



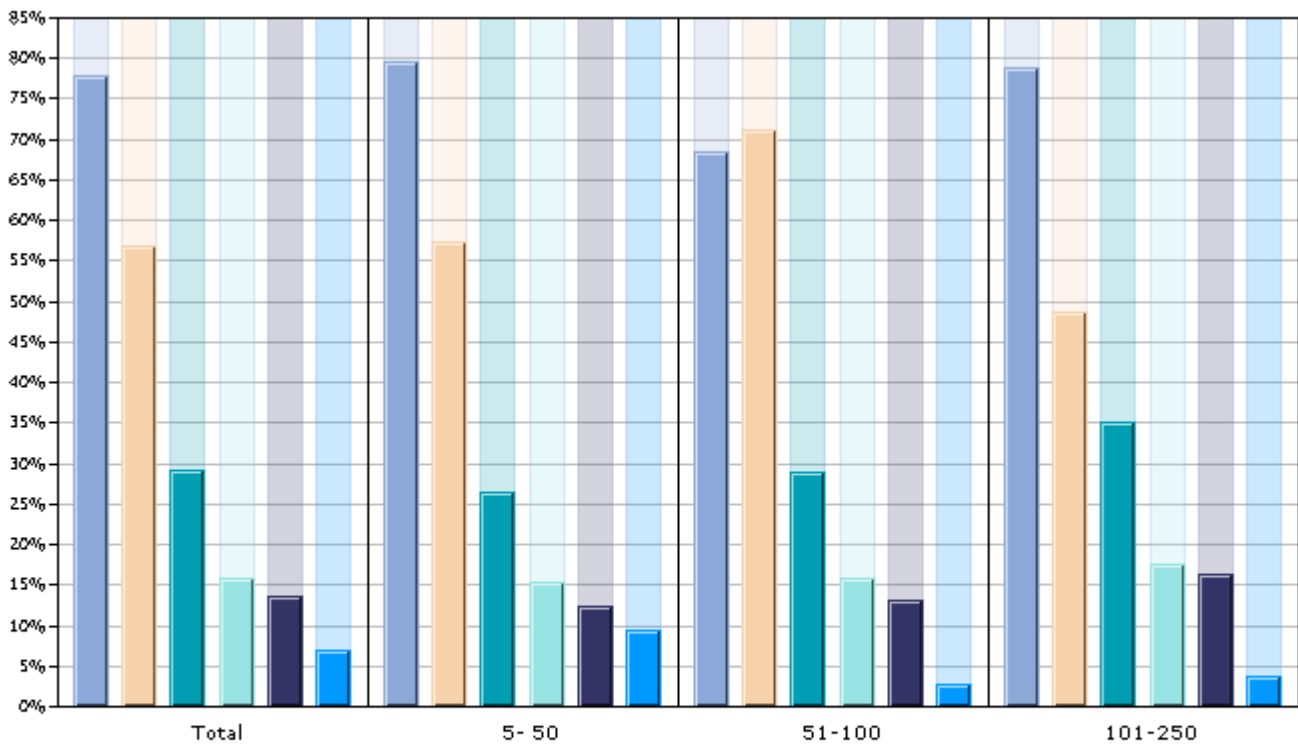
Small business

## OmniBoss Small Business Report

August 1, 2006

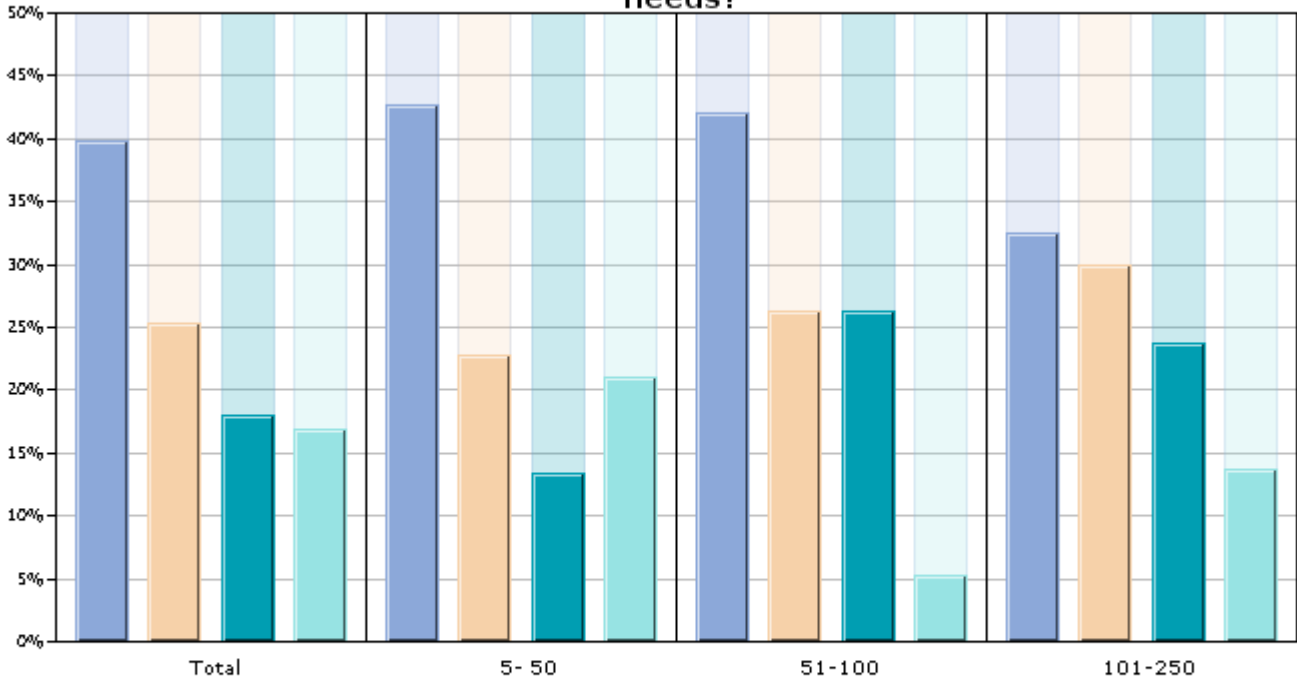
Question	Employees			
	TOTAL	5-50	51-100	101-250
What are your top two priorities when it comes to your telecoms service?				
Reliability and responsive customer service from telecoms provider	78%	80%	68%	79%
Cutting costs	57%	57%	71%	49%
Taking advantage of new technologies such as network convergence, IP telephony, mobile data services to meet the needs of the business	29%	26%	29%	35%
Reducing the number of suppliers I work with to simplify things	16%	15%	16%	18%
Supporting remote or mobile workers	13%	12%	13%	16%
Increasing security	7%	9%	3%	4%

### What are your top two priorities when it comes to your telecoms service?



Question	TOTAL	Employees		
		5- 50	51-100	101-250
Easier/less time-consuming to deal with a single supplier / have a single bill	40%	43%	42%	33%
Better customer service because you have a single point of contact for everything	25%	23%	26%	30%
Potential to negotiate lower price	18%	13%	26%	24%
No benefits – it's too risky to have a single supplier doing everything	17%	21%	5%	14%

**What do you think is/would be the main benefit of having a single supplier for all your telecoms needs?**



Question	Employees			
	TOTAL	5- 50	51-100	101-250
How do you think IP telephony would benefit your business? Base: Using or investigating VoIP				
Lower costs – you don't need a separate voice network	61%	60%	68%	60%
More features and flexibility – e.g. it's easier to make moves, adds & changes and support remote workers	61%	54%	59%	72%
Simpler and less time-consuming to manage a single network/supplier for voice and data services	37%	39%	50%	28%

**How do you think IP telephony would benefit your business? Base: Using or investigating VoIP**

