

Mediatix Telecom Implements new Self-Support Download Portal

News

Friday, 19 May 2006

Delivering better information faster spurs improvements in Mediatix Support efficiency and customer service levels

Mediatix Telecom Inc., the leader in Voice over Internet Protocol (VoIP) access devices and gateways, announced today the availability of a new self-registered Web-enabled download portal, that is designed for ease-of-use and customer efficiency, delivering consolidated documentation on the Mediatix line of products and services.

Accessible through the company's Web site at mediatrix.com, the portal gives Mediatix current and potential customers access to:

- Product Documentation
- MIB Reference Manuals
- Software Applications (unregistered version)

"In today's environment of heightened customer expectations and fast-changing industry dynamics a company's customer support infrastructure must be adaptable and responsive to changing demands," said Stéphane Blais, TAC Team Leader at Mediatix. "This new self-registered web-portal provides an important point of contact for responding to customer frequent requested needs, it also provides a consistent customer experience and optimized performance enabling the customer to logon and retrieve any documentation at their convenience."

The new self-support download portal is part of the Mediatix overall Support network which consists of Pre-Sales Services, Support Services for existing customers, as well as its Technical Assistance Center for potential and current customers.

Mediatix also offers a wide range of consulting services through the Mediatix Support Team, to enable an efficient implementation of your VoIP solution.

About Mediatix Telecom Inc.

Mediatix develops and markets advanced VoIP access devices, gateways, routers and value-added software enhancements for the enterprise, SOHO, and residential markets. Its products provide an ideal migration path for end users wishing to protect their current CPE investment (analog/digital phones, fax machines, PBX and Key Systems) while migrating to a converged IP network. Mediatix products and solutions are widely interoperable and have received commercial endorsement from some of the world's leading manufacturers of telecommunications equipment as well as from large telecommunication carriers. Mediatix is a wholly owned entity of Media5 Corporation, a high technology holding company based in the Montreal area, in Canada. Mediatix has corporate offices in the Montreal area, in Canada and regional offices in Europe, Latin America and Asia. For more information, please visit www.mediatrix.com

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