

WEDNESDAY, JANUARY 20, 2010 - Paid conference pass required to attend breakout sessions

	Enterprise Solutions	Service Provider Solutions	Call Center Solutions	TMC U Microsoft OCS
	Registration Open 7:00am - 7:00pm			
Room	B210	B211	B212	B213
9:00am	The Evolution of Enterprise Telecommunications Panel	Rich Services – To Be Delivered	Hosted vs. On-Premises Contact Center Solutions	Intro, Overview and Future Outlook of OCS - The Role of the PBX in an OCS World
10:00am	Addressing the Challenges of Hosted IP-PBX in the Large Enterprise	The Mobile Advertising Opportunity	What does IP Communications Enable in the Contact Center?	OCS R2 Update R3 Outlook "Live" OCS Demo
11:00am	The Future of Web Conferencing and Collaboration	Co-Opetition: Don't Fight 'em, Join 'em!	Building an Infrastructure for At-Home Agents	OCS-PBX Interoperability
12:00pm	Reducing IT Costs with VoIP Recording Strategies	Mobile VoIP, Imagine the Possibilities	Multi-channel Contact Centers - Lessons Learned	OCS Servers
12:45pm	Conference Luncheon			
1:45pm	How to Leverage Social Media for a Successful Marketing Campaign	The Anatomy of a Dark Fiber Network Outage	Contact Center Technology Trends	Configuration & Planning Top 10 SIP/OCS Site Planning "Best Practices"
2:45pm	Deploying Enterprise-class VoIP with SMB Resources	Wireless Backhaul Strategies	Unified Customer Communications – Beyond UC	TMC U Certification Exam
3:30pm	Free Keynote Session Featuring Google Voice, Polycom, Sprint			
5:00pm	5:00 - 7:30: Exhibit Hall Grand Opening - Reception Sponsored by Aculab			

Win This Hot New Honda Element!



Win A New Honda Element

You Must Be Present To Win!*

***New Honda Element Drawing - Friday, January 22, 2:15pm, at the conclusion of Exhibit Hall hours.**

**Element Giveaway
 Sponsored by:**



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

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 FRIDAY, JANUARY 22 TO CLAIM YOUR PRIZE!**

AGENDA-AT-A-GLANCE



THURSDAY, JANUARY 21, 2010

	Unified Communications	Service Provider Solutions	HD Voice	Developer Solutions
	Registration Open 7:30am - 5:00pm			
Room	B210	B211	B212	B213
8:30am	Unified Communications and the Virtualized Enterprise	Winning the Battle for SMB VoIP	Propelling HD Voice to the Mainstream	Delivering Superior Voice with HD Codecs
9:15am	Free Keynote Session Featuring Skype, Digium & Verizon			
11:00am	11:00 - 5:00: Visit the Exhibit Hall			
12:00pm	Conference Luncheon			
1:00pm	Unique Security Challenges of Unified Communications	The Impact of Web 2.0 on the Telco Space	HD vs. SD: Can You Please Spell That Phonetically?	Building Voice Apps - The Developer Perspective
2:00pm	Unified Communications - The Progression from Desktop to Handheld	Value in the Clouds: The Evolution of the Telephone Industry	HD in Action	Integrating and Automating Presence in Mobile Applications
3:00pm	Integrating Fax into Your Enterprise UC Experience	The 12-Step Program to Avoiding Network Failure	Meet the HD Handset Vendors	Bridging the Gap Between Legacy and Next Gen
4:00pm	Best of Breed or Best of Suite	Maximizing Global Connectivity with Skype for Business		Has Open Source Telephony Crossed the Chasm?
5:00pm	Networking Reception Sponsored by Ontario Canada Delegation			

FRIDAY, JANUARY 22, 2010

	Video Communications	Service Provider Solutions	Business Communication Delivery Options
	Registration Open 7:30am - 2:00pm		
Room	B210	B211	B212
8:30am	Taking Telepresence Beyond the Board Room	Multimedia Phones - The 4th Screen?	Next-Gen Business Communications - New Options Blending Premises- and Cloud-Based Delivery
9:30am	The Mobile Video Revolution	SIP Trunking - Issues, Opportunities, and Solutions	
10:30am	Technology Innovations in Video Conferencing	Addressing the Safety Glitch in the 911 System	Hosted IP Telephony Offers, IP Centrex and SaaS
11:30am	11:30 - 2:30: Visit the Exhibit Hall		
2:15pm	2:15: Honda Giveaway in Exhibit Hall		



Win A New Motorcycle!

You Must Be Present To Win!*

**Drawing Held Thursday, January 21 at 5:30pm
in the keynote room.**