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One-of-a-Kind Business Communications Tools Specialty of FreedomVOICE Systems

Encinitas, CA... Responding to an increasing demand from small and mid-sized companies for more flexible and cost effective communications tools, Encinitas-based FreedomVOICE Systems, provides fully customized versions of its virtual office products, resulting in unique one-off configurations.

“Communication with customers, clients and colleagues within the business community, is changing dramatically,” said Eric Thomas, founder and CEO of the 10-year old company. “Virtual office tools bring together voice mail, fax, email, teleconferencing and paging into one manageable system. And because every company has its own special requirements, that system can be uniquely customized.”

Underscoring the need for unique business communications configurations is the fact that FreedomVOICE Systems added nearly ten-thousand new customers during the previous 12 month period, according to company officials.

Thomas points to a recent example where FreedomVOICE products were significantly altered per request:

Ripping Revolution, a digital audio transfer service with multiple offices across the country, wanted callers to dial in, hear a recorded greeting by an auto attendant and be transferred to their nearest branch office.

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FreedomVOICE Systems' Custom Configurations

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“We wanted to provide immediate connection to the nearest office,” said Sean Manzanares, founder and CEO of Ripping Revolution. “In our business, being nearby is extremely important. I didn’t want a company representative on the East Coast, for example, trying to help a customer all the way across the country. Being in the same time zone is critical.”

After FreedomVOICE customization, callers are now automatically routed to the nearest branch according to their area code. Manzanares can add or delete his area code routing list as the need arises.

In another example, say FreedomVOICE officials, a customer with a multi-person Sales Department had a concern about the way call-forwarding normally works.

“They needed the ability to allow each of their salespeople a fair and unbiased opportunity at incoming sales calls,” said Thomas. “Normally the number listed at the top of queue is the first one connected. FreedomVOICE altered the system to provide a dynamic rotation that would change with each call. The customer was very satisfied with the solution we set up and it saved him having to buy a costly enterprise phone system to handle the call rotation.”

As offices become increasingly virtual, the need for flexible, effective and affordable communications tools rises, claims Thomas. “We’re right where we want to be,” he said.

About FreedomVOICE Systems

Founded in 1996, FreedomVOICE Systems (FVS) develops and markets a comprehensive slate of integrated virtual office tools that allow businesses and professional offices to interact more effectively with their customers, clients, patients and associates. FVS’ feature-rich systems and flexible technology enable users to enhance their image, communicate seamlessly whether by voice, fax or email, track marketing effectiveness and promote their service by increasing their availability.

The company offers a wide array of products and services from 800-number toll free services to more advanced unified communications systems. For more information, please call 800-477-1477 or visit our web sites.

www.freedomvoice.com

www.faxfreedom.com

www.adtrakker.net