



ZENINEWS



when communication is **critical**

2011 has been an interesting year for us all. What started out as just a crunch has turned into a small recession where several scheduled projects were put on hold or postponed until further notice. Along the way, I have seen and experienced that these times create opportunities as well. For instance time to visit our clients more often, which we will definitely continue doing next year, and also give some time to reflect on what are we doing, why and how can we do things better. So, yet despite the ups and downs from a political, economic and business point of view, 2011 has been absolutely memorable!

During 2011 our staff on Curacao, Aruba and St Maarten and our business partner on Bonaire, continued to provide high quality communication services to our clients in the Caribbean. Besides some serious network issues, which have been resolved by now, a long term Network Optimization Plan has been created and started, including large investments in our Network infrastructure, in order to bring our Core Business, the ChuChubi Network, up to the clients' expectations and International Standards. This project is expected to be finalized end of 1st quarter 2012. These developments have led to a situation where we can continue building on our long time and good reputation which has taken us closer to our ambition of becoming the Caribbean market leader in Mission Critical Communications.

This year, the sales department in Curacao has been expanded in order to be able to spend more time with you as a client. The sales teams has succeeded in entering new markets in the Caribbean and South America with our world wide known Stentofon Intercom products, Vingtor (offshore) communication solutions, lightning and grounding solutions and of course last but not least our fast growing Asset and Fleet Management service, called Locator. In addition to our existing sales teams, we hope to continue to attract more interested reseller parties next year, who will be able to increase the scope of our business.

I feel that all of this can be described as good news for 2011, as we will be better positioned, work with an up to date Mission Critical network, excellent services, more dedicated people and therefore increase our ability to service our local markets and it's clients on the first place and a potential bigger market as well.

Also in 2011 we improved the quality and information provided on our website and we will continue to create an informative portal for the Mission Critical Services in our territories.

Last month Zenitel Caribbean launched a new service based on the existing ChuChubi Trunking service called "ChuChubi Lite". I am very proud of the results, thanks to our team, since we will be able now to serve the "lower-end" markets as well with this service. ChuChubi Lite can be described as a



A WORD FROM OUR MANAGING DIRECTOR ROBBERT WILLEMSEN

service that provides just "basic" radio communication for a fair price. This is a proven service in a new jacket and looks like to become the perfect service for start-ups and small companies in the security, transport and retail business.

As the year comes to an end, I hope that, for you as well, there are lots of positive events to look back on, whether they are of a business or personal nature. For me, the most rewarding thing about 2011 has been that, despite the fact I am just 2 years part of the Zenitel team, I have been privileged to be part of the 80th anniversary of Zenitel Caribbean this year, and that we all together can look back at a turbulent, challenging and positive year as a professional and dedicated team which is committed to continue for the next 80 years.

I sincerely hope that 2011 has been an interesting and rewarding year for you as it has been for us and I'd like to take this opportunity to wish you, on behalf of the entire management team and staff, as our valuable and appreciated client, a Merry Christmas and a Prosperous and Happy New Year.

All the best,
Robbert Willemsen

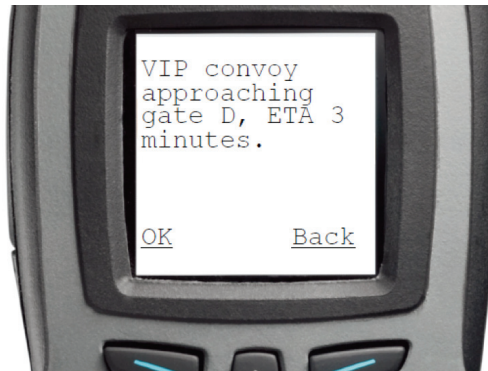
Stetofon SIP stations

All Stetofon IP intercom stations can be configured to run in iPBX (SIP) mode. This means you can use Stetofon IP special purpose stations to be part of your iPBX (SIP) system. The IP Vandal Resistant substation can be used at entrances (including remote control of doors from your normal phone); the IP Horn or Ceiling Loudspeaker adds PA features to your iPBX system; the IP OR Masterstation with chemical resistant and anti-bacterial front surface is the ideal



station to use as speakerphone in operating and clean rooms. There is also a line of Heavy Duty IP phones suitable for any harsh environment (IP67). Stetofon IP intercom stations are suitable for use in dental offices, gas stations and garages, hospitals and medical centers, fire stations, prison cells, police stations, elevators, factory floors, parking facilities, universities and schools, waiting areas, small businesses, supermarkets, professional offices, hotels & guest houses, meeting rooms, etc... For more information please visit www.stetofon.com

CHUCHUBI - DID YOU KNOW THIS?



Secure Data Messaging Services

One of the advantages of a digital network like the ChuChubi network is that except excellent voice quality you are also able to send short messages. The advantage of sending messages on your ChuChubi radio is that the messages are instantly delivered and you get a reply from the system if a radio is turned off. Short Data Messages are being used in applications for public safety (for example instant database lookup of ID, driver licenses and number plates), oil and gas (to look up information on chemical substances), hospitality industry (what room needs service right now?; which rooms are ready for the guests?), airlines (status of gate, arriving planes). But also the everyday user can use the keypad of the radio to send messages to other group members (like sending SMS on your cellphone, but with instant confirmation). Also special consoles are available for control rooms. For more info please contact your Zenitel Caribbean account-manager to have messaging* added to your radio services. Available for ChuChubi and ChuChubi Lite!

* A small monthly fee for using unlimited messaging service applies

CHANGE IN OFFICE HOURS CHRISTMAS & NEW YEAR

Friday 23-Dec
Offices close at 12:00

Monday 26-Dec
Offices closed

Friday 30-Dec
Offices close at 12:00

Other weekday's
Normal opening hours: 8:00-12:00 and 13:00-17:00

During the holidays our technical will be standby as usual to guarantee 24/7 network uptime.

Emergency numbers:

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