

December 2012 - January 2013

Issue: 4

**Converging Tomorrow Today**

Merry Christmas & Happy New Year from Comvergence

Season's greetings to all our customers.

Like us, you're probably asking: where has the year gone?

It's been a busy 2012 for us here at Comvergence: we're delighted to say we delivered several solutions for our clients and business partners.

We also completed a major VoIP system upgrade in the latter half of the year, which sets us up for an even stronger 2013 and we bravely ventured onto Twitter! If you're also there, please [connect with us](#). Also, check out our [Year in Review](#) and share with us your own highlights of 2012 by tweeting us or emailing info@comvergence.com.au.

Finally, we wish all our customers, business partners, supporters and friends a very safe, relaxing and peaceful Christmas and New Year and we look forward to connecting with you again in 2013.

All the best from the COMVERGENCE team.

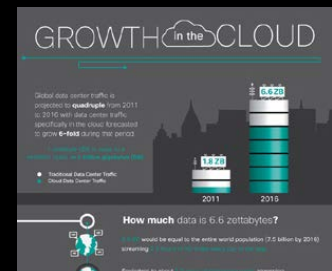
Comvergence moves into NEXTDC

Comvergence is settling in to its new berth in NEXTDC's flagship [M1 Data Centre](#) in Port Melbourne, with the move set to give our clients a cutting edge in the next generation of secure telecommunication, data and co-location services.

Did you know ...

Global data centre traffic is set to **QUADRUPLE** by 2016! We're now talking in **zettabytes** - just one ZB is equal to a sextillion bytes! (*new dictionaries, please!*)

To learn more, check out [this video](#) from our partner Cisco:



Holiday Messages

Comvergence will provide one complimentary change to your IVR/Auto Attendant message if request received by the 14th December 2012.

Any change requests to your IVR after the 14th December will incur a \$50 service fee. Please email support@comvergence.com.au to update your IVR activation.

(To read the rest of this story, [click here](#))



Data hall at NEXTDC's M1 facility (Photo: NEXTDC)

Comvergence completes second phase of voice system upgrade

Comvergence has successfully completed the second phase of a major upgrade to our voice over Internet Protocol (VoIP) infrastructure, further enhancing the security, stability and overall user experience for our customers and their businesses.

Phase two, completed in mid-November, builds on the major upgrade to our PortaOne platform carried out in August.



(To read the rest of this story, [click here](#))

2012 in review

This year marked one of Comvergence's busiest, but also our most successful, since we opened our doors in 2005.

Here's a snapshot of the main events that put a smile on our rotary dial this year:

(To read the rest of this story, [click here](#))

Holiday Hours

Office hours during the holiday period are as follows:

Friday 21st Dec 8:30am - 3pm
Monday 24th Dec 8:30am - 1pm
Thursday 27th Dec 8:30am - 4pm
Friday 28th Dec 8:30am - 4pm
Monday 31st Dec 8:30am - 1pm

We are closed on the following public holidays:

Tuesday 25th Dec
Wednesday 26th Dec
Tuesday 1st January 2013

Christmas Holiday Tips

If you're having a break but your business is not, then follow these troubleshooting tips to ensure your communications continue to work - even when you don't have to!

1. Set your voicemail/IVR by leaving a customized holiday message, advising when you might be closed.
2. Turn on your out-of-office reply.
3. Consider a virtual receptionist for the holiday period or forward your calls.
4. Clear your voicemail box.
5. Take your back-ups offsite.
6. Don't save important information on your own PC unless it's backed up.
7. Turn off PCs, monitors and printer that aren't required to save energy and reduce emissions.
8. Replace your UPS if it's over three years old.
9. Keep your Internet connections on as we monitor them for availability.

Find out how Comvergence can keep you connected. Call us today on 1300 550 125.
You can also contact us by email at: sales@comvergence.com.au

Refer a friend & take an iPad Mini on holiday.

Refer a friend or business colleague to Comvergence for any service over \$500 a month and receive a free iPad Mini.

It's that simple. But don't delay: this offer is for a limited time only. Standard terms & conditions apply.

Offer Expires: <31 January 2013>