

## Starting Off the New Year with the Big Boy's Toys

Billiou's is fully committed to its customers, suppliers, and staff, and the company

increase our level of service to those people who matter most.

The inability of our phone system to handle increased call volume during the peak season this last year caused a decline in service levels that was unacceptable. After spending several months investigating potential solutions, the company has recently invested in new VoIP

scalable growth for the foreseeable future.

except for a "p" sound at the end instead of a "d" — is an acronym for *Voice over Internet Protocol*, the newest telephone technology

efficient network. VoIP was introduced over five years ago and after some early glitches in implementation and quality of service it's now ready for the mainstream and is being adopted by major companies, government, and the military.

include:

- ◆ It shares the same cabling runs and switches as the data network, meaning elimination of the cost in creating and maintaining a separate voice network.
- ◆ The "telephone" is essentially a computer that is programmed to handle voice calls, programmed to handle other functions as information to its users.
- ◆ As the emerging standard, development opposed to the downswing development of traditional telephone networks which will soon join the ranks of 8-track tapes and vinyl records.

Billiou's has selected Cisco routers, switches,

enhanced network. Cisco is considered the standard

corporate America.

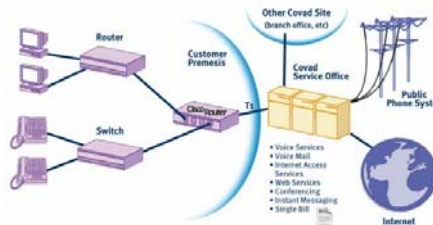
Billiou's is currently implementing this system to be operational in time for the Spring busy season. You may experience minor delays during this time, but they should be minimal and certainly worth the

improved level of service tomorrow.

There are many other changes taking place as well, but space is inadequate to talk about them all at

sharing lots of good news about improvements that promise to be very exciting and beneficial for the most important person we serve — you.

Thank you so much for your support and continued business.



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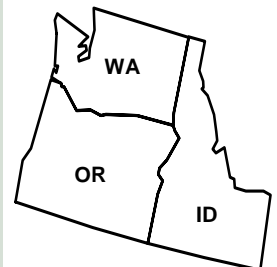
**Your Cost: \$297**

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### Billiou's Marketplace Weather Forecast



1st-3rd. Fair, cold. 4th-7th. Milder, then rain and snow, in higher terrain. 8th-11th. Stormy California and South Plateau. 12th-15th. Fair and cold. 16th-19th. Showers Pacific Coast. Clearing but windy elsewhere. 20th-23rd. Mild, few showers. 24th-27th. Stormy Utah east, possible 5 to 10 inches of snow. Elsewhere, fair and cold. 28th-31st. Fair, then unsettled, developing showers.



1st-3rd. Fair and chilly. 4th-7th. Showers, followed by clearing. 8th-11th. Fair, then stormy. 12th-15th. Fair and chilly. 16th-19th. Showers, especially Pacific Coast. 20th-23rd. Very unsettled, with rain and, over the higher terrain, snow, perhaps a foot. 24th-27th. Fair and cold. 28th-31st. Fair, then unsettled, showers.

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**RICK GROVES, EDITOR**  
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## Humor Is, As Humor Does

### HELP WANTED

Must be able to type, have bilingual. We are an Equal Opportunity Employer.

A dog trotted up to the inside. He looked at the receptionist and wagged his tail, then walked over to the sign, looked at it and whined a bit.

Getting the idea, the receptionist got the office manager. The office manager looked at the dog and was surprised, to say the least. However, the dog

into the office. Inside, the dog jumped up on a chair

and stared at the manager. The manager said "I can't hire you. The sign says you have to be able to type."

The dog jumped down, went to the typewriter and proceeded to type out a perfect letter. He took out the page and trotted over to the manager and gave it to him, then jumped back up on the chair.

The manager was stunned, but then told the dog, "The sign also says you have to be good with a computer."

The dog jumped down again and went to the computer. The dog proceeded to enter and execute a perfect spreadsheet that worked flawlessly the first time.

By this time, the manager was totally dumb-founded! He looked at the dog and said, "I realize that you are a very intelligent dog and have some interesting abilities. However, I still can't give you the job."

The dog jumped down and went over to a copy of the sign and put his paw on the sentence about being an Equal Opportunity Employer.

The manager said, "Yes, but have to be bilingual."

Happy New Year!

¡Feliz Año Nuevo!



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