

The World's Communications Technology Conference

The One Event For:

- Enterprise/SMB
- Service Providers
- Resellers
- Developers

“As far as I’m concerned, last week’s **ITEXPO** was the best show that Response Point has ever been to and we will definitely be there in Miami next February.”

- Microsoft Response Point Blog Entry, 9/24/2008
following ITEXPO West 2008 in Los Angeles



Diamond Sponsors:



1999-2009
The Leading Communications Event For The Past Decade!

The Most Comprehensive Exhibit Hall Experience!

* * *

Meet With ALL Important Vendors In One Place!

* * *

Find IP Communications Solutions That Improve Efficiency, Decrease Cost

- **SIP Trunking**
- **Network Security**
- **Unified Communications**
- **QoS**
- **Hosted/SaaS/Cloud Solutions**
- **4G**
- **Microsoft OCS**

ALSO...

TMC University Certification Courses



Featuring Collocated Events:



WIN A Jeep!



Why Invest in a Trip to ITEXPO?

Because Only in the Face-to-Face Setting of a Respected Trade Show Can You Network with Colleagues, Potential Suppliers, and Potential Partners All at Once.



Dear Colleague,

Approximately a decade ago, when this conference was launched at the Hotel del Coronado in San Diego, VoIP came onto the scene of communications and from that point onward, telecom has been changed for the better.

Fast forward to today -- the smallest to the largest companies and all service providers are looking at how they can integrate IP communications into their offerings -- whether they are providing service for internal workers or external customers.

But these solutions are far more advanced than just a few years back. Indeed the market has evolved way beyond VoIP 2.0 and new applications are now available to turbo charge productivity and help retain customers. Moreover, IP communications is transforming not only voice, but video as well.

After a decade of innovation, IP communications has come to an important crossroad. From this point forward, the solutions available have become more advanced and complicated than at any time before. Security, hosted solutions, disaster preparedness, open source, IPTV, IMS and FMC are just some of the latest areas of the market you likely need to understand well.

Since 1999, ITEXPO has been the single event helping companies make purchasing decisions in the world of IP communications. ITEXPO helps you understand what is important and what is not.

Ten years on, ITEXPO still stands alone. It has a unique blend of exhibitors not found anywhere else in the world. It has a conference guarantee backing up the industry's best educational offering.

It is a show designed by the editorial team behind the leading communications publications in the market - TMC's *INTERNET TELEPHONY*, *Unified Communications*, *NGN* magazine *Customer Interaction Solutions*.

In addition, the TMCnet editorial team aids in ensuring ITEXPO is focused on the topics you need to know about.

In fact, if it isn't covered at ITEXPO, it isn't important in IP communications.

Besides a great educational experience in the conferences, you can expect first rate keynotes and networking that is unrivaled.

As the IP communications landscape gets more sophisticated, it is imperative you come to industry conferences to experience everything there is to learn. There is no more efficient way to get up to speed than attending the right event.

At ITEXPO, exhibits, networking receptions and the exhibit hall combine to form an IP communications experience unrivaled anywhere in the world. Perhaps this is why people from 115 different countries came to two US-based ITEXPOs last year.

In addition you are able to see all the key players and your peers at once, ensuring your education is balanced. The worst thing you can do is make a decision without knowing all of your choices up front.

The ITEXPO team has spent day and night working to ensure -- in fact we even promise -- ITEXPO is the Ultimate IP Communications Experience™ and we look forward to seeing you in person in Miami.

As a decision-maker in the communications space there is no better investment in your company's infrastructure and your career than attending ITEXPO.

When you leave the show, you will be better equipped in your current job and will have an easier time making the correct decisions on what you need to purchase and how to get the job done correctly.

Sincerely,



Rich Tehrani, TMC President & Conference Chairman

Three Days of Learning, Networking, and Inspecting New Technologies

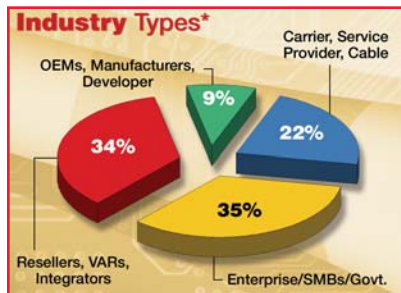
Who Will Attend?

BUSINESS TYPES:

- Large Enterprise
- SMBs
- Government Buyers
- Service Providers
- Resellers
- Developers
- Manufacturers
- Media and Analysts

JOB FUNCTIONS

- CEOs, Presidents, Owners
- CTOs
- Telecom / IT Sr. Managers
- Sr. Technical Staff
- Engineers
- Product Development



Topics Covered:

FOR ENTERPRISES, SMBs, and CONTACT CENTERS

- Unified Communications
- SOA
- SIP
- Hosted VoIP Solutions
- Skype Solutions
- Wireless / Mobility Solutions
- Collaboration over IP
- Managed Services
- Open Source
- Regulation
- Telecom Expense Management
- Speech Technologies
- CRM / Call Center Technology

FOR SERVICE PROVIDERS

- Network Management
- QoS
- Voice Peering
- Triple/Quad Play
- CEBP
- FMC / IMS
- 4G
- Network Security
- UMA, IMS, Femtocells
- IPTV
- Wireless / Mobility

ITEXPO Exclusives:

FREE WORKSHOPS:

- Reseller Solutions Day, Sponsored by Broadvox
- Telecom Agent Day
- SIP Trunking, Hosted by Ingate

SPECIAL TRAINING OPPORTUNITIES:

- Fonality trixbox
- Open Communication Certification:
- Digium Asterisk training
- TMC University
 - Microsoft OCS training
 - IP Network Security
 - SIP



JEEP GIVEAWAY! Must be present to win.

Network With Colleagues

CORPORATE MANAGEMENT, CEOs, CTOs

Ultimately, the vendor you choose for your IP communications roll-out will become as much a partner as a supplier. Whether you are deploying a solution or a service provider preparing your VoIP network, INTERNET TELEPHONY Conference & EXPO provides the perfect venue for forging these profitable relationships.

RESELLERS

You get a full day of free sessions teaching you how to make money selling VoIP service and equipment and the opportunity to meet with literally hundreds of companies who could become your next partner. Need we say more?

IT/TELECOM MANAGEMENT

It's up to you to make sure your deployment is smooth with minimal disruption. It's also your responsibility to ensure your new system meets all organizational objectives. The days you spend in the conference sessions and in the exhibit hall at INTERNET TELEPHONY Conference & EXPO will supply the answers you need to recommend the perfect system for your situation.

DEVELOPERS

No other conference offers four full days of conferences teaching you how to take advantage of today's most powerful development tools. In between sessions, form partnerships and relationships as you meet with manufacturers and vendors.

No communications technology conference compares to ITEXPO

You get a first-class conference education, endless networking opportunities and an exhibit hall filled with cutting-edge solutions.

1. Commercial-Free Sessions

Presenters are forbidden from delivering company pitches in sessions. Violators are not invited back to future events. You get a purely unbiased VoIP education.

2. Most Knowledgeable Speakers

Each topic and presenter is hand-selected by Greg Galitzine, editorial director of *INTERNET TELEPHONY* magazine since 1998, and Rich Tehrani, TMC's president and group editor-in-chief, from literally hundreds of submissions. Only the most relevant sessions submitted by seasoned speakers make it on the the program at INTERNET TELEPHONY Conference & EXPO.

3. Invaluable Networking Time

ITEXPO East 2009 is the perfect opportunity for you to meet and talk with representatives from enterprises/government, service providers, developers, resellers, and manufacturers to share ideas, exchange business cards, and discuss the virtues of one solution over another.

4. Over 150 Exhibiting Companies

In between sessions, meet vendors and partners you need to successfully deploy IP communications solutions - whether you are deploying them in your enterprise, or in your service provider network. The agenda leaves ample time to stop by each booth to discuss how each exhibitor's offerings can help you.

5. Free Workshops: SIP Trunking, Reseller Day, Telecom Agent Day

All attendees are invited to full-day workshops covering dynamic areas of the IP communications marketplace - SIP Trunking, reseller and agent opportunities.

6. Top-Level Keynotes

This year's keynote lineup top executives at Fonality, Mitel and Nortel. Learn from them why IP communications is about far more than just voice.. Today's solutions encompass unified communications, open source, video, wireless, and more.

7. Your Fee is Guaranteed

If you do not feel the sessions you attend made you better prepared to tackle your project than when you arrived, stop by the registration counter at the show and receive a free pass for any future INTERNET TELEPHONY conference. (No requests will be honored after the conference ends.)

8. Convenient, Accessible, Tropical

The convention center is located in the heart of World Famous South Beach, just 12 miles from Miami International Airport, and six miles from I-95.

9. FREE Exhibit Hall Pass

If you register online any time, you save the \$50 onsite fee.

10. Microsoft OCS Training.

This full-day course gives a comprehensive introduction to Microsoft's new Office Communications Server. All attendees are eligible to receive a certification for completing the course.

11. New! 4G Wireless Evolution Conference

4GWE conference will delve into some of the key issues and challenges facing the evolution to a 4G, all IP, wireless network. The collocated event will educate carriers and wireless industry professionals on the applications, technology alternatives, time frames, opportunities and challenges in the new age of mobile broadband.

12. New! Digium!Asterisk World

Digium!Asterisk World at ITEXPO is the conference that addresses "Everything Asterisk" for business users, resellers and executive decision-makers. Come discover how Asterisk, the world's most widely used open source telephony software, can save you money and empower you to create more flexible telephony solutions. Visit as many as 16 leading open source vendors in the Digium!Asterisk World pavilion on the ITEXPO show floor.

13. New! Unified Communications and Service Provider Forum Panel Discussions

All attendees are invited to these interactive sessions addressing key factors driving UC adoption and service provider opportunities for 2009 and beyond.

14. Insightful Keynotes

All attendees are invited to hear perspectives from Microsoft Response Point and Digium

Keynote Speakers:



Danny Windham
CEO, Digium



John Frederiksen
Microsoft Response Point



Diamond Sponsors:



Platinum Sponsors:



8x8, Inc.



AudioCodes



i2Telecom

Citel. The VoIP Migration Company™



NETXUSA, INC



VOLT DELTA
HOSTED SOLUTIONS

ONTARIO
CANADA



allworx
communications without compromise

Gold Sponsors:

NETSAPIENS




Platinum Media Sponsors:

Media Sponsors:



MONDAY, FEBRUARY 2, 2009 - Paid conference pass required to attend breakout sessions

	Unified Communications	Service Provider Solutions	Developer Solutions	TMC U Microsoft OCS	Digium/Asterisk World	4GWE	4GWE
	REGISTRATION OPEN 10:00AM - 7:00PM						
	Room B 210	Room B 211	Room B 212	Room B 213	Room B118/119	Room A110	Room A111
12:00pm	Unified Communications Basics	Service Provider IP Telephony Considerations	SIP Interoperability: The Ultimate Myth?	Introduction and Overview	Asterisk For Enterprise: An Introduction	10:30am - GENERAL SESSION: 4G Tutorial Part 1: Our Genealogy	
	1:00 pm Sessions: Boxed Lunch Served in Conference Session Rooms (Paid Attendees Only)					12:00 Lunch Session	
1:00pm	Hosted UC Alternatives	Next-Generation Communications	System Testing and Quality	OCS-PBX Interoperability	Commercial Solutions, and Your Organization's IQ	The IEEE's Wireless Ethernet Keeps Growing and Going	Spectrum and the Concept of Net Neutrality
2:00pm	Deploying UC: What About My Network?	Network Planning	Developing Solutions With User Experience in Mind	OCS Servers	VoIP Transparency: Asterisk and the Economics of Monitoring	4G Tutorial Part 2: Vive La Difference?	WiMAX Adoption in Rural Areas
3:00pm	Mobile UC & Presence	Evolving Business Models and IPTV	Voice Communications: Moving from Appliance to Software	Call Flow Scenarios/ Configuration Planning	Asterisk as a Regulatory Compliance Toolkit	4G Tutorial Part 3: Mobile Broadband	Femtocells & Cable
4:00pm	Conferencing/ Collaboration & Telepresence as Part of UC Strategy	IPTV & Triple Play Network Migration	What's New in Wideband Audio?	TMC University Exam	Enterprise Pitfalls: Lessons Learned	4G Tutorial Part 4: WhiteSpaces & Beyond	Square Pegs: Overcoming Regulatory Challenges
4:45pm	UNIFIED COMMUNICATIONS SHOWCASE - PANEL SESSION FREE FOR ALL ATTENDEES					5:00 PM - GENERAL SESSION: The Great White Hope: 'White Space Initiative' May Become Nirvana	
5:45pm	EXHIBIT HALL GRAND OPENING RECEPTION - SPONSORED BY ACULAB - EXHIBITS OPEN 5:45PM -8:00PM						
	FREE Reseller Day Workshop begins at Noon. Visit www.itexpo.com for details. Sponsored by						
	Ingate's FREE SIP Trunking Workshop begins at Noon. Visit www.itexpo.com for details						

Win This Hot New Jeep!



Win A New Jeep Wrangler

You Must Be Present To Win!*

***New Jeep Wrangler Drawing - Wednesday, February 4, 2:20pm, at the conclusion of Exhibit Hall hours.**

Jeep Giveaway Sponsored by:

**Visit the Exhibit Hall.
Find IP Communications Solutions
and You Could Win A
Brand New Jeep Wrangler!**

1. Pick up your entry card at the registration counter when you arrive.
2. Visit each booth listed on the card, review their offerings, and receive a stamp from each booth.
3. Collect all stamps, then drop your completed card into the entry bin in the exhibit hall.
4. **YOU MUST BE PRESENT AT THE DRAWING ON WEDNESDAY, FEBRUARY 4th TO CLAIM YOUR PRIZE!**



Conference Agenda At-A-Glance



TUESDAY, FEBRUARY 3, 2009						
Enterprise Solutions	Service Provider Solutions	Call Center	TMC U FoIP	Digium/Asterisk World	4GWE	4GWE
REGISTRATION OPEN 7:00AM - 5:00PM						
Room B 210	Room B 211	Room B 212	Room B 213	Room B118/119	Room A110	Room A111
Making the Business Case: Drivers for Enterprise VoIP	Crossing the Chasm: Integrating Hosted Rich Media into Applications	Strategic Planning: Why IP in the Contact Center?	fâîêçÇîÀîâçâ=îç cçfmî=dîTNN-ê-êëJ îÜêçîÖÜ=-âÇ-qîPU c-ñ-oÊî-ô	Enabling SIP Simple Presence for Call Centers & Beyond	Does your 4G Device Communicate or Compute?	IMS Making Room for the Evolution
SERVICE PROVIDER ROUNDTABLE DISCUSSION - FREE FOR ALL ATTENDEES						
FREE KEYNOTE SESSION FEATURING MICROSOFT RESPONSE POINT AND DIGIUM						
VISIT THE EXHIBIT HALL - EXHIBITS OPEN 11:00AM - 5:00PM						
Conference Luncheon (Paid attendees only)						
QoS: Don't Try VoIP Without It	Managing Large Scale Video Networks	Making Technology Choices in the Contact Center	î êâîÊëë çâîâî îâîól sâîî î -âî-îâçâ	Halt! Website identity management and authentication using Asterisk	4G and FMC: It Starts at the Edge	The Evolution of WiMAX
UC in a 'More than UC' World: Avoid Problems, Leverage Your Existing Network	Cable Telephony	Towards Improving Customer Service	Desktop Productivity and Production Faxing	Virtualizing Asterisk	Migrating the Core: Wireless Backhaul	Giving Voice to 4G
Telecom Expense Management	IMS/Services	IP Call Recording Strategies	Fax Messaging & Compliance – Open Text	Multi-Site Open Source Call Center Deployment: A European Case Study	Communications on Social Networks	WiMAX vs. LTE Advanced
The Future of the IP -PBX	Benefits of VoIP Peering in a Challenging Economy	Operational Efficiency in the Contact Center	TMC University Exam	Open Source Based Call Centers	General Sessions: 3:45: The LTE Business Case 4:30: HSPDA	
FREE NETWORKING RECEPTION - SPONSORED BY ONTARIO CANADA DELEGATION						
FREE Telecom Agent Day Workshop. Visit www.itexpo.com for details						
Ingate's FREE SIP Trunking Workshop. Visit www.itexpo.com for details						
WEDNESDAY, FEBRUARY 4, 2009						
IP Communications Trends	Service Provider Solutions	Call Center	TMC U Network Security	Digium/Asterisk World	4GWE	4GWE
REGISTRATION OPEN 7:30AM - 2:00PM						
Room B 210	Room B 211	Room B 212	Room B 213	Room B118/119	Room A110	Room A111
How UC and Collaboration are Changing How Customers...	Ensuring Service Quality While Increasing Revenue	Unified Communications in the Contact Center: An Industry Round Table	Security Threat Mitigation in Enterprise UC Environments	Web-Aware UC with Switchvox	TV Dichotomy: Over the Top Versus on the Internet	
VoIP on the iPhone: Imagine the Possibilities	Next-Generation Network Settlement		Securing the SIP Trunk	The Asterisk VoIP Conversion and The Opportunity for Substantial ROI	How Do You Deliver Wireless Applications in the World of 4G?	
ROUNDTABLE DISCUSSION - FREE FOR ALL ATTENDEES					The Road Ahead for Device Design	
VISIT THE EXHIBIT HALL - EXHIBITS OPEN 11:00AM - 2:30PM						
12:00 pm Boxed Lunch Served (Paid Attendees Only)						
Regulation Update	NAT/Firewall Traversal	Driving Benefits Through Analytics	VoIP Security Best Practices	Traditional Voice Channels & Open Source Technology	1:00pm: KEYNOTE Dr. Kai Miao, Intel	
Contact Centers in a Web 2.0 World	SIP Trunking: Issues, Opportunities, and Solutions	Protecting Business Assets Through Voice Documentation	TMC University Exam	Ingredients for Successful Asterisk PBX Sales	Monetizing the Vision	
Ingate's FREE SIP Trunking Workshop. Visit www.itexpo.com for details						

UNIFIED COMMUNICATIONS

Monday February 2: 12:00 - 12:45pm

Unified Communications Basics

By integrating disparate forms of communications: voice, video, instant messaging and presence... unified communications promises to simplify and improve enterprise communications. This presentation will provide statistics and analysis to help attendees understand the steps to consider when selecting UC solutions; the business benefits of UC; how other organizations are using UC to improve processes & reduce costs; and more. Attendees can expect to gain an understanding of what is driving businesses to adopt UC, fundamental concepts of a UC strategy and multiple real-life examples of how enterprises have implemented the concepts for big-time results.

Monday February 2: 1:00 - 1:45pm

Hosted UC Alternatives

Unified Communications (UC) is an evolving communications technology architecture which automates and unifies all forms of human and device communications. We already have the ability to optimize business processes and enhance human communications by reducing latency, managing flows, and eliminating device and media dependencies. But what's next? Recent trends in cloud computing offer great potential in taking UC to the next level of efficiency. This presentation will provide attendees with an understanding of what a comprehensive UC solution entails, the benefits thereof and the advantages of choosing a hosted delivery model for developers, managers, and end users alike.



New UC Magazine from TMC
 Subscribe Free at
www.tmcnet.com

Monday February 2: 2:00 - 2:45pm

Deploying UC: What About My Network?

The current wave of UC and converged communications innovation is taking place in the SMB/SME segment, a technology/innovation-oriented segment that is looking for new, effective ways of optimizing their voice, data and video communications. Yet, these businesses face a major challenge—before UC applications can be deployed, the network architecture must be in place. In order to effectively deploy multiple real-time applications and services, SMBs must figure out a way to optimize last mile access to the IP network. Other considerations include QoS, security and bandwidth needs, as well as how to serve mobile workers through integrated wireless premise solutions.

Monday February 2: 3:00 - 3:45pm

Mobile UC & Presence

Voice and IM are both “real-time” collaborative modes of communication and they are key components of any UC package. Yet these communication tools can only offer maximum productivity for business users when the caller, or message-sender, knows that the party they are trying to reach is truly available for communication, and by what method. Presence addresses the availability issue, and is one of the staple UC capabilities provided by a truly mobile UC solution. Presence has become a key driver in both the perceived and actual value of UC. This session will discuss how Presence lets mobile workers be more available and more productive.

Monday February 2: 4:00 - 4:45pm

Conferencing/ Collaboration & Telepresence as Part of a UC Strategy

In today's global environment, corporations need the guaranteed assurance that all offices can meet when necessary. As fuel prices continue to soar along with worries of terrorism and epidemics, unified visual communications plans are becoming a top priority to ensure that companies can conduct business as usual under all circumstances. This session will provide an overview of specific strategies, such as telepresence, that corporations can take to help strengthen not only their global business continuity planning, but also the overall productivity, reliability and peace of mind through leveraging telepresence and other unified visual communications systems.

ENTERPRISE SOLUTIONS

Tuesday, February 3: 8:30 - 9:15am

Making the Business Case: Drivers for Enterprise VoIP

VoIP service is predicted to grow by double-digits through the end of this decade, supported by increasing ubiquity of broadband access and the proliferation of core IP-based next-generation networks. The technology has made this service feasible, however making the case for implementation comes down to a variety of questions from financial to emotional - for example: what is the ROI, to who will manage the service, to can I migrate at my pace? This presentation will examine the drivers that go into making the decision to move from a legacy-based system to a VoIP solution, as well as look at how full lifecycle management is important to organizations, and how they can benefit from a best practices approach that includes pre-deployment planning, monitoring, and continuous optimization.

Tuesday, February 3: 1:00 - 1:45pm

QoS: Don't Try VoIP Without It

As enterprises increasingly consider VoIP it becomes apparent that among the considerations they need to be aware of is preparing their network to carry converged voice and data traffic. This session will address why and how enterprise network planners should do a network assessment. Subjects covered will include: common misconceptions about voice quality; types of problems that lurk in the network; the practical steps involved in performing a preliminary network assessment before VoIP is installed; how to perform a post-installation assessment; how to verify that VoIP is working effectively over the data network; the value of the network assessment — and risks of not doing it; and more

Tuesday, February 3: 2:00 - 2:45pm

UC in a More Than UC World: Avoid Problems as You Leverage Your Existing Network

Companies continue to embrace new technologies that offer them greater staff productivity, faster responsiveness to problems and opportunities, and lower operating costs. Unified Communications (UC) is one such technology. By making it easier than ever for employees to quickly communicate with anyone any time via voice, email, chat, or video — while sharing documents and files as well — UC can provide significant competitive advantages and help boost bottom-line business performance.

However, to gain the full potential business benefits offered by UC, businesses need to avoid the technical problems associated with deployment and minimize disruption to the business. In

particular, they need an effective means to integrate Unified Communications to the larger, more than UC world.

This presentation outlines the opportunities and challenges companies face as they implement Unified Communications as part of their overall computing-and-communications environments. It explains the challenges that can be faced integrating UC into an existing communications network and how to maximize the potential gains provided by UC, while leveraging the telephony network infrastructure.

Tuesday, February 3: 3:00 - 3:45pm

Telecom Expense Management

In some of today's largest enterprises and government agencies—where annual networking costs easily top tens of millions of dollars — wireless and wireline telecom assets are often underutilized, overcharged, and ineffectively tracked. Executives are under pressure now, more than ever before, to reduce operating costs. According to Gartner, an average of 7% to 12% of telecom expenses are billed in error so it is no wonder CIOs and network professionals are looking for ways to gain visibility into, and control over, this area. This session will focus on educating the audience on the basics of telecom expense management (TEM) and how companies can leverage TEM strategies and tips to find savings. The discussion will define TEM and offer tips on how to better manage an organization's voice, data, and wireless expenses that the audience can take back and implement right away.

Tuesday, February 3: 4:00 - 4:45pm

The Future of the IP -PBX

The continued evolution of unified communications through solutions such as Microsoft's Office Communication Server is challenging the current role of the IP-PBX. Combined with announcements of disappointing financial results and reductions in staff by several IP-PBX vendors, many enterprises are now re-evaluating (but not necessarily immediately changing) their long-term telephony strategy. The stand-alone IP-PBX is under attack and its future is less certain than ever before given the new competition from software-titans IBM and Microsoft. In this session, the speaker will discuss the evolving role of the IP-PBX and the pros, cons, and unknowns for the market players targeting enterprise telephony.

DEVELOPER SOLUTIONS

Monday February 2: 12:00 - 12:45pm

SIP Interoperability: The Ultimate Myth?

By now most application developers have adopted SIP as the preferred means to interface to the users or subscribers. However, integrating SIP applications together has shown the challenges with SIP interoperability. From different transport protocols of UDP and TCP, to the wide range of voice coding formats, and even differing security models, SIP has a huge amount of flexibility within the specification. This variability is the root of most incompatibility between systems today. By attending this session, you will learn how developers are integrating their SIP applications to other vendors and even competitors.

Monday February 2: 1:00 - 1:45pm

System Testing and Quality

Leading service providers and equipment manufacturers rely on system testing to ensure that a device is going to work in the field and meet customer expectations for quality and performance. The speaker will look closely at the importance of adopting a testing approach that improves the speed and scope of testing. Using the right technology can offer an effective way to share and manage test assets, as well as communicate across distributed teams and across companies.

In addition, the speaker will explore a new trend: Many providers are saying that how manufactures test will determine which vendors to buy from, reducing deployment time and costs. So what was once a hurdle — the ability of network equipment manufacturers to work more easily with customers — could become a key differentiator, with the right testing approach.

Monday February 2: 2:00 - 2:45pm

Developing Solutions With User Experience in Mind

Delivering consistently high call quality in enterprise IP telephony implementations has proven to be problematic especially in enterprises with hybrids of multiple vendors' systems and generations of technology. Today, managing reliable performance is beyond the reach of traditional approaches to network and applications management. Furthermore, operators must evolve the consumer experience from a passive entertainment model to one of fully interactive, converged communications across multiple delivery channels. To do this successfully, they must fully embrace, strengthen and unify the user experience.

In this session the speakers will discuss the relevant metrics and ways to ensure high call quality in IP networks and the theoretical requirements as well as the practical realities of ensuring IPT performance stays within acceptable parameters. They will also outline the specific steps operators need to undertake to unify the customer's experience.

Monday February 2: 3:00 - 3:45pm

Voice Communications: Moving from Appliance to Software

Today, communications applications are moving from appliance to software. There are both business and technical challenges associated with this shift, as well as the potential to benefit greatly. Frederic Dickey, Director of Market Development at Paraxip, a Sangoma company, is in the trenches of this shift. His customers are voice communication solution providers and have either made the transition or are planning for it. Sangoma has also adopted a similar approach to better serve this important industry movement. Attendees will be given detailed assessments of the business and technical challenges involved in the evolution and proven strategies to overcome all of them.

Monday February 2: 4:00 - 4:45pm

What's New in Wideband Audio?

There's no question that concerns on voice quality have been one of the main culprits impeding the widespread adoption of VoIP. While wideband audio has long been a key to circumventing this problem, its inevitability has still seemed far from becoming reality. This presentation will identify some of the current roadblocks for wideband audio and review the technologies and codecs that are helping make wideband VoIP a more near-term reality. Additionally, specific deployment examples will be highlighted.

SERVICE PROVIDER SOLUTIONS

Monday February 2: 12:00 - 12:45pm

Service Provider IP Telephony Considerations

If you are about to launch an IP telephony service, what are some of the key considerations that must be addressed during the planning phase to ensure your project reaches the successful completion? The session will highlight some of the challenges providers face when implementing IP telephony and provide a case-study illustrating the experience of real-life communication service providers. Topics will include making the business case; what tools are available to gain a competitive advantage; network and OSS considerations, deploying open source components; security and more.

Monday February 2: 1:00 - 1:45pm

Next-Generation Communications

Next Generation Communications is the seamless blending of information and communication combining the intimacy of voice with the convenience of data into a service offering that is easy to deploy and intuitive consumers to use. This session will address issues such as the use of the fundamental IMS protocol, SIP, together with the various access and distribution technologies including cordless voice technology derived from the Digital Enhanced Cordless Telecommunications, or DECT, and access technologies delivering data via the Internet protocol, or IP.

Next-generation communications solutions are available in several forms and support a number of varied deployment scenarios at the disposal of a wide variety of providers. Service offerings that are developed utilizing innovative, yet field proven technologies join with secure, interoperable protocols that provide for robust and secure service offerings that are easy to manage. Come to this session to learn about the next generation of communications.

Monday February 2: 2:00 - 2:45pm

Network Planning

As carriers prepare to implement their next generation networks, they are adopting one of two major strategies in their network rollouts: Either adding new technologies to an existing network or building an entirely new infrastructure from the ground up alongside the legacy network. Regardless of the path chosen, both strategies pose the same challenges to carriers who are subject to making the same mistakes. This presentation will explore the challenges carriers face with regard to IP networks. Also, through real life examples, attendees will be taught how to address and avoid these mistakes, common oversights and issues that can make the difference between a successful rollout and becoming a cautionary tale for competitors.

Monday February 2: 3:00 - 3:45pm

Evolving Business Models and IPTV

Driven by competitive pressure and the promise of added average revenue per user, telcos are rolling out new IPTV services as quickly as possible. However, additional user revenue is only one piece of the potential returns from IPTV. The unique, ubiquitous nature of IP technology opens up an opportunity for IPTV providers to work more closely with web content providers, advertisers and technology vendors to develop new "mass customized" services that deliver more value from the network.

This session discusses how IPTV providers are evolving their business models to work more closely with others within the IP ecosystem, how content providers are adding value by tapping into the networks, how an open network infrastructure is critical to enabling this change, and, most importantly, how this all leads to differentiation and improved user experience.

Monday February 2: 4:00 - 4:45pm

IPTV & Triple Play Network Migration

IPTV services are a pivotal feature of the Triple Play networks. Since the audio/video bandwidth required for IPTV can be up to 100x the bandwidth required for carrier-class VoIP telephony, service providers and network equipment suppliers are taking heed of the most bandwidth-efficient IPTV protocols, such as IP multicasting.

However, when the service provider's finance department gets involved, they tend to balk at the high cost of achieving maximum bandwidth efficiency and it threatens to kill the deal. At that point, service providers seek out alternative lower-cost IPTV architectures. This session will outline the archetype for a low-cost multi-Gigabit Ethernet broadcast optical IPTV backbone — one that offers a high Quality of Service (QoS), while meeting all other Triple Play requirements.

Topics to be covered in detail during this presentation include:

- Triple Play Network Migration
- IPTV Service Requirements
- Broadcast vs. Multicast IP Video
- Metro/Regional Backbone Node Functions
- Big-Iron Core Router Implementation
- Optical Drop & Continue Implementation

SERVICE PROVIDER SOLUTIONS

Tuesday, February 3: 8:30 - 9:15am

Crossing the Chasm:

Integrated Hosted Rich Media into Applications

Coergence-minded network operators and application vendors are exploring the strategy of integrating Telco 2.0 and Web 2.0 technologies. The value of integrating voice and rich media into Web and software applications is clear, the challenge however is how to bridge traditional telecom, IT/network, and network technology boundaries to create and deliver next-generation services. Hosted voice and rich media services offer one strategy that has emerged as a viable approach to achieve the vision of bridging the worlds of Telco 2.0 and Web 2.0, and bridge these two worlds. Gartner has forecasted the Communications as a Service (CaaS) market to grow to an expected \$2.3 billion by 2011. This session will explore CaaS and contrast it with other technologies and approaches for integrating voice and rich media into applications and service. Topics will include service creation and delivery with the context of hosted rich media services, and real use cases will be highlighted.

Tuesday, February 3: 1:00 - 1:45pm

Managing Large Scale Video Networks

Video is leaving the conference room and becoming a standard communication tool in our daily workflow. This trend is having a profound impact on the scalability requirements of the visual communication system, which now must support tens of thousands of users where once it only had to support several dozen or at most a few hundred video rooms. Distributed video is a solution and an architecture that combines the quality of room-based telepresence and the usability (ease of use) of simplified desktop video. This session will discuss approaches to creating a scalable, distributed video architecture to support the requirements of video-enabled organizations. The scalability mechanisms we discuss can also be deployed by service providers who offer video services. The scalability aspects of directories and presence servers, and the means for integration with third-party applications will also be addressed.

Tuesday, February 3: 2:00 - 2:45pm

Cable Telephony

Digital voice is no longer viewed as an added service offering for rural America; it's part of a critical business strategy. In fact, in 2009 cable operators will be focusing on data, voice and video. That means that for small- and mid-sized cable operators to survive and compete with incumbents and satellite providers in their market, it's imperative to evolve to a voice/data strategy and away from the traditional video strategy. This session will address the importance of a digital voice offering for small- and mid-sized cable operators that will not only increase their business strategy

and offering, but will also provide a voice alternative for rural Americans rather than larger incumbents and satellite providers.

Tuesday, February 3: 3:00 - 3:45pm

IMS/Services

With the wide-scale adoption of SIP, we are rapidly moving beyond VoIP to the delivery of Real-Time Services over IP. These services can mix voice, video and enhanced services within a single session. Service providers are looking to IMS to define the architecture and standards that support the delivery of these new applications, and market conditions are forcing them to do it today.

This session will explore how service providers can go beyond VoIP to deliver real-time services, while they simultaneously plan and execute the evolution of their infrastructure towards full IMS compliance. The discussion will also address how "on the go broadband" and "bring your access" will impact traditional wireless business models, with look at strategic opportunities for next generation wireless service providers to reduce churn and retain market share

Tuesday, February 3: 4:00 - 4:45pm

Benefits of VoIP Peering in a Challenging Economy

Session Title and Description en route

Federations are increasingly understood to be an essential component of Next Generation Network strategies, with clear business and technical drivers. In these increasingly competitive times for service providers, VoIP peering services can help via cost reduction, which federation services will provide, as these services enable optimized, scalable and efficient direct routing leading to elimination of unnecessary transit costs. Also through revenue growth, which is likely to be driven by new IP-enabled services. End-to-end IP communication and mass interconnection between SPs, as delivered by federation services, is critical to enable the mass market adoption of these services, with the subsequent revenue and margin generation opportunities. This session will delve into these issues and will cover the evolution of the IP Peering Federation, provide an update on ENUM, discuss the business model for VoIP Peering, discuss security for VoIP and will offer case study examples.

SERVICE PROVIDER SOLUTIONS

Wednesday, February 4: 8:30 - 9:15am

Ensuring Service Quality While Increasing Revenue

How can service providers align traffic with revenue and provide better than best-effort treatment without resorting to censorship or degradation of traffic? The answer: content provider partnerships and 'micro-SLAs.' Carrier service-level agreements (SLAs) for 'walled garden' applications such as IPTV and video on demand are commonplace in order to match user expectations, guarantee bandwidth and securely deliver applications. This concept can be extended to an 'open garden' atmosphere via micro-SLAs, enabling a partner's high-quality content and applications to be appropriately delivered by the carrier's network. This session shows specific examples of how the right methods and tools for measuring service quality is key to exceeding customer expectations.

Wednesday, February 4: 9:30 - 10:15am

Next-Generation Network Settlement

The GSM Association's IPX (IP eXchange) initiative defines a global IP peering network for GSM wireless operator and other carriers. One of the unique features of the GSMA IPX plan is to support cascading settlements, that is secure inter-carrier billing for IP communications such as VoIP, video and gaming that flow across multiple networks. In this model, all networks are eager to interconnect because they are fairly compensated for transit traffic. The idea of cascading settlements described by the GSMA IPX plan is easy to understand, but how it will be implemented is harder to understand. This session will address

how the existing Open Settlement Protocol can be used to support next-generation cascading settlements.

Wednesday, February 4: 12:30 - 1:15pm

NAT/Firewall Traversal

Although NATs and firewalls provide critical features such as Internet sharing and protection of computers, they are also the biggest barriers to mass adoption of VoIP and IP communications services. This session introduces the nature and extent of the NAT traversal problem, and provides an overview of IETF STUN, TURN and ICE technologies to address them. Then it presents usage of these technologies in VoIP and next-generation networks as adopted in IMS rel. 8 and PacketCable 2.0 standards. This session will also address emerging open source initiatives such as PJNATH. Finally the speakers will present several usage scenarios such as phones and end-points, client and server applications, network appliances and IMS infrastructure components.

Wednesday, February 4: 1:30 - 2:15pm

SIP Trunking: Issues, Opportunities, and Solutions

SIP trunking rapidly reduces costs by leveraging SIP, eliminating redundant network connections and providing PSTN termination in the local area. This session will provide an overview of the issues faced in enterprise deployments with a focus on security, and provide real solutions and discuss the opportunities SIP trunking offers every business.

Win This Hot New Jeep



Win A New Jeep

You Must Be Present To Win!*

***2009 Jeep Wrangler Drawing - Wednesday, February 4, 2:20pm, at the conclusion of Exhibit Hall hours.**

Jeep Giveaway Sponsored by:



Visit the Exhibit Hall. Find IP Communications Solutions and You Could Win A Brand New Jeep!

1. Pick up your entry card at the registration counter when you arrive.
2. Visit each booth listed on the card, review their offerings, and receive a stamp from each booth.
3. Collect all stamps, then drop your completed card into the entry bin in the exhibit hall.
4. ***YOU MUST BE PRESENT AT THE DRAWING ON WEDNESDAY, FEBRUARY 4th TO CLAIM YOUR PRIZE!**

IP COMMUNICATIONS TRENDS

Wednesday, February 4: 8:30 - 9:15am

How UC and Collaboration are Changing How Customers Make Purchase Decisions and Who They Purchase From

The IP Communications marketplace has entered a period of profound change. Unified Communications and Collaboration tools represent new capabilities that not only improve the productivity of individual employees and the efficiencies of existing business processes, but ultimately have the potential to transform the way organizations deploying them conduct business. At the same time, the competitive landscape is being reordered based on emerging software-centric architectures forming the foundation for Collaboration, and new go-to-market approaches providing vendors with greater inroads to business users. This session will focus on when, where, and how customers plan to deploy these emerging capabilities, and which vendors are best positioned to meet their evolving needs.

Wednesday, February 4: 9:30 - 10:15am

VoIP on the iPhone: Imagine the Possibilities

Since Apple opened its APIs, the number of application developers who want to take advantage of the iPhone 3G phenomena has been enormous. The popularity of the iPhone, along with the emergence of applications and faster connectivity, makes it an ideal platform for developing applications that incorporate real-time VoIP. However, application developers are not audio processing experts, nor do they care to be. This session addresses how iPhone applications can be developed that turn voice into IP packets for transmission via WiFi, making it easier for developers to come to market quickly with integrated voice applications, and giving iPhone users a high quality VoIP experience over WiFi, even under adverse network conditions.

Wednesday, February 4: 12:30 - 1:15pm

Regulation Update

This session will serve as an update on relevant regulatory and compliance issues. Attendees can get up to speed on the latest situation regarding the ongoing debate between wireless network owners and third parties over whether wireless network operators should be required to allow third parties access to their networks. The speakers will also address the FCC's finding that Comcast violated its network neutrality principles. For an update on the regulatory scene, this session is a must attend.

Wednesday, February 4: 1:30 - 2:15pm

Contact Centers in a Web 2.0 World

A radical shift is occurring in the way customers interact with the marketplace. The traditional mode of defined channels of communication has given way to a broad array of connection points. As traditional channels erode, and a broader community ecosystem emerges, companies must rethink their loyalty equation by understanding how to engage in the new environment.

Also as we enter a Web 2.0 world, organizations need to learn how to drive loyalty through enhanced customer involvement in many crucial aspects of an organization, including customer support, product management and engineering and marketing. Likewise they need to be cognizant of the fact that consumers tend to access services in novel ways, including via mobile devices. To fully leverage the potential of Web 2.0 on mobile devices, it will be necessary to transform the service model and user experience of the PC and adapt it for the mobile market while also overcoming the memory restrictions inherent in mobile devices and limited key input. Come to this session to learn more about serving customers in a Web 2.0 world.

TMC UNIVERSITY - IP NETWORK SECURITY



Wednesday, February 4: 8:30 - 9:15am

Security Threat Mitigation in Enterprise UC Environments

Increasingly, large enterprises in North America are moving Unified Communications (UC) applications out of the lab and into production environments. But UC's long-touted benefits aren't free. The real-time IP technologies and VoIP infrastructure elements that underlie UC provide many new inroads for criminal attackers (both inside and outside the enterprise) and unwitting bearers of malware. Further, it's clear that many current countermeasures (routers, data firewalls and intrusion prevention systems) cannot defend the new attack surfaces presented by real-time VoIP, instant messaging, video, and collaboration applications.

Emerging threats to the security, reliability, and availability of UC environments include:

- Denial of service (DoS) and distributed DoS attacks on VoIP and UC application infrastructure
- Attacks that compromise UC message confidentiality and voice privacy
- Unauthorized access to and theft of UC resources and communications
- Virus, worm, and spam for internet telephony (SPIT) attacks on UC endpoints, servers, and networks

Failure to quash these new security threats can mean lost revenue, diminished customer loyalty, corporate brand devaluation, liability exposure, and regulatory non-compliance penalties. This session builds a risk assessment taxonomy for UC security; ranks the criticality and value of UC resources at risk; rates the reality, imminence, and success probability of various UC security attacks; and identifies specific technologies that can be deployed to deflect or mitigate the impact of those attacks on business-critical applications and networks.

Wednesday, February 4: 9:30 - 10:15am

Securing the SIP Trunk

Many businesses are looking to deploy SIP trunks, which enable cost-effective VoIP phones to establish Internet connections with the public-switched telephone network (PSTN). Flexible and cost-effective, it makes a great deal of business sense for companies to deploy a SIP trunk and use the same IP connection for all these communications, with traffic routed over a service provider's IP backbone.

Yet, as with any new technology adoption, SIP trunking requires some education — not all SIP is equal, and to derive the maximum benefit from SIP trunks, it pays to understand all of



its dimensions — especially security, so that critical business communications are not interrupted.

This presentation will review the benefits of deploying SIP trunks, as well as the requirements for securing a business-class SIP trunk. In order to allow companies to derive the greatest benefit from their SIP trunks, a comprehensive security solution must be applied. The presentation will outline the three necessary parts to an overall security solution:

Enablement — facilitation of seamless and secure enterprise communications with high quality of service (QoS);
Control — effective management of users and their access to services, features and functions, ensuring that the system and its resources are utilized in keeping with business needs, user requirements and security policies; and
Protection — end-to-end assurance against signaling and media vulnerabilities.

Wednesday, February 4: 12:30 - 1:15pm

VoIP Security Best Practices

As VoIP deployment accelerates over the next two to three years, VoIP networks are going to become an increasingly attractive target for would-be hackers and attacks. As a discipline, VoIP security is still in its infancy making it exceedingly difficult for security professionals with enterprises with stringent security and privacy requirements to accurately assess new threats, trends and issues in the market. The end result is a new security discipline that requires constant monitoring and intelligence in order to separate fact from fiction and determine what action really needs to be taken. This session will showcase research conducted in real-life labs and best practices from the data security world.

TMC UNIVERSITY - FoIP



What You'll Gain:

- Independent accreditation for completing the course.
- Independently certified evidence FoIP development.
- Impressive certification from a respected source on your resume.
- Land lucrative consulting/reseller opportunities.
- Immediately become the expert called upon to lead your company's FoIP strategy.
- Enhance your chances for a promotion.

FoIP

Tuesday, February 3, 2009

Time:	Course:
8:30 am:	Introduction to FoIP, G.711 pass-through and T.38 Fax Relay – Jeff Dworkin, Dialogic <ul style="list-style-type: none"> • Why is Fax still relevant in this century? • Why T.30 Fax doesn't work over a VoIP Network • Fax Pass-through vs. Fax Relay • The Fax Server
1:00 pm:	Business Continuity, Virtualization – Max Schroder, Faxcore <ul style="list-style-type: none"> • How to save money by implementing these complimentary business solutions and tools • Make your workforce more efficient and productive • Protect your company's investment by "future proofing" your technology acquisitions • How these technologies both address regulatory compliance and also generate new sales of your products and services
2:00 pm:	Desktop Productivity and Production Faxing - Biscom <p>This session will describe how traditional desktop and production fax technology has rapidly evolved to support more demanding B2B/Enterprise user requirements.</p> <ul style="list-style-type: none"> • Profile of typical Desktop and Production Fax applications. • Why users are requiring both high availability and advanced functionality from their fax providers. • Desktop workflow automation with fax. • Production faxing with APIs and application integration. • Impact of "cost considerations" in today's business environment for Desktop and Production faxing.
3:00 pm:	Session TBA
4:00 pm:	TMC University Exam <p>At the conclusion of the program, you will sit for an exam covering the course topics. Those who receive a passing grade on the exam receive TMC University's Certificate of Achievement, certifying that you have successfully completed the course and received a comprehensive education regarding FoIP Deployment.</p>

Hosted by: **Dialogic** 

February 2-4, 2009 • Miami, Florida — www.itexpo.com

16

TMC UNIVERSITY - INTRODUCTION TO MICROSOFT OCS



Microsoft OCS Training - Monday, February 2, 2009

12:00 pm: Introduction and Overview

OCS provides an Enterprise Voice solution to specify voice policies for users and to facilitate collaboration among users. However, before the deployment of Enterprise Voice, comprehensive planning is required based on the number of users, the type of media gateways, the Enterprise Voice infrastructure, and Exchange Server 2007 Unified Messaging. This session is an introduction to OCS and its key concepts.

OCS "Office Game Plan" – What is this all about

OCS business communications scenarios:

- 1 - Instant messaging
- 2 - On-premise Web conferencing
- 3 - On-premise audio/video conferencing
- 4 - Telephony

1:00 pm: OCS-PBX Interoperability

Explore SIP - Session Initiation Protocol - and how it is used to provide internet telephony functions in an OCS enterprise telephony solution. This session will explain:

SIP and versions of SIP used in OCS
SIP-to-PBX interoperability
SIP-to-IP-PBX interoperability
OCS and IP-PSTN gateway integration
Remote office telephony integration

In the SIP-to-PBX interoperability environment, OCS can connect the PBX and PSTN network by using PSTN-controlled interfaces. In addition, customers can access the integrated telephony solution by using various clients such as Office Communicator 2007, Office Mobile Communicator 2007, Office Web Communicator, Microsoft SIP endpoints, and third-party SIP endpoints.

2:00 pm: OCS Servers

Explore various types of servers used in an OCS environment:

Mediation Server
Front End Server
Active Directory

2:30 pm: Call Flow Scenarios

The following call flow scenarios are supported by OCS:

- Telephony users can connect to other telephony users by using OCS.
- Internal telephony users can also communicate with PSTN and PBX users.
- Outgoing calls
- Incoming calls

3:00 pm: Configuration & Planning

This session is designed to provide you with an overview of key requirements for planning and implementing OCS. Active Directory is a critical element of OCS design considerations, networking considerations, client installation considerations, and security considerations. Active Directory design considerations relate to schema, forest, and domain preparation, whereas networking considerations relate to bandwidth and load balancing. In addition, various methods of client distribution, installation, and deployment need planning. Security requirements of your organization, administrators can implement external and apply Active Directory credentials, configure group policies, configure firewall policies, and/or implement Microsoft Antigen. OCS has a comprehensive set of management reports to manage and monitor your enterprise telephony solution, you can use various administrative tools such as MMC-Microsoft Management Console and CDR-Call Detail Reports. You will explore the following topics:

- Bandwidth Analysis
- Load Balancing
- DNAT-SNAT-Destination/Source Network Address Translation
- Client Software and Installation Considerations
- Security Policy and Management
- Active Directory Credentials
- Encryption - Group Security Policies
- Web Server Certificates
- Firewall Policies
- Administrative Tools "Snap-in"
- Microsoft Management Console (MMC) - Call Detail Records
- Phone Usage Records

4:00 pm: TMC University Exam

At the conclusion of the program, you will sit for an exam covering course topics. Those who receive a passing grade on the exam receive TMC University's Certificate of Achievement, certifying that you have successfully completed the course and received a comprehensive Microsoft OCS education.

About Course Leader: Thomas B. Cross, CEO of TECHtionary.com has three decades of experience in startups and consulting advisor with leading providers and venture capital companies in market planning and development, hardware/software design and development, project management, intellectual property in telecommunications, information technology, conferencing, teletraining, telecommuting, groupware, networks, call centers, internet, artificial intelligence and other fields. He has managed the successful development of more than 10 software, hardware and internet products to market and received industry awards for this work. He has authored 13 books, wrote, produced and directed 15 commercial videos and creator and producer of the World's Largest Animated Knowledge Source on Technology - <http://www.techtionary.com> - recipient of Web Hosting Magazine Editors Choice for Best Technical Help. He is a member of the Technical Board of Advisors for the VoIPSA-VoIP Security Alliance.

CALL CENTER SOLUTIONS

Tuesday, February 3: 8:30 - 9:15am

Strategic Planning: Why IP in the Contact Center?

As more and more forward thinking contact center organizations invest in tools and technologies to advance their strategic decision-making capabilities, there is increased attention on strategic planning. Everyone knows that the best way to make your CFO fall in love with your contact center is to make it more profitable to the business. With the right blend of technology, you can improve productivity and reduce expenses turning what may be viewed as a 'cost center' or 'necessary evil' into a profit center. This discussion will focus on the specific actions organizations can take to address efficiency in the call center in a Web 2.0 world and why it matters. The discussion will include integration and implementation of a total solution and how to control total cost of ownership.

Tuesday, February 3: 1:00 - 1:45pm

Making Technology Choices in the Contact Center

No matter the size or location of your company, every organization has an ongoing mission to deliver exceptional customer service at every customer interaction. That includes finding ways to overcome communication difficulties between the call center representative and customers needing technical support. If the customer experience is unsatisfactory, not only does it weaken confidence in the support team's abilities, but it also reduces trust in the reliability of your product. This session will address various technology choices and the impact they will have on your contact center deployment. Discussion will include such emerging technologies as SaaS (Software as a Service), video in the contact center, and new multimedia standards, as well as traditional choices like VoIP, CRM and more.

Tuesday, February 3: 2:00 - 2:45pm

Towards Improving Customer Service

In a down economy, streamlining contact center business processes is more important than ever before. Inefficiencies in work flows and work load are key reasons why agents struggle to achieve contact center goals, and companies waste valuable time and money. When we improve workflow for customer care agents, we not only help businesses save money during this crucial time, but we also improve overall customer service, which is our mission. In this discussion, the speakers will address ways to improve contact center performance by seamlessly integrating applications and Web services to ensure the most streamlined and cost-effective customer support.

Tuesday, February 3: 3:00 - 3:45pm

IP Call Recording Strategies

In the rush to exploit the advantages of IP telephony in the enterprise and the contact center, call recording can be an unexpected speed bump. In traditional TDM environments, call recording has long provided a wide range of benefits, including government and PCI regulatory compliance, transaction non-repudiation, contact center quality management, and agent training. Preserving these critical benefits as the telephony infrastructure migrates from TDM to IP presents IT architects with some interesting choices. This session examines a variety of strategies that an enterprise can adopt to preserve the security, availability, and reliability of its call recording environment as its telephony infrastructure evolves from TDM to IP.

Tuesday, February 3: 4:00 - 4:45pm

Operational Efficiency in the Contact Center

In this time of tight budgets, how can contact centers provide top notch service at the lowest possible cost? Join us to explore ways in which technology and business process can meet to ensure that goals are met and budgets are not stretched.

Wednesday, February 4: 8:30 - 10:15am **SPECIAL DOUBLE SESSION**

Unified Communications in the Contact Center: An Industry Round Table

In spite of all the attention given to enterprise unified communications (UC) in the last few years, an important component is often overlooked: the contact center. This is a mistake, as a UC strategy is just as critical to customer facing activities as it is to internal communications. This round table discussion will address the role that the contact center plays in a successful unified communications strategy, focusing on best practices for leveraging contact center and UC applications in tandem and how companies can make use of existing and next generation technologies to make this happen. Attend this session for a lively discussion on products, services and the state of the unified communications industry as it regards the contact center. This session is a must for anyone working on or planning to develop a UC strategy.

CALL CENTER SOLUTIONS

Wednesday, February 4: 12:30 - 1:15pm

Driving Benefits Through Analytics

Every company wants a deeper understanding of their customers and they will gladly leverage any technology that promises to give them a deeper insight into who their customer really is. Customer experience solutions should enable businesses to adapt rapidly to changing economic and competitive circumstances, enabling companies to capture and effectively anticipate and respond to customer behavior in all channels, in real time.

The session would also delve into how service providers can pick through existing customer data to identify social network dynamics among users, and tailor specific offers to network influencers, connectors and early adopters, each of whom has significant influence over other social group members. This can allow them to cost-effectively increase sales of high-margin services by targeting the offers to receptive audiences, as well as reducing churn by proactively addressing the concerns of influential group members.

Wednesday, February 4: 1:30 - 2:15pm

Protecting Business Assets Through Voice Documentation

Turbulent economic conditions have magnified the importance of effective risk management and liability protection measures for many organizations. Now more than ever, executives need to focus on improving operational performance while also ensuring the security of the business and protection of core assets. The presenter will discuss current business vulnerabilities and proven methods of protecting them. Specific topics will include privacy, compliance and electronic discovery. Building on this platform, the presenter will then discuss how voice documentation technology used to protect the business can be deployed to simultaneously improve the business through efficient collaboration and personnel development.

4G WIRELESS EVOLUTION

Exploring the Opportunities and Challenges of the 4G Future

We are, once again, on the threshold of significant changes in the world of communications technology.

The evolution of the mobile broadband network to the Fourth Generation (4G) wireless network will provide for the delivery of high speed video, voice and data services directly to a cellular handset or handheld Internet device.

The improved bandwidth and greater throughput rates offered by 4G will provide opportunities for innovative applications and services including; gaming, video, voice and data applications and the ability to always be connected to our applications, community, family and friends. 4G provides for a truly mobile, always on, always available service.

4GWE is the conference that delves into the key issues and challenges facing the evolution to a 4G, all IP, wireless network.

The event will educate carriers and wireless industry professionals on the applications, technology alternatives, time frames, opportunities and challenges in the new age of mobile broadband.

The 4GWE conference will explore where the impact of 4G will be most contentious, beneficial and the most profitable.

4GWE ATTENDEES WILL LEARN:

- How the history and evolution of the cellular network will in part determine the evolution to 4G
- The major differences between the competing technologies of WiMAX and LTE
- What killer applications both the consumer and business customer will be looking for.
- How 4G will effect social networking applications
- How 4G will significantly change content distribution.
- Where venture money will be spent
- What Mobile Internet devices will be developed to support 4G applications. After this bullet add:
 - How 4G applications will drive future network requirements and implementations.
 - What role regulation will play in wireless innovation and the evolution to 4G.
 - The role of Femtocells in the delivery of wireless services and applications.
- How Device manufacturers will drive demand and market share
- What kind of new business models will take us beyond the MVNO models of the past
- Where impact of 4G will be the most contentious, the most beneficial and the most profitable.

WHO SHOULD ATTEND?

The 4G Wireless evolution will be a symposium where strategists, architects and network planners will join with speakers and industry insiders leading the charge to our massively mobile future.

Companies Who Must Attend:

- Mobile Network Operators
- Fixed Carriers
- Handset Manufacturers
- Mobile Internet Device Manufacturers
- Application Providers
- Investment Banking/Venture Capital/Private Equity
- Telecom Network Infrastructure Vendor
- Network Services Provider/ISP/ILEC/CLEC/WISP/MSO

4G WIRELESS EVOLUTION

Track 1, Day 1: TUTORIALS: HOW WIRELESS EVOLVES

This track will cover the current landscape of wireless technologies, including CDMA, TDMA and GSM, as well as the evolution to 4G technologies including LTE and WiMAX. Discussions focus on how 4G technologies will be implemented to meet the future wireless requirements of both the business and consumer customer.

Monday February 2: 10:30 - 12:00 - GENERAL SESSION

The 4G Tutorial Part 1: Our G-enealogy

This General session will look at the history of cellular technology as a means to helping us gain an understanding of the converging 4G model of the world. Based on cellular technology, and the progress to date, how long will it take for Long Term Evolution (LTE) to be delivered? This session will look at both WiFi and WiMAX as potential evolution technologies as well as examine the history of spectrum licensing and the impact of "old" design issues on the 4G network of the future.

Monday February 2: 12:15 - GENERAL SESSION

Luncheon Session: Momentum Builds for a National Broadband Strategy

As electricity was in the 20th Century, so broadband will be the 21st Century – the crucial, game-changing engine of economic vitality, educational opportunity, and quality of life. Yet, over the last decade, the United States, alone among the leading nations in the world, has failed to develop a national strategy to ensure that all American citizens, businesses, and institutions will have prompt and affordable access to world-class broadband connections to the Internet. Now, the US Broadband Coalition, a large and diverse group of organizations spanning the American economy, has called for the development of a comprehensive national broadband strategy and has committed itself to developing as much agreement as possible on the details of such a strategy. Jim Baller, the founder and leader of the Coalition, will share his views on what's at stake and where this initiative is heading.

Monday February 2: 1:00 - 2:00pm

The IEEE's Wireless Ethernet Keeps Growing and Going

The 802. Specifications have become part of our daily life but often do not get credit for their ability to deliver product that is both interoperable and service independent. This session will look at both WiFi and WiMax as potential evolution technologies and will examine the history of spectrum licensing and the impact of "old" design issues on the 4G network of the future.

Monday February 2: 2:00 - 2:45pm

The 4G Tutorial Part 2: Vive La Difference?

The migration to LTE and WiMAX may not be an "either / or" discussion, but a story of blending. Service Providers must be ready to adopt an approach that will support the speeds and data throughput requirements that wireless customers will expect. This session will look at the real differences in these technologies and show how both carriers and consumers will adopt them. The session will examine the alternative technologies as well the migration issues that service

providers must take into consideration when transitioning to a WiMAX or LTE platform. The session will also discuss how these two technologies will co-exist.

- Are the speeds of WiMAX going to differentiate applications?
- Will 4G applications require more throughput?
- When will Interoperability be achieved for WiMAX?
- How will legal and commercial issues impact this evolution?

Monday February 2: 3:00 - 3:45pm

The 4G Tutorial Part 3: Mobile Broadband- New Applications and New Business Models

Whether it's LTE or WiMAX or local WISPs using combinations of Wi-Fi, WiMAX and whatever other stuff they can get, we are on the verge of having affordable mobile broadband in the US (it's already available in Scandinavia and becoming available elsewhere in the EU). What services can be provided over the top and what services need and/or benefit from operator capabilities (QoS, security, ...)? The iPhone store, Android store and similar initiatives suggest power is shifting away from the operators. How can operators leverage their core capabilities (QoS, security, billing, customer relationships, call detail, ...) to remain relevant?

Monday February 2: 4:00 - 5:00pm

Tutorial: White Spaces and Beyond

This session will provide an overview of the new FCC regulations and the existing standards related to the use of VHF/UHF spectrum and related technologies. The following topics will be covered:

- The physics of propagation and its impact on the range of White Spaces services vs. WiMAX and LTE
- The changing nature of regulations given that today's fixed spectrum regime (Radio Act of 1927/ Comm Act of 1934) is based on 80 year-old technology
- Overview of "Open Spectrum" including 900 MHz, 2.4 GHz and 5 GHz carved out for license exempt sharing; "secondary use" including UWB, 3650 MHz and now TV White Spaces
- Prospects for expanding secondary use beyond TV white space.

Monday - 02/02/09, 5:00-5:45pm - GENERAL SESSION

The Great White Hope: Why the New 'White Space Initiative' May Become the Nirvana of Wireless

Wi-Fi works great indoors but doesn't work well outdoors. 3G & 4G cellular work great outdoors but not well indoors. If there's a need to stay connected through difficult terrain and in urban canyons, then the new white space initiative just approved by the FCC on Nov. 4 could be the answer. This technology allows for high bandwidth such as full motion video to be transmitted up to a mile and provides good in-building penetration. But, it's very hard to do. This panel will provide overview information on the new white space initiative and then discuss what it will take for this new technology to become viable in a number of markets.

4G WIRELESS EVOLUTION

Track 2, Day 1: Evolving Wireless Regulation

With the existing regulatory laws still referring to telegraphic services, and the change in administrations looking to advance a broadband strategy, how do we change regulatory definitions so that we can promote innovation and prepare for the wireless broadband of the future? The logical starting point for regulatory reform is today's competitive cellular market combined with a vision of our wireless future.

Monday February 2: 10:30 - 12:00 - **GENERAL SESSION**

The 4G Tutorial Part 1: Our G-enealogy

This General session will look at the history of cellular technology as a means to helping us gain an understanding of the converging 4G model of the world. Based on cellular technology, and the progress to date, how long will it take for Long Term Evolution (LTE) to be delivered? This session will look at both WiFi and WiMAX as potential evolution technologies as well as examine the history of spectrum licensing and the impact of "old" design issues on the 4G network of the future.

Monday February 2: 12:15 - **GENERAL SESSION**

Luncheon Session: Momentum Builds for a National Broadband Strategy

As electricity was in the 20th Century, so broadband will be the 21st Century – the crucial, game-changing engine of economic vitality, educational opportunity, and quality of life. Yet, over the last decade, the United States, alone among the leading nations in the world, has failed to develop a national strategy to ensure that all American citizens, businesses, and institutions will have prompt and affordable access to world-class broadband connections to the Internet. Now, the US Broadband Coalition, a large and diverse group of organizations spanning the American economy, has called for the development of a comprehensive national broadband strategy and has committed itself to developing as much agreement as possible on the details of such a strategy. Jim Baller, the founder and leader of the Coalition, will share his views on what's at stake and where this initiative is heading.

Monday February 2: 1:00 - 1:45pm

Spectrum and the Concept of Net Neutrality

Recent Spectrum auctions and the requirements for the "D" block have included public good requirements that seemed burdensome to some carriers. At the same time, the issue of providing a neutral connection, or open interface, has been another point of discussion in the negotiation. Will the impact of 4G's broadband wireless be a solution for these issues? Will net neutrality requirements be adhered to? Who will be responsible for ensuring net neutrality guidelines are followed?

Monday February 2: 2:00 - 2:45pm

WiMAX Adoption in Rural Areas

WiMAX solutions are viewed as an alternative service strategy for Rural and remote access areas. What aspect of WiMAX technology makes that long last mile cost effective? How is WiMAX being offered as a data service or a bundled triple play?

Monday February 2: 3:00 - 3:45pm

Femtocells and Cable:

Will Femtocells Create a Cable Cellco?

A femtocell strategy requires the use of broadband in the home to backhaul the cell phone call or cell data from the femtocell to the mobile operator's network. Cable companies own and control a large portion of the broadband internet connections at the home that could make use of a cable owned femtocell mobile network. Cable companies have for years explored moving into mobile and have already spent billions of dollars on spectrum such as AWS-1 2006 spectrum auction. This cable spectrum is sitting idle waiting for cable companies to build a Radio Access Network to serve mobile cable users. What are the technical, financial, and marketing hurdles cable must overcome to build RAN based on primarily femtocells and picocells? What is holding cable back from moving forward with announcing a mobile strategy that uses femtocells as the foundation for the RAN?

- Progress made toward integrating femtocells into the cable set top box/gateway
- Cable industry's strategy for using femtocells with the AWS or 700Mhz spectrum
- Will Cable use LTE or WiMAX?
- Building and designing a micro RAN network architecture before the macro network
- The business and strategy case for developing a cable cellco by relying primarily on femtocells and picocells as RAN base stations

Monday February 2: 4:00 - 5:00pm

Square Pegs – Overcoming the Regulatory Challenges Facing Wireless and Wired IP Communications

IP communications are fundamentally different than traditional telephony, but these new services have recently been regulated using old paradigms. As new services reach across networks, they must also address the sometimes disparate regulatory requirements associated with different networks and jurisdictions, including the need for a wireless Carterfone decision, the importance of coherent 911 requirements, and the continued efforts by states to assert jurisdiction over IP communications. Join long-time IP communications advocates Brita Strandberg and Jim Kohlenberg as they discuss the existing regulatory landscape and the practical challenges faced by IP communications providers, and offer their hopes for positive regulatory change.

Monday - 02/02/09, 5:00-5:45pm - **GENERAL SESSION**

The Great White Hope: Why the New 'White Space Initiative' May Become the Nirvana of Wireless

Wi-Fi works great indoors but not so well outdoors. 3G & 4G cellular work great outdoors but not indoors. If there's a need to stay connected through difficult terrain and in urban canyons, then the new white space initiative just approved by the FCC on Nov. 4 could be the answer. This technology allows for high bandwidth such as full motion video to be transmitted up to a mile and provides good in-building penetration. But, it's very hard to do. This panel will provide overview information on the new white space initiative and then discuss what it will take for this new technology to become viable in a number of markets.

4G WIRELESS EVOLUTION

Track 1, Day 2

The Evolution From Chip to Core

POTS had lots of technological changes but the "black phone" remained the "black phone". For cellular most of us changed phones as often as we changed contracts (and sometimes sooner) The 4G devices will often be application specific, what will impact the consumers choice and how will it effect network deployment?

Tuesday February 3,: 8:30 - 9:15am

Does your 4G Device Communicate or Compute?

Cell phones provide texting, email, browsing and picture taking capabilities. Many consumers think of their phone as a computer while the computer manufacturers see computing opportunities for mobile internet devices. What leading applications will drive manufacturers to build a cellphone that computes or a computer to communicate. In a 4G world, how many devices is the consumer willing to own?

Tuesday February 3,: 1:00 - 1:45pm

4G and FMC: It starts at the Edge

Many users will spend up to 70 percent of their phone time indoors. At the same time, mobile IP data usage will outstrip mobile voice usage on legacy mobile networks. Yet these new higher spectrum bands RF signal range is shorter and more difficult to provide in-building coverage. Consequently, in-building coverage will become more critical as enterprise users rely increasingly on mobile devices for real-time location-based voice, data and video services.

It's these issues that are driving strategies such as Femtocell and Picocell technologies. This method is being suggested with for EVDO, HSPA and WiMAX today. This session describes the issues providers will face and how to address them to provide reliable indoor-outdoor FMC solutions.

Tuesday February 3,: 1:55pm

Migrating the Core: Wireless Backhaul

With the adoption of data standards for the wireless network, the existing T1s have to be augmented with new capacity and traffic management strategies. However, the history of the Internet has taught us there is a great deal of flexibility in how this traffic is managed and shaped. This session examines the possibilities of deploying solutions such as Metro-Ethernet and WiMax and the opportunities for new services based on these rollouts.

- What are the real capacity requirements for 4G networks?
- Will we always need to convert to circuit switch speeds (e.g. T-1, DSO) ?

Tuesday February 3,: 2:50pm

Communications on Social Networks

It's estimated the Internet lost a third of its email traffic with the advent of social networking tools.. Social networking revolutionized the way we communicate, find each other and define and join communities and groups. This session will look at the relationship between the next generation of social networking users with the next generation of technology.

- How do you stay relevant to a dynamic network?
- What functions can enhance user connectivity?
- How do Wireless services add to the sense of community?

Tuesday February 3,: 3:45pm - **GENERAL SESSION**

The LTE Business Case

This panel will focus on important questions regarding the business case for LTE, such as: What are the revenue incentives and investment implications for operators who adopt LTE? What is the LTE market opportunity and implications for the broader ecosystem, including equipment providers, operators, and device manufacturers? Additionally, presenters will discuss how the current economic climate might impact the overall LTE business case.

Tuesday February 3,: 4:30pm - **GENERAL SESSION**

Fast and Easy Wins the Race: HSPDA

Looking for the path to the future? You may be on it already. The transition to 4G has an easy path that matches to the customer's demands for high speed data and the service providers need to upgrade. The answer is High Speed Downlink Packet Access [HSDPA] and its relation to existing 3GPP standards makes it the easy evolution path. Few strategies allow a carrier to support their existing customers' devices and gain speed for the devices of the future. This is the real advantage of HSPDA as data service markets continue to grow.

- How does an operator manage the network upgrades?
- How can the operator capitalize on the advantages?

Track 2, Day 2: The Status of Standards

3GPP is the home of the LTE standards work as it progresses to 4G, and the IEEE is the home of WiMAX and WiFi standards. What is going on in the standards world and how do these standards bodies influence each other? Should we expect a harmonization of the standards or will the differences between different standards widen?

Tuesday February 3: 8:30 - 9:15am

IMS Making Room for the Evolution

The migration path for long-term evolution has several steps along the way. This session will look at the issues facing the migration from 3G and 4G and what systems have to be added, adapted or abandoned to make the vision a reality. Particular emphasis is placed on the discussion of how outside plant gets impacted in a world where wireline is overcome by wireless technology.

4G WIRELESS EVOLUTION

Tuesday February 3: 1:00 - 1:45pm

The Evolution of WiMAX

As WiMAX deployments rollout across the world, real world experience is providing valuable feedback that will be used to continually develop standards. This session will identify what opportunities are driving new standards and whether or not these standards are suffering from geographic implications. Where are the current WiMAX services and what lessons have we learned? How will WiMAX standards be impacted by these experiences?

Tuesday February 3: 1:55pm

Giving Voice to 4G

Mobile operators face a double challenge: evolving their core to 4G LTE or WiMAX for blazing broadband access speeds as well as transitioning the core service network to IMS for voice and interactive communication services. Defined by the 3rdGeneration Partners hip Program (3GPP) researchers, IMS is the next gen architecture for mobile communication services and while it represents the interests of the operators, it is not the only option for delivering voice over 4G RANs. Greenfield operators, while starting from a clean slate, also face a myriad of architectural choices for voice services. This session will explore the following questions and issues:

- What are the architecture and infrastructure choices for incumbent and greenfield mobile operators for voice services?
- Where should service providers locate session-oriented service delivery intelligence and control—in the core or the edge? What's right and wrong about each approach?
- What are the requirements for secure and interoperable wireless services? Does IMS deliver all that's necessary? What additional issues must be considered for FMC and blended wireless-wireline access networks?

What are the optimal technology choices relative to product availability, cost, functionality and scalability in terms of performance and capacity?

Tuesday February 3: 2:50pm

WiMAX vs. LTE Advanced

Is this really a fight to finish or will the two services be servicing different markets. Already many LTE carriers are looking to make WiMAX part of their backhaul solutions? So where do the two solutions compete and where do they complement. This will be the subject of this discussion.

Tuesday February 3, 3:45pm - **GENERAL SESSION**

The LTE Business Case

This panel will focus on important questions regarding the business case for LTE, such as: What are the revenue incentives and investment implications for operators who adopt LTE? What is the LTE market opportunity and implications for the broader ecosystem, including equipment providers, operators, and device manufacturers? Additionally, presenters will discuss how the current economic climate might impact the overall LTE business case.

Tuesday February 3, 4:30pm - **GENERAL SESSION**

Fast and Easy Wins the Race: HSPDA

Looking for the path to the future? You may be on it already. The transition to 4G has an easy path that matches to the customer's demands for high speed data and the service providers need to upgrade. The answer is High Speed Downlink Packet Access [HSDPA] and its relation to existing 3GPP standards makes it the easy evolution path. Few strategies allow a carrier to support their existing customers' devices and gain speed for the devices of the future. This is the real advantage of HSPDA as data service markets continue to grow.

- How does an operator manage the network upgrades?
- How can the operator capitalize on the advantages?

Day 3: The Applications Imperative

At the end of the day the consumer is going to drive the migration to 4G based on the applications that are available and their ability to reach the apps from their devices. This track answers the question "What is hot" and "What does hot have to do with the network"? These sessions will examine the required future implementations to satisfy today's demand for applications.

Wednesday, February 4: 8:30 - 9:15am

TV Dichotomy: Over the Top Versus On the Internet

The digital rights issues that the Broadcast industry faced a few years back have lessened in importance as the consumer continues to participate in the creation and distribution of content. As the perceived value of accessing and sharing content increases, new opportunities for wireless distribution increase. The opportunities for wireless distribution has been the subject of many a wireless strategy.

- Why does 4G manage Video out of the packets?
- Will data pricing be cross elastic on video solutions?

Wednesday, February 4: 9:25am

How Do You Deliver Wireless Applications in the World of 4G?

The use of the web as the model for communication is setting up a new strategy for browsing communication services and peer to peer solutions. The future will be shaped by a highly competitive Internet market augmented by innovative new technology, new devices, new applications and "open" spectrum. What is the concept of a service in the future? How does it relate to a network operator's capabilities.

Wednesday, February 4: 10:15am

The Road Ahead for Device Design

This session will take a look at the very interesting subject of mobile Internet device design. The session will seek answers and create debate on a number of questions:

- Which is cooler the device or the application running on it?
- What makes a device's design so compelling as to set it apart from other devices on the market?
- What are the defining features of a successful Mobile Internet Device? Are components enabling specialty devices?
- Does full access to the Internet change provisioning strategies?
- Given Internet connectivity, what drives application development?

4G WIRELESS EVOLUTION

Wednesday, February 4: 11:15am

The New Rules for Wireless Peering

The GSM is taking advantage of IP to create a means to exchange common traffic and bypass the land line legacy connections used in the past. This ability has significant meaning for other end to end services and the terms of this exchange must be negotiated amongst the carriers in the future.

Wednesday, February 4: 12:00pm

Fun@Lunch: Set Up your Own Agenda

It is always hard to explain the concept of an unconference to the uninitiated. This session will pull together groups of knowledgeable people, including you, to identify and throw out topics for the meeting. The group will "agenda bash" and set up a session schedule to answer some intriguing questions, such as

- What should keep a CEO up at night?
- Will the consumer always have the better tools?
- Who else is Interested in the same things I am?

Wednesday, February 4: 1:00pm

Keynote Presentation by Dr. Kai Miao, Intel

Wednesday, February 4: 1:30pm

Monetizing the Vision

The Future is never that far away to allow investors to wait. This session will examine the technologies that are driving investment strategies on Wall Street and how lessons learned in the past will, in part, determine future investment recommendations.

- Given where we have been economically does the path of a start-up eventually lead to Wall Street?
- Who is interested in software & Technology Investments?
- Where do market trends translate into world consumption?
- When do technology investments maximize in value?

FREE Panel Discussion

SERVICE PROVIDER ROUNDTABLE

TUESDAY, FEBRUARY 3, 2009: 9:15 AM

As the financial markets batter the telecommunications industry, we felt it made sense to gather some of the industry's most innovative service providers on a single stage to hear their thoughts in this moderated discussion that explores the market in the hopes of finding out exactly where we stand today. Get perspectives from the leading service providers exploring next generation solutions, including the latest developments, a glimpse into the future, and some real-life implementation tales that you won't want to miss. Topics will range to include what

the changes in Washington mean to the telecom space, market challenges, competitive pressures, mobility and the buzz surrounding next-generation wireless technologies and much more. It's an exciting time — and a challenging time, for certain — to be a service provider in today's climate. Come to this keynote-level session to hear more about this market from the service providers who are living it every day. Attendees are encouraged to bring their questions and we'll bring the industry leaders who are best positioned to provide the answers.

Panelists Include:



8x8, Inc.



Telefonica



DIGIUM|ASTERISK WORLD SESSIONS

Monday 02/02/09

Digium|Asterisk World - PBX/Enterprise

Intro to Enterprise Asterisk: Open Source, Commercial Solutions, and Your Organization's IQ Combine for a Superior Telephony Solution

Adapting to the new economy: How Asterisk contact centers fit the bill

VoIP Transparency: Asterisk and the Economics of Monitoring

Asterisk as a Regulatory Compliance Toolkit

Enterprise Pitfalls: Lessons Learned

Tuesday 02/03/09

Digium|Asterisk World - Contact Center

Enabling SIP SIMPLE Presence for Call Centers and beyond

Halt! Who goes there? Website identity management and authentication using Asterisk

Virtualizing Asterisk

Multi-Site Open Source Call Center Deployment: A European Case Study

SESSION TBA

Wednesday 02/04/09

Digium|Asterisk World - Reseller

Web-Aware Unified Communications with Switchvox

The Asterisk VoIP Conversion and The Opportunity for Substantial ROI

The Asterisk VoIP Conversion and The Opportunity for Substantial ROI

SESSION TBA

Ingredients for Successful Asterisk PBX Sales

DIGIUM|ASTERISK WORLD PAVILION

Digium|Asterisk World at ITEXPO is the must-see destination for all attendees, addressing "Everything Asterisk" for business users, resellers and executive decision-makers.



































UNIFIED COMMUNICATIONS SHOOTOUT

MONDAY, FEBRUARY 2, 2009: 4:45 PM

Don't miss this once in a lifetime opportunity to see several vendors pitch their Unified Communications solutions and position their products against one another! We've invited several of the leading unified communications solutions vendors to make the case for choosing their offerings; they'll lay out the business case, what differentiates them from the competition,

give a quick demonstration of how their system works... and then it's up to the next vendor in line to try and top that! Vendors will have to hurry... they'll have 5-7 minutes to make their pitch and then the spotlight will turn to their competition. We'll wrap up the action with a quick Q&A and it's up to the audience to see how the vendors did.

Panelists Include:



SERVICE PROVIDER ROUNDTABLE

TUESDAY, FEBRUARY 3, 2009: 9:15 AM

As the financial markets batter the telecommunications industry, we felt it made sense to gather some of the industry's most innovative service providers on a single stage to hear their thoughts in this moderated discussion that explores the market in the hopes of finding out exactly where we stand today. Get perspectives from the leading service providers exploring next generation solutions, including the latest developments, a glimpse into the future, and some real-life implementation tales that you won't want to miss. Topics will range to include what

the changes in Washington mean to the telecom space, market challenges, competitive pressures, mobility and the buzz surrounding next-generation wireless technologies and much more. It's an exciting time — and a challenging time, for certain — to be a service provider in today's climate. Come to this keynote-level session to hear more about this market from the service providers who are living it every day. Attendees are encouraged to bring their questions and we'll bring the industry leaders who are best positioned to provide the answers.

Panelists Include:



8x8, Inc.



HD - WHAT'S THE NOISE & ARE WE READY?

TUESDAY, FEBRUARY 3, 2009: 12:15 PM

We've heard a lot over the last six months about HD solutions and about the possibility for IP Communications solutions to finally exceed the fidelity and clarity of the PSTN. Microsoft Office Communicator and Skype have seeded the market with

examples of applications that allow users to experience this new fidelity. We've invited a cross section of industry leaders to a special panel discussion to discuss this topic and find out if we indeed are ready for HD.



RESELLER SOLUTIONS DAY WORKSHOP

MONDAY, FEBRUARY 2, 2009 - FREE WORKSHOP FOR RESELLERS AND AGENTS

12:00pm

"MAKING MONEY IN IP COMMUNICATIONS"

Rich Tehrani, TMC; Robert Messer, ABP

1:00pm

"WHY SIP TRUNKING IS GREAT FOR 2009"

David Byrd, Broadvox

2:00pm

"SIP TRUNKING AS YOU ARE"

AudioCodes, Panasonic, Broadvox

3:00pm

"SELLING IN A WEAKENED ECONOMY"

Bob Nicols

3:45pm

"STAYING COMPETITIVE IN A CHALLENGED ECONOMY?"

Jeanne Leckie

SPONSORED BY:



NEW! TELECOM AGENT DAY WORKSHOP

Tuesday, February 3, 2009

TMC's Agent Day is an opportunity for channel agents and their partners to gather and hear some of the industry's leading speakers. The program at Agent Day is free to all attendees, so if you're looking for some free education, and the opportunity to mix and mingle with your colleagues, competitors, and potential partners, then this is the must-attend event of the Winter.

Topics to be Addressed Include:

2:00pm

State of the Industry

What effects are macroeconomic conditions having on Internet telephony and the channel? How can this translate into new opportunities for agents and their customers? Come to this session to learn how you can take advantage of today's significant opportunities.

3:00pm

New Technologies

Come learn about Unified Communications, Software as a Service (SaaS), next-generation conferencing solutions, Web 2.0, SIP trunking and more.

Presented by Ken Mercer, Senior VP, Telecom Brokerage

4:00pm

The Road Ahead

So you want to know what tomorrow has in store? Come to this session to hear all about the opportunities that are waiting just ahead. The speakers will address the trends and the recent activity in the market and come away with a plan for addressing the challenges ahead.

Presented by Peter Radizeski, Telecom Specialist, RAD-INFO, Inc.

Check www.itexpo.com For Complete Program Information and Speaker Updates For Each Free Workshop

INGATE'S FREE SIP TRUNKING WORKSHOP

SIP Trunking: Everything You Need to Know



Monday - Wednesday, February 2-4, 2009

Educating end users, resellers, distributors and systems integrators about SIP trunking is on the agenda as InGate® Systems partners with TMC, leading IP-PBX vendors, SIP trunking service providers and industry thought-leaders to offer "SIP Trunking: Everything You Need to Know" seminars at ITEXPO East 2009.

These seminars will provide a comprehensive overview of SIP trunking, with general information panels and technical insight sessions from the service provider and enterprise perspectives.

LIVE DEMOS of participants setting up a secure SIP trunk live, on-site will be featured, to showcase how easy it can be to deploy SIP trunks.

Featured This Season:

- Step-by-step, interactive sessions to illustrate the what, why and how of SIP trunking architecture
- Carrier-specific seminars; IP-PBX seminars as well
- Case studies to delve deeper into the issues
- ROI-focuses sessions: the value proposition of SIP trunks
- SIP Trunking Boot Camp for "Basic Training" on SIP trunk installations
- Security sessions with VOIPSA will discuss VoIP and SIP trunk security.

Attendees can earn a SIP Trunking Professional Certificate by participating in the Professional Development Program on the first day of the Show.

Monday, February 2 - SIP Trunking Professional Development Program

10:00 - 11:30am	Intro to SIP Trunking <i>Presented by: Avaya, BandTel, Cbeyond, Ingate, ShoreTel</i>
	ShoreTel Live Demo - Setting up Secure SIP Trunk <i>Presented by: ShoreTel</i>
12:00 - 1:50pm	Enterprise Infrastructure <i>Presented by: Avaya, Digium/Asterisk, Ingate, Iwatsu, ShoreTel</i>
	Iwatsu Live Demo - Setting up Secure SIP Trunk <i>Presented by: Iwatsu</i>
2:00 - 3:50pm	The Service Provider Perspective <i>Presented by: AireSpring, BandTel, Bandwidth.com, Cbeyond</i>
4:00 - 5:30pm	J. Arnold & Associates: 2009 Technology Survival Roadmap - SIP Trunking and Beyond <i>Presented by: Jon Arnold, Principal, J. Arnold & Associates</i>

Tuesday, February 3 - SIP Trunk Deployments, Issues, Solutions

8:30 - 10:00am	Case Study: ROI of SIP Trunking <i>Presented by: Bandwidth.com, Ingate, Kool Smiles</i>
11:15am - 12:30pm	SIP Trunking and Security <i>Presented by: Ingate, VoIPSA</i>
1:00 - 4:00pm	SIP Forum SIPconnect Compliance Workshop
2:00 - 3:00pm	Beyond POTS Replacement <i>Presented by: BBTelsys, Cbeyond, Ingate</i>



Wednesday, February 4 - SIP Trunking Boot Camp

8:30am - 12:00pm	Just for Carriers: SIP Trunk Intensive Workshop <i>Presented by: Avaya, Ingate, Jon Arnold, Marc Robins (SIP Forum)</i>
12:30 - 4:00pm	SIP Trunk "Basic Training" with Ingate <i>Presented by: Ingate</i>

MICROSOFT RESPONSE POINT WORKSHOP

TUESDAY, FEBRUARY 3 - WEDNESDAY, FEBRUARY 4, 2009 - FREE WORKSHOP

Free ½ day Microsoft-sponsored seminar geared towards VARs and Agents.

It is focused on a hands-on, pragmatic, and practical education of the Response Point solution and opportunities

Speakers include VARs, ITSPs, and OEMs that are currently active in the Response Point ecosystem. Benefit from the learning's of these partners, and leverage their lessons into successful business practices for your firm.



Tuesday, February 3

8:30 - 10:00am	Microsoft Response Point Tutorial Learn about the Microsoft Response Point software solution during this 90 minute hands-on tutorial delivered by members of the Response Point Development team. Topics will include: installation, configuration, customization, and SIP Trunking, and hardware and software management. <i>Presenter(s): Marta Barillas, Luis Esparragozza - Microsoft Response Point</i>
1:00pm	A VAR's Perspective: Response Point as a Business Driver Taking an end to end view of Response Point affords VAR's an opportunity for multiple revenue sources. In this VAR delivered presentation, we will learn how Response Point can generate revenue and consulting opportunities from a transactional and recurring perspective. <i>Presenter: Dave Bainum, Founder and Principal Consultant, RiteTech</i>
2:00pm	A Technical Deep Dive on Response Point Response Point is an OEM hardware and Microsoft software solution. This presentation will provide for a deep dive of hardware and software features available for configuration and customization. AastraLink RP will be the hardware base demonstrated. <i>Presenter(s): Steven Grinsztein, Field Engineering Manager, Aastra</i>
3:00pm	An Integrated Solution: SMB Phone Goes to Market with Response Point SMB Phone is a unique VAR and ITSP. Come learn how they identified Response Point as a key technical and business component in their nation-wide go to market programs focused on SMBs. <i>Presenters: Erik Lagerway, Co-founder & CEO, Trent Johnsen, VP, Business Dev, SMB Phone</i>
4:00pm	Response Point OEM Roundtable Interact with the key members of the Response Point Ecosystem, including hardware OEMs and Peripheral OEMs. <i>Presenter(s): Microsoft, Aastra, D-Link, Syspine, Clear One, Sangoma, Quintum</i>

Wednesday, February 4

8:30 - 10:00am	Microsoft Response Point Tutorial Learn about the Microsoft Response Point software solution during this 90 minute hands-on tutorial delivered by members of the Response Point Development team. Topics will include: installation, configuration, customization, and SIP Trunking, and hardware and software management. <i>Presenter(s): Marta Barillas, Luis Esparragozza - Microsoft Response Point</i>
10:00am	Tips and Tricks in Selling Response Point Solutions Join Syspine's Tom Burgess in a best practices discussion on selling Response Point solutions into the SMB space. Tom, an experienced VOIP and Telco professional with 20+ years of industry knowledge, will share his insights on how best to utilize the Microsoft brand, Response Point technology, and VAR/Agent expertise for successful selling. <i>Presenter: Tom Burgess, National Distribution and Sales Manager, Syspine</i>
11:00am	Response Point Service Provider Roundtable Interact with the key members of the Response Point Ecosystem. Service Providers will be represented and open to discuss their service offerings and VAR/Agent programs. <i>Presenters: Bandwidth.com, Cbeyond, Junction Networks, NGT, Packet8, SMB Phone, TotalTel</i>

Miami Beach Convention Center



Conveniently Located in the Heart of World Famous South Beach, Minutes from Miami Int'l Airport.

Easy Access from Downtown and all Miami Suburbs.

Miami Beach Convention Center
1901 Convention Center Drive
Miami Beach, FL, 33139
Phone: (305) 673-7311

The Miami Beach Convention Center is located in the heart of South Beach. Known throughout the world for its exciting nightlife and myriad of fine dining and hotel accommodations, Miami Beach will present a visitor experience like no other destination.

Whether it's enjoying the party atmosphere of Ocean Drive, the amazing nightclubs of Washington Avenue, or trying to decide among Lincoln Road's vast selection of fine restaurants, you'll never be wanting for excitement in our tropical paradise.

The Royal Palm - Official Show Hotel

Save Time & Money by Staying at the Official Show Hotel.

Short Walk to the Convention Center

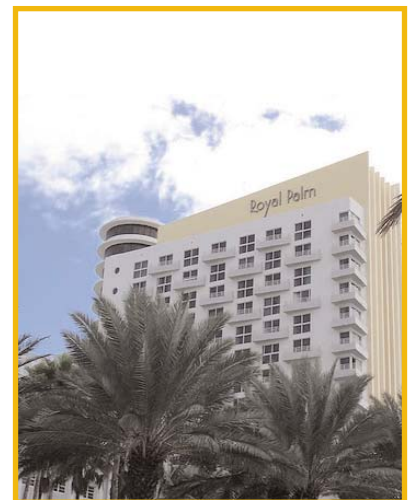
With over 150 exhibitors and as many as 7,000 attendees expected, rooms at the oceanfront Royal Palm Hotel **WILL SELL OUT QUICKLY!**

Contact the Royal Palm right away and reserve rooms at special INTERNET TELEPHONY® Conference & EXPO rates. Identify yourself as an ITEXPO show attendee to take advantage.

Royal Palm Hotel

1545 Collins Avenue
Miami Beach, Florida 33139
Phone: (305) 604-5700

Single Rate: \$199.00; Double Rate: \$249.00
To make a Reservation: Call (305) 604-5700.
Deadline for special rate: January 10, 2009



Find the Solutions You Need

**COME INSPECT HUNDREDS OF CUTTING-EDGE IP COMMUNICATIONS
PRODUCTS & SERVICES • OVER 150 EXHIBITORS EXPECTED**

- 4G
- APIs
- Application Servers
- ATAs
- ATM
- Billing/OSS Solutions
- Cable Telephony Solutions
- Call Center / CRM Solutions
- Carrier Class Gateways
- Compression Algorithms
- CTI
- DSP Chips & Boards
- Echo Cancellation
- Edge Access Devices
- Embedded Software Tools
- Fax Boards
- Firewalls
- Fixed/Mobile Convergence
- H.323
- Hosted VoIP
- IMS
- Industrial Computers
- Interconnection Facilities
- IP-based ACDs
- IP Centrex Solutions
- IP Conferencing
- IP Contact Center Solutions
- IP-enabled Mobile Devices
- IP Fax Solutions
- IP PBXs
- IP Phones
- IP Telephony Headsets
- IPTV Solutions

EXHIBIT HALL HOURS:

Monday, February 25:45 pm - 8:00 pm

Grand Opening Networking

Reception in Exhibit Hall sponsored by:



Tuesday, February 311:00 am - 5:00 pm

Wednesday, February 411:00 am - 2:30 pm

2:20 pm: Jeep Giveaway - Must be present to win!

- IP Video Conferencing
- LAN-based Telephony
- Mashups
- Media Servers
- Open Source
- Presence-based Applications
- Programmable Switches
- Protocol Stack
- QoS Network Monitoring
- RAS/Modem Chips
- Routers
- Session Border Controllers
- SIP Software
- SIP Trunking
- SMB VoIP Solutions
- SOA
- Softswitches
- SOHO Solutions
- Speech Recognition
- Telepresence
- Testing Platforms
- Unified Communications
- UPS/Power Solutions
- Voice Boards
- VoIP Development Tools
- VoIP Gateways
- VoIP Monitoring
- VoIP Peering Solutions
- VoIP Security
- VoIP Silicon
- VoIP Testing Hardware
- Web-based Customer Service
- WiFi Telephony
- WiMAX
- Wireless IP Communications

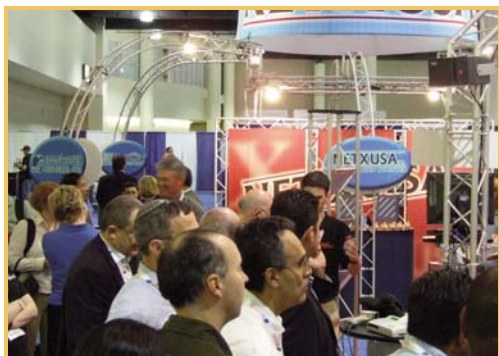


Exhibit Hall activity captured at previous ITEXPO.

ON-SITE REGISTRATION HOURS

Monday - February 210:00 am - 7:00 pm
 Tuesday - February 37:00 am - 5:00 pm
 Wednesday - February 47:30 am - 2:00 pm

EXHIBIT HALL HOURS

Monday - February 25:45 pm - 8:00 pm
 Tuesday - February 311:00 am - 5:00 pm
 Wednesday - February 411:00 am - 2:30 pm

CONFERENCE SESSION TIMES*

Monday - February 212:00 pm - 5:30 pm
 Tuesday - February 38:30 am - 4:45 pm
 Wednesday - February 48:30 am - 2:15 pm

**Conference fees required for admission*

*Our Guarantee:

If you do not feel the sessions you attend made you better prepared to tackle your VoIP project than you were when you arrived, stop by the registration counter at the show and we'll issue you a free pass for any future INTERNET TELEPHONY conference. (No requests honored after the conference ends.)

4 Easy Ways to Register

1. **Online:** www.itexpo.com
2. **Fax:** (203) 866-3326
3. **Phone:** Call Frank Coppola
(203) 852-6800 ext. 131
4. **Mail:** Send your registration form to:
ITEXPO EAST 2009
TMC
One Technology Plaza
Norwalk, CT 06854 USA

Diamond Team Plan

5 Full-Conference Passes

Save Over 50%

The Diamond Plan allows five delegates from your company to have unlimited access to all conference sessions, all keynotes, all meals, all networking receptions, all special sessions — everything that goes on at the event... It's VIP total access! Only \$3,995*.

*\$3,995 up to five employees from your location. Only \$799 per delegate. This promotion is first come, first served. Space is limited.

*Early bird rate. After 12/19/08, rate increases to \$4,995.

Your Paid Conference Plan Includes:

- All sessions and workshops for which you have registered.
- All Meals served on days in your plan.
- Online access to all conference presentations.
- Unlimited Exhibit Hall access.
- All Keynotes and special panel discussions.
- All networking receptions.

Hotel Information

Save Time & Money at the Official Show Hotel.

Royal Palm a Short Walk to the Convention Center.

With over 150 exhibitors and as many as 7,000 attendees expected, rooms at the oceanfront Royal Palm Hotel on South Beach - **WILL SELL OUT FAST!**

The Royal Palm's prime location makes it easy for you explore all that Miami has to offer - within walking to both World Famous Ocean Drive and the Miami Beach Convention Center. Book now and mention that you are an ITEXPO attendee to receive special rates.*

Royal Palm Hotel

1545 Collins Avenue
 Miami Beach, Florida 33139
 Phone: (305) 604-5700



Single Rate: \$199.00; Double Rate: \$249.00
 To make a Reservation: Call (305) 604-5700.
 Deadline for special rate: January 10, 2009

Registration Form



GO TO WWW.ITEXPO.COM FOR FAST, EASY REGISTRATION

1 PICK THE PLAN THAT BEST MEETS YOUR NEEDS

	Thru 12/07/07	After 12/07/07	Select Days
<input type="checkbox"/> Diamond Team Plan BEST VALUE!	\$3,995	\$4,995*	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Weds
Access to all ITEXPO & Digium/Asterisk World events, all 3 days, for up to 5 people			
<input type="checkbox"/> Conference SUPERPass	\$2,095	\$2,395*	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Weds
Access to all ITEXPO, 4GWE, and Digium/Asterisk World conference events, all 3 days			
<input type="checkbox"/> Platinum Conference Pass	\$1,595	\$1,895*	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Weds
Access to all ITEXPO & Digium/Asterisk World conference events, all 3 days			
<input type="checkbox"/> Gold Conference Pass	\$1,295	\$1,595*	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Weds
Access to all ITEXPO & Digium/Asterisk World conference events conference events, any 2 days			
<input type="checkbox"/> Silver Conference Pass	\$1,095	\$1,395*	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Weds
Access to all ITEXPO & Digium/Asterisk World conference events conference events, any 1 day			
<input type="checkbox"/> FREE Reseller/Agent Day VIP Pass	FREE	FREE Online	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Weds
Reseller Day, Agent Day, Keynotes, Workshops and panel sessions, receptions, Exhibits		\$50 onsite fee applies	
<input type="checkbox"/> FREE VIP Exhibit Hall PLUS Pass	FREE	FREE Online	<input checked="" type="checkbox"/> Mon <input checked="" type="checkbox"/> Tues <input checked="" type="checkbox"/> Weds
Keynotes, free workshops, free panel sessions, receptions, Exhibit Hall		\$50 onsite fee applies	

2 ATTENDEE INFORMATION

NAME	TITLE	COMPANY
ADDRESS		
CITY	STATE	ZIP
PHONE	FAX	E-MAIL (REQUIRED)

3 PAYMENT INFORMATION

Faxed Registrations Must Include A Valid Credit Card. Total Amount Due: \$_____ (Payable in U.S. dollars drawn on a U.S. bank.)

☐ Check Enclosed (CT residents add 6% sales tax. Make checks payable to: TMC.) Charge My: ☐ AmEx ☐ MasterCard ☐ VISA

Card #: _____ Exp. Date: _____ Signature: _____

Would you like to receive (continue to receive) **INTERNET TELEPHONY®** magazine **FREE**?

☐ Yes ☐ No

☐ Digital ☐ Print

Signature (Required)

Date (Required)



CANCELLATION POLICY:

Full payment is required prior to admittance to the conference. Registrations are transferable and non-refundable. Registrants may have a dollar-for-dollar credit towards another TMC conference. Credit must be used within two years from original registration date. Program and speakers are subject to change without notice. TMC® reserves the right to use attendee company names, titles, images, and photos for future promotions.

4 PLEASE ANSWER ALL QUESTIONS. INCOMPLETE FORMS CANNOT BE PROCESSED.

1. BUSINESS TYPE (CHECK ONE) NETWORK SERVICE PROVIDER/CARRIER INDUSTRY

- ☐ 1. Network/System Integrator
- ☐ 14. Next-Gen Telco/ITSP
- ☐ 15. CLEC
- ☐ 16. Integrated Comms. Provider (ICP)
- ☐ 17. Telco/RBOC/IXC/Long Distance
- ☐ 18. ISP
- ☐ 19. Wireless/PCS
- ☐ 20. Cable
- ☐ 21. Application Service Provider
- ☐ 22. PTT
- ☐ 45. BLEC/MDU LEC
- ☐ 46. ILEC
- ☐ 23. Other (specify) _____

VoIP/TELEPHONY INDUSTRY

- ☐ 8. Telecom Developer
- ☐ 9. Manufacturer
- ☐ 47. Reseller/Retailer/Wholesaler/VAR/VAD
- ☐ 10. Distributor
- ☐ 11. Interconnect
- ☐ 12. Consulting
- ☐ 13. Other (specify) _____

GENERAL INDUSTRIES

- ☐ 24. Manufacturing/Software Developer
- ☐ 25. Business Service/Consulting/ Consumer Service/Non-Profit/Trade Assn.
- ☐ 26. Government
- ☐ 27. Wholesale/Distribution/Retail/ E-commerce/E-business
- ☐ 28. Transportation/Travel/Recreation/ Entertainment

- ☐ 29. Utilities
- ☐ 30. Finance/Banking
- ☐ 31. Insurance
- ☐ 32. Hospitality
- ☐ 33. Healthcare/Medical
- ☐ 34. Real Estate
- ☐ 35. Catalog Marketing/Publishing
- ☐ 36. Marketing/Market Research
- ☐ 38. Advertising/Public Relations
- ☐ 39. Teleservices Agency
- ☐ 40. College/University/Education
- ☐ 42. Other Professional/Business Services (specify) _____
- ☐ 41. OTHER (specify) _____

2. JOB FUNCTION (CHECK ONE)

CORPORATE MANAGEMENT

- ☐ 7. Corporate Management (CFO/CEO/Pres., etc.)
- ☐ 18. Other Corporate Management (Specify) _____

TECHNICAL MANAGEMENT

- ☐ 1. Executive IT Management (CIO/CTO/VP)
- ☐ 2.IT/IS/MIS/DP Management
- ☐ 3. Telecom/Datacom Management
- ☐ 4. Software/Engineering Management
- ☐ 5. LAN/Network Applications/ Systems Management
- ☐ 6. Internet/Intranet/Extranet/Web Management
- ☐ 10. Speech Developer
- ☐ 19. Other Technical Management (Specify) _____

BUSINESS MANAGEMENT

- ☐ 16. Research/Development/ Business Development Management
- ☐ 8. Sales/Marketing/Advertising/ Product Management
- ☐ 9. Contact Center/CRM/Telemarketing/ Credit Collection/Fundraising /Help Desk/ Technical Support Management
- ☐ 11. Consulting/Integrator Management
- ☐ 17. Project Management
- ☐ 20. Other Business Management (Specify) _____
- ☐ 12. OTHER (Specify) _____

3. TOTAL EMPLOYEES IN YOUR COMPANY ALL LOCATIONS:

- ☐ A. 10,000+ ☐ D. 11-999
- ☐ B. 5,000-9,999 ☐ E. 1-10
- ☐ C. 1,000-4,999

4. WOULD YOU LIKE TO SUBSCRIBE TO INTERNET TELEPHONY'S FREE ENEWSLETTER?

- ☐ Yes ☐ No

5. WOULD YOU LIKE TO RECEIVE FREE PRODUCT INFORMATION AND SPECIAL PROMOTIONAL OFFERS VIA E-MAIL FROM THE INDUSTRY'S LEADING VENDORS?

- ☐ Yes ☐ No

35 Register Online & Save - www.itexpo.com