lines in service, **30.1 million served residential and small business subscribers, a 16% increase** from the 26.0 million reported six months earlier.

To download a complete copy of the report, go to: [www.fcc.gov/Bureaus/Common_Carrier/Reports/FCC- state_links/IAD/hspd1204.pdf](http://www.fcc.gov/Bureaus/Common_Carrier/Reports/FCC-state_links/IAD/hspd1204.pdf)

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