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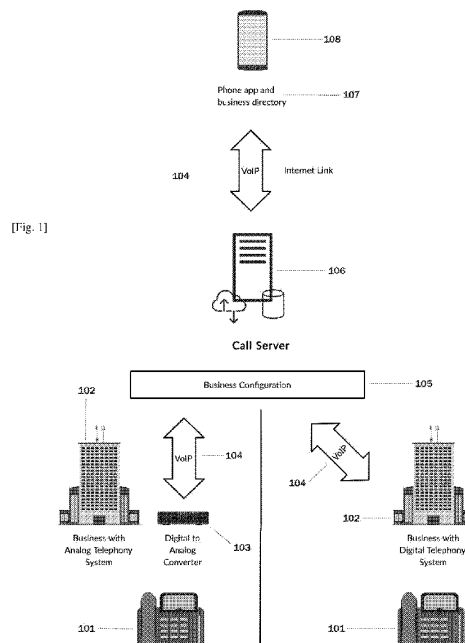
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(54) Title: A METHOD AND PROCESS FOR A VOICE COMMUNICATION SYSTEM BETWEEN BUSINESSES AND CUS-
TOMERS USING EXISTING TELEPHONY AND OVER DATA NETWORKS



(57) Abstract: A system and method for integrating a business' existing telephony system with various other existing communication equipment in a unique sequence and using call servers to facilitate voice calls to be made over data networks between businesses and customers for the purpose of low cost customer service provision. The system and method consists of businesses making voice calls over data networks to customers via a dedicated directory using a digital to analog converter to convert the business' existing telephony system format into digital format to transmit digital packets to the call server which will function as a telephone switch and connect the call to the customer and customers making voice calls over data networks to businesses using directory having a mobile application which transmits digital packets to the call server which will connect the call through the converter, converting the format from digital

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