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INTERNET TELEPHONY Conference & Expo

ITEXPO



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September 1-3, 2009 • Los Angeles Convention Center • Los Angeles, CA

The World's Communications Technology Conference

For: Enterprise/SMB • Service Providers • Resellers • Developers

Show Guide



Featuring
TMC University
Certification Courses

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Details on
page 64



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Visit us at booth 512



Dear Colleague,

It is my great pleasure to welcome you to the 20th ITEXPO! Our team at TMC and I are proud to have been hosting this event for a decade, bringing together IP and other communications technology users, experts and suppliers. We are very grateful to you for committing your time and resources to join us, and are confident you will find the ITEXPO experience extremely worthwhile.

There are so many activities taking place over the next few days. Please take a moment to review the highlights below and use this directory as a guide to make sure you don't miss what's most important to you. For times and locations, please see the Agenda-At-A-Glance on pages 48-49.

Tuesday, September 1:

- Conference breakout sessions begin at 8:30 and 9:00 am* (Page 48-49)
- TMC University Certification programs*: Microsoft OCS, hosted by Net Technologies (Page 10)
- InGate's FREE SIP Trunking Workshop (Page 16)
- New - Smart Grid Summit* (Page 36)
- Premiere - Machine to Machine (M2M) Communications* (Page 34)
- First-ever WiNOG @ ITEXPO, presented by the WiNOG Grants Coalition (Page 26)
- Fonality trixbox Training Course*(Page 12)
- Asterisk training by Digium*(Page 24)
- Keynotes by leaders from ShoreTel, Aspect and PAETEC (Page 22)
- Welcome Networking Reception at 6:00 pm in the West Hall Lobby (Page 22)

Wednesday, September 2:

- Conference breakout sessions begin at 8:30 and 9:00 am* (Page 48-49)
- TMC University Certification programs*: Network Security, hosted by Net Technologies (Page 10)
- Sipera's FREE UC Security Workshop (Page 30)
- FREE Resellers Solutions Day Workshop (Page 18)
- InGate's FREE SIP Trunking Workshop (Page 16)
- Premiere - Machine to Machine (M2M) Communications* (Page 34)
- First-ever WiNOG @ ITEXPO, presented by the WiNOG Grants Coalition (Page 26)
- Keynotes by leaders from Alvarion, Clearwire, Interactive Intelligence and Wesley Clover (Page 22)
- Exhibit Hall Grand Opening Reception at 6:00 pm sponsored by Aculab.

Thursday, September 3:

- Conference breakout sessions begin at 8:30 and 9:00 am* (Page 48-49)
- Premiere - Machine to Machine (M2M) Communications* (Page 34)
- First-ever WiNOG @ ITEXPO, presented by the WiNOG Grants Coalition (Page 26)
- InGate's FREE SIP Trunking Workshop (Page 16)
- Exhibit Hall Open 11:00 – 5:00
- 4:45pm – Grand Prize drawing – New JEEP giveaway! (Page 64)

**Conference fee required for admission. All other events are free for all badge holders.*

Once again, I'm very pleased that you're here to experience and contribute to ITEXPO. As always, please let me or a member of the TMC staff know what you think of the event. You'll see us around all week and you can also stop by the Registration Desk to give us your valued feedback. Enjoy ITEXPO!



Rich Tehrani
TMC Chief Executive Officer and Conference Chairman

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“The secret of
Success
is to know something
nobody else knows.”

—Aristotle Onassis

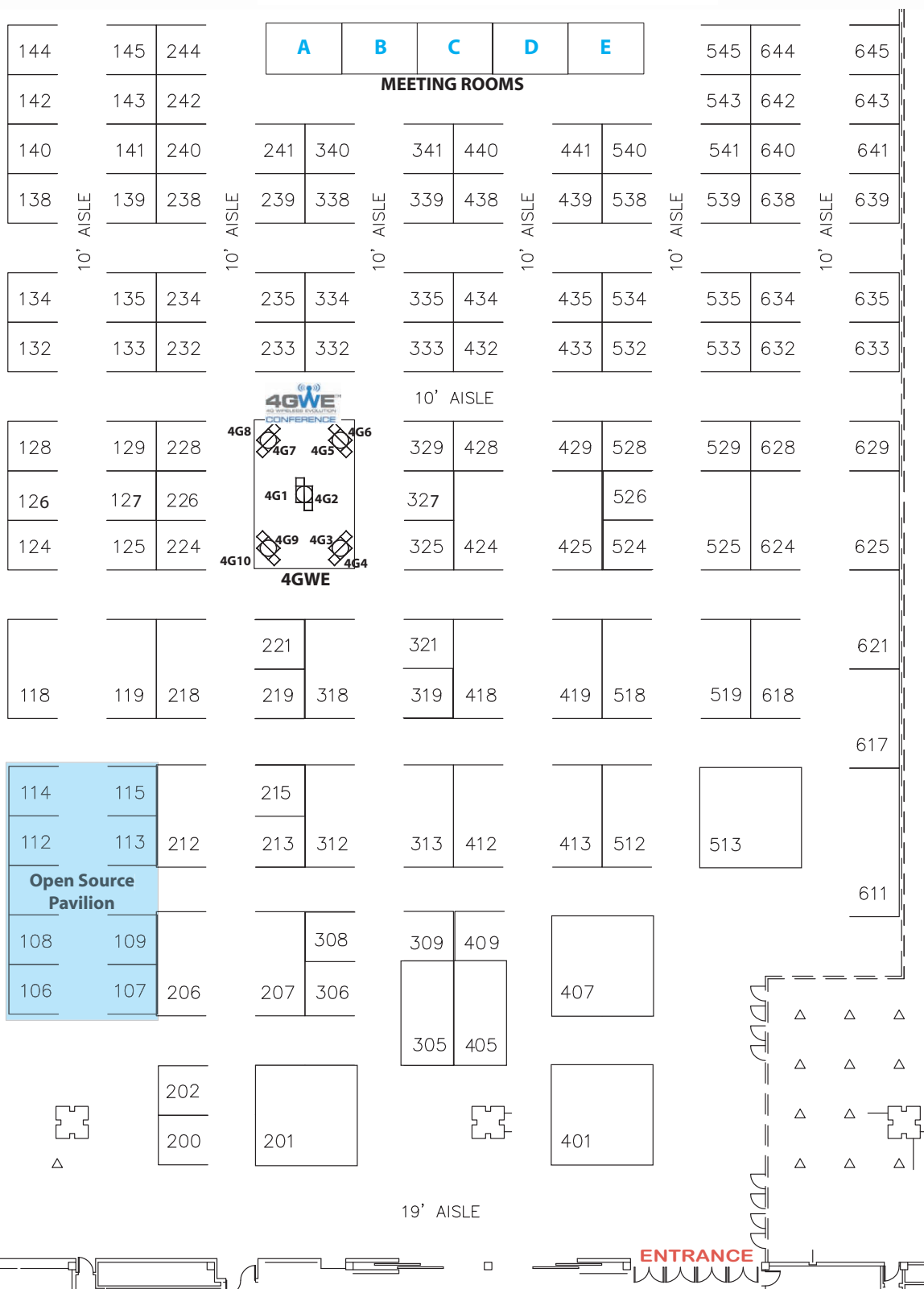


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Exhibitor List



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- Independent accreditation for completing each course.
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- Enhance your chances for a promotion.

Microsoft OCS

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Tuesday, September 1, 2009 - Room 510

Time:	Course:
9:00am	Introduction and Overview
10:00am	OCS-PBX Interoperability
12:45pm	OCS Servers
12:45pm	Call Flow Scenarios
1:45pm	Configuration and Planning - Top-10 SIP/OCS Site Planning "Best Practices"
2:45pm	TMC University Certification Exam

Network Security

Wednesday, September 2, 2009 - Room 510

Time:	Course:
8:30am	Secure Voice Communications: It's Not Small Talk
9:30am	Secure, Real-Time Enablement of Unified Communications
10:30pm	Secure Threat Mitigation in Enterprise Telephony Environments
11:30pm	Who's Listening? The Truth About Enterprise SIP Security
1:15pm	TMC University Certification Exam

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- Easy to scale, without any forklift upgrades
- Low total cost of ownership
- Award-winning customer satisfaction levels



Visit Booth #519 or shoretel.com

Room: 518



FtOCC Technician (trixbox Pro and PBXtra)

Complete details and registration at www.itexpo.com

FtOCC Technician is a three-day technical certification course designed to train resellers and consultants to support their clients running trixbox Pro and PBXtra systems. Taught by Fonality technical support instructors and designed for Linux system administrators, FtOCC Technician dives deep into platform and application installation, carrier setup and integration, network configuration, echo causes and remedies, and other common issues. This course is required for Fonality Certified and Premium Resellers.

Who Should Attend?

- Resellers and consultants growing their trixbox and PBXtra businesses
- Linux technicians and engineers
- Fonality Certified and Premium resellers

NOTE: A practitioner's knowledge of Linux is required. Without it, you will likely not gain much value from the class, as we start day one from the Linux command line interface and build from there. In particular, the hands-on laboratory exercises will require a comfort with basic CLI commands, simple scripting, and the ability to quickly scan and analyze system and application logs.

Course Objectives:

- Install and configure trixbox CE, trixbox Pro, and PBXtra with confidence
- Resolve installation, administration, and usage problems more quickly
- Provision your own phones, thereby decreasing the turnaround time required for add-on phones and devices!
- Experience fewer problems by avoiding the usual "beginner" mistakes!
- Have an in-depth understanding of how trixbox and PBXtra work (product, process, policy, protocol)
- Receive full reseller discounts (for signed Authorized and Premium resellers only)
- Receive direct priority Level 2 access to trixbox and PBXtra support services (for signed Authorized and Premium resellers only)

Keynote Session Giveaway

Win a Slingbox Pro-HD, HP Netbook, or iPhone3Gs

**Drop Your Business Card in the Entry Bin As You Enter Keynote Room.
Two Winners Selected at Random Tuesday & Wednesday.**

Tuesday's Keynote Giveaway - Sponsored by **TMCnet**

Drawing Held Following 4:30pm Keynote Session in Petree Hall - Must be present to win



Slingbox Pro-HD



iPhone 3Gs

Wednesday's Keynote Giveaway - Sponsored by **TMCnet**

Drawing Held Following 2:00pm Keynote Session in Petree Hall - Must be present to win



HP Mini 110-1025DX Netbook



iPhone 3Gs



Come visit us at booth #513.

Win an iPod Touch.



Find out what **HUD** can do for you. Attend a free live HUD Demo and enter to win an iPod Touch.

Wednesday, September 2nd

4:30pm / 5:30pm / 6:30pm / 7:30pm

Thursday, September 3rd

12:00pm / 1:00pm / 2:00pm / 3:00pm / 4:00pm



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Visit booth #513 to schedule a meeting today.

1-877-366-2548 | fonality.com

INGATE'S SIP TRUNKING WORKSHOP - ROOM 502A

Join us for these informative seminars. **FREE for all attendees.**



SIP Trunking: Everything You Need to Know

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, media gateway vendors, SIP trunking service providers and industry thought-leaders to offer "SIP Trunking: Everything You Need to Know" seminars at ITEXPO West 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.

Featured this season:

- Step-by-step, interactive sessions to illustrate the what, why and how of SIP trunking architecture
- Sessions on legacy PBX/PSTN and SIP trunks
- Case studies on ROI; the value proposition of SIP trunks
- SIP Forum SIPconnect workshop
- SIP Trunk Boot Camp for "Basic Training" on SIP trunk installations

Security sessions with VOIPSA will discuss VoIP and SIP trunk security.

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

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

Tuesday, September 1

SIP Trunking Professional Development Program

9:00 - 10:00 am:

SIP Trunking Professional Development Program

Bandwidth.com, Digium, Ingate Systems, ShoreTel

LIVE DEMO: Setting Up a Secure SIP Trunk

11:00 - 12:30 pm:

The Enterprise Infrastructure

Digium, Ingate Systems, ShoreTel

1:00 - 3:00 pm:

The Service Provider Perspective with Case Study

Bandwidth.com, Cbeyond, Mitel NetSolutions

3:00 pm:

Beyond POTS Replacement

Intertex Data AB

A Professional Development Certificate will be awarded to those who attend all three Tuesday seminars.

Wednesday, September 2

SIP Trunk Deployments, Issues, Solutions

8:30 - 9:45 am:

Legacy PBX/PSTN and SIP Trunking

Dialogic, Ingate Systems

- **Business Strategy: How to Sell SIP Trunking to Legacy PSTN/PBX Customers**
- **Technical Strategy: Secure SIP Trunking in Legacy PSTN/PBX Environments**

11:00 - 11:15 am:

SIP Trunking & Security

VOIPSA, Ingate Systems

1:00 - 2:30 pm:

SIP Forum SIPconnect Compliance Workshop **SIPFORUM**

Thursday, September 3

SIP Trunking Boot Camp

8:30 - 10:30 am:

SIP Trunk "Basic Training" with Ingate

Ingate Systems

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RESELLER SOLUTIONS DAY - ROOM: 507

Wednesday, September 2 - *FREE Workshop for Resellers and Agents*

9:30 - 11:00 am

Making Money in IP Communications

Moderated by Rich Tehrani, CEO, TMC

The communications market is filled with opportunity and pitfalls and navigating the field is something which requires experience and collaboration with your peers. In this session, expect an in-depth discussion of everything you need to become successful when selling communications products and services. We will explore unified communications, open source, FMC, WiFi telephony, mashups and CEBP. If you are unfamiliar with any of these acronyms (even if you are) you need to be at this free conference so you can learn what is happening, what is coming and how to benefit from it all.

The moderator of this panel will be Rich Tehrani, ITEXPO conference chairman, TMC CEO and the communications expert who has helped tens of thousands of resellers worldwide over the years sell PBX, ACD, call center, CTI and VoIP products and services.

This session is a must-attend for anyone involved in any way with communications sales to SMB or enterprise customers. This includes classic interconnects, data VARs, VADs, security resellers, etc.

12:00 - 1:00 pm

AXIOM Selling Sciences Program (AXIOM SSP)

Bob Nicols, AXIOM Sales Force Development

AXIOM has over 15 years of history in this field and over that period it has become synonymous with excellence in sales performance. Bob's presentation will be based on the industry-acclaimed AXIOM Selling Sciences Program (AXIOM SSP). AXIOM SSP goes beyond "selling techniques" and illustrates how to implement a logical, repeatable, scientific process for selling. The session will include excerpts from several aspects of the process including prospecting, qualifying, presenting, negotiating, forecasting, plus complex environments and sales management. AXIOM SSP is a proven process and has been adopted by numerous Fortune 500 Companies and hundreds of small to medium-sized businesses in North America.

1:00 - 2:00 pm

Best Business Practices for Resellers

Jeanne Leckie, The Leckie Group

Draw on Jeanne's extensive channel marketing experience in the telecommunications industry. Learn how to strengthen the business outcomes of your customers by improving your selling process, your approach and positioning in a multi-solution, multi-vendor environment. Achieve improved business efficiencies and team productivity with simple business processes. Discover how to uncover the gaps and realign your business and your customer's business model proficiently. This session focuses on the internal and external business matters required to execute in today's competitive marketplace.



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Everything You Need To Know About SIP Trunking

Get the facts about SIP trunking. Learn everything you need to know from the industry's leading experts in these educational seminars, **free** for all ITEXPO attendees.

Live Demos

Watch as a SIP trunk is deployed live — on-site — in 20 minutes or less.

SIP Trunking Professional Development Program

Tuesday, September 1

- | | |
|---------|--|
| 9:00am | Introduction to SIP Trunking LIVE DEMO! |
| 11:00am | The Enterprise Infrastructure |
| 1:00pm | The Service Provider Perspective with Case Study |
| 3:00pm | Beyond POTS Replacement |

Attend all four seminars and receive a "Certified SIP Trunking Professional" certificate

SIP Trunk Deployments, Issues, Solutions

Wednesday, September 2

- | | |
|---------|---|
| 8:30am | Legacy PBX/PSTN and SIP Trunking <ul style="list-style-type: none">• Business Strategy: How to Sell SIP Trunking to Legacy PSTN/PBX Customers• Technical Strategy: Secure SIP Trunking in Legacy PSTN/PBX Environments |
| 11:00am | SIP Trunking and Security |
| 12:30pm | SIP Forum SIPconnect Compliance Workshop |

SIP Trunk Boot Camp

Thursday, September 3

- | | |
|--------|--|
| 8:30am | SIP Trunk 'Basic Training' with Ingate |
|--------|--|

Meet us at the Los Angeles Convention Center, Room 502A

SCREAMIN' *Applications on VoIP*

OR

Screaming at the IT guy because you can't get dial tone



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Visit us at Internet Telephony West in Los Angeles on September 1-3 for a demo of our all-in-one IP solutions.

Booth # 413

Aspect or Nortel user?

We need to talk!



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Open To All Attendees

Keynote Speeches: *Petree Hall, 1st Floor*

Tuesday, September 1 — 4:30 - 5:00pm



John W. Combs
CEO
ShoreTel



Tuesday, September 1 — 5:00 - 5:30pm



Mike Regan
Vice President of Unified
IP Development
Aspect



Tuesday, September 1 — 5:30 - 6:00pm



Arunas A. Chesonis
Chairman and CEO
PAETEC Holding Corp.



Wednesday, September 2 — 12:15 - 1:10pm — *Luncheon Speaker*



Dr. Mohammad Shakouri
Corporate Vice President
Alvarion Ltd.



Wednesday, September 2 — 2:15 - 3:00pm



Sir Terry Matthews
Chairman
Wesley Clover



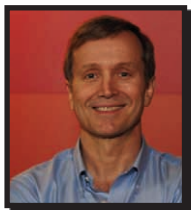
Wednesday, September 2 — 3:00 - 3:30pm



Ali Tabassi
Senior VP, Global
Ecosystem & Standards
Clearwire



Wednesday, September 2 — 3:30 - 4:00pm



Dr. Don Brown
Co-founder, CEO,
Chairman of the Board
Interactive Intelligence



Networking Reception

Tuesday, September 1, 2009

Welcome Reception
6:00 PM
West Hall Lobby

Sponsored By:



Networking Reception

Wednesday, September 2, 2009

Exhibit Hall Open
4:00 - 8:00 PM
Reception 6:00 - 8:00 PM

Sponsored By:



Jeep Giveaway

Thursday, September 3, 2009

Details on page 72

At the conclusion of Exhibit
Hall Hours 4:45 PM



Drawing At 4:45 PM - MUST BE PRESENT TO WIN



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ASTERISK TRAINING COURSES - ROOM 511B

Tuesday, Sept. 1

Introduction to Switchvox



Course Overview

This course serves as a one-day introduction to the Switchvox system. The goals and objectives of this class are to:

- * Explain the role of a Switchvox system within a corporate IT/telephony infrastructure.
- * Familiarize the student with the initial setup and configuration of their Switchvox system.
- * Describe the telephony connections which Switchvox supports and identify the hardware needed to effect this connectivity.
- * Identify the basic characteristics of analog and digital PSTN connections and how they compare and contrast with VoIP.
- * Configure Switchvox to deliver basic PBX functionality including basic call routing, voicemail and directory services.
- * Connect Switchvox to a Voice-over-IP service provider.
- * Show how to use Switchboard application to give users a rich interface with which to interact with the system.

Course Outline

- * Introduction to Switchvox | What is Switchvox? | Where does it fit in my infrastructure? | What hardware is available? | What different versions of the software are available?
- * Preparing for a successful Switchvox deployment | Power | Network | Physical mounting | Analog/digital connectivity | Setting expectations for change | Choosing handsets
- * Initial Configuration | Turning on your Switchvox system for the first time | Network configuration | System registration, activation, and updates
- * Creating extensions | Configuration for a physical handset | Configuration for a soft phone | Creating a numbering plan | Setting up voicemail | Setting up music on hold | Setting up conference rooms
- * Auto-attendants
- * Connecting to the outside world | Analog telephony | Digital telephony | VoIP fundamentals | VoIP and your network | Connecting to analog circuits | Connecting to digital circuits | Systems administration | Reporting | Backups | Troubleshooting and diagnostics
- * Questions and answers

Participants receive a student kit which includes:

- * Digium TDM411B Analog card (1 FXO port + 1 FXS port)
- * Polycom SoundPoint IP 330 SIP Phone
- * Asterisk Tote Bag
- * Asterisk T-shirt
- * Asterisk Swag Kit (Asterisk calculator, pen, mousepad.)

Course Prerequisites

This is an entry-level course; there are no prerequisites to attend this training.

Wednesday, Sept. 2

Asterisk 123



Course Overview

The Asterisk 123 course is a gentle introduction to the Asterisk Open Source PBX. It introduces the student to the role that Asterisk many roles that Asterisk can play, and walks them through setting up Asterisk for the first time. At the end of the course, the student should be able to:

- * Identify the purpose and primary functionality of Asterisk as a PBX and as an application development platform.
- * Describe the telephony connections which Asterisk supports and identify the Digium hardware needed to effect this connectivity.
- * Identify the basic characteristics of analog and digital PSTN connections and how they compare and contrast with VoIP
- * Configure Asterisk to deliver basic PBX functionality including basic call routing, voicemail and directory services.
- * Learn the basics of becoming an Asterisk administrator.

Course Outline

- * Intro to Asterisk | Capabilities and roles of Asterisk | Different ways of licensing Asterisk | Overview of the Asterisk architecture
- * Connecting your first phone to Asterisk
- * The Asterisk dialplan | Contexts, extensions, priorities, and apps | "hello world" | Auto-attendants/voice menus | Voicemail and a dial-by-name company directory | variables, expressions, and conditionals
- * Telephony | Circuit-switched networks vs. packet-switched networks | How does analog telephony work? | Analog only on the last mile | Digital audio / sampling | VoIP fundamentals | Introduction to the SIP and IAX VoIP protocols | VoIP and your network | Connecting Asterisk to a VoIP provider
- * Questions and answers

Participants receive a student kit which includes:

- * Digium TDM411B Analog card (1 FXO port + 1 FXS port)
- * Polycom SoundPoint@IP 330 SIP Phone
- * Asterisk Tote Bag
- * Asterisk T-shirt
- * Asterisk Swag Kit (Asterisk calculator, pen, mousepad.)

Course Prerequisites

This is an entry-level course; there are no prerequisites to attend this training.

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The WiNOG Grants Coalition is a not-for-profit (NFP) business association that was established to help rural broadband providers take advantage of Broadband Stimulus program funding. The WiNOG Grants Coalition helps service providers draft, implement, deploy and audit their funding applications and manages project implementation and funding administration and audit in a cost-efficient manner.

More information can be found online at: <http://www.winog.org> It is being said that the Broadband Stimulus Rules will employ a "point scoring" system very similar to the RUS Community Connect Program of 2009. Nevertheless, the Broadband Stimulus Workshop will discuss the latest updates in regards to Stimulus Act Strategies, lessons learned from the round one application process and updates for round two and three.



Room 501C

Track 1: Broadband Stimulus Workshop Tuesday, September 1, 2009

8:30 am
Program Overview

9:45 am
Competitive Update – Broadband Strategy

11:00 am
Application: Putting it Together

1:00 pm
And If I Actually Win?

Track 2: ISP Evolution Wednesday, September 2, 2009

8:30 am
CLEC 2.0

9:45 am
WISP 2.0

11:00 am
Application Service Provider Route

1:00 pm
FTTx

Track 3: Business Thursday, September 3, 2009

8:30 am
Sales & Marketing: Residential

9:45 am
Sales & Marketing: Business

11:00 am
Regulatory: FCC

1:00 pm
Regulatory: Spectrum

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Be part of the discussion:

Wednesday, September 2nd, Room 511A, 8:30 am
HD-01: HD Voice and Network Interconnection

Wednesday, September 2nd, Room 513, 9:30 am
SP-09: Exploring Applications in the Cloud

Thursday, September 3rd, Room 511A, 9:30 am
CD-02: Developing Profitable Web 2.0 Solutions



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Wednesday, September 2, 2009 - Room 506

Project UC, Protect UC: Deploying Low-Risk, Secure VoIP & Unified Communications



VoIP and Unified Communications (UC) have long held the promise of dramatically reducing your communications costs. But a common stumbling-block hampering adoption is ensuring that all communications are secure and that they support your information security policies.

If your business handles consumer data, credit card information, patient records, student records, proprietary data or intellectual property, then you need to be aware of the security implications of VoIP and UC. Recent real-world deployments of VoIP and UC have demonstrated an emerging set of best

practices that enable you to capture the cost benefits of VoIP and UC, while maintaining the security posture essential to your business.

Furthermore, enterprises that have embraced the principles of UC security are proving that they can securely project and extend these communications to external parties, unlocking new ways of collaborating with clients, partners, distributed employees and the supply chain.

This free, one-day workshop will feature a series of case studies, panel discussions and practical advice for assessing and improving your security posture for VoIP and UC.

9:30 am to 9:45 am

Project UC, Protect UC: Deploying Low-Risk, Secure VoIP & Unified Communications

Welcome and Overview - Adam Boone, Sipera Systems

9:45 am to 10:45 am

Trends in Communications Security: VoIP and Unified Communications

Paul Henry, Security Analyst and Consultant, SANS Institute, Forensics & Recovery LLC, Lumension

- Security trends: effects of the economy, geo-politics, cyber-war
- VoIP, unified communications and security risks: no longer merely theory
- Primary threats and risks: Toll fraud, eavesdropping, vishing and SPIT

10:45 am to 11:30 am

Managing the Unified Communications Transformation: Proactive Security Planning

- Defining objectives of UC and VoIP deployments
- Security as an enabler of VoIP and UC functionality
- Proactive security planning as part of the VoIP and UC transformation process

11:30 am to 12:15 pm

Chief Security Architecture Considerations for VoIP and UC deployments

Drew Bloczynski, Director, Business & Security Consulting Practice, Sipera Systems

- Case studies
- Security architectures for extended enterprise, remote office applications, Distributed call centers
- Access control and authentication
- SIP trunk termination and security

1:15 pm to 1:45 pm

Threat Mitigation Strategies: Aligning VoIP and UC Security with Your Information Security Posture

Benjamin Huey, Chief Security Officer, Dieko Corporation

- Data security compared to VoIP security
- Best practices for incorporating VoIP and UC into an overarching security posture
- VoIP and UC in relation to security and confidentiality mandates
- Practical examples of effective VoIP and UC security architectures

1:45 pm to 2:45 pm

Security Assessments: Overview and Best Practices for Using Self Assessment Tools

VIPER Lab and Dieko Corp. - Demonstration of open source testing tools
Mike Jones, Arjun Sambamoorthy, VIPER

- Eavesdropping
- Password strength testing
- Recommendations and best practices

2:45 pm to 3:00 pm

Wrap-up, final discussion

FREE Workshop at

Project UC, Protect UC:

Deploying Low-risk,
Secure VoIP
& Unified
Communications

VoIP and Unified Communications (UC) have long held the promise of dramatically reducing your communications costs. But a common stumbling-block hampering adoption is ensuring that all communications are secure and that they support your information security policies.

This 1-day workshop will feature a series of case studies, panel discussions and practical advice for assessing and improving your security posture for VoIP and UC.



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EXPLORING IP / ETHERNET BACKHAUL

Wireless Broadband Training - Course 1:

Instructor Led | Duration: 2 Days

Tuesday-Wednesday, September 1-2, 2009 - Room 504

The 4th generation (4G) of wireless technologies promises a much higher air interface data rate (over 100 Mbps) to users while reducing the cost per bit for wireless service providers. The current T1/E1 backhaul will not be able to support the high data rate with reasonable costs. The backhaul is already becoming the bottleneck in the existing 3G networks and will continue to be a challenge for emerging 4G networks. These networks require IP based broadband backhaul solutions.

This course provides the background and solutions for IP backhaul planning for 3G/4G radio networks, starting with a review of the trends in 3G/4G wireless data services and related backhaul challenges. An overview of IP/MPLS is given since it is seen as an emerging technology for backhaul operation. Finally, deployment considerations and a backhaul migration path are discussed along with an exercise to calculate the backhaul requirements.

This course is designed for those involved in planning, design and engineering of 3G/4G backhaul systems. It is suitable for backhaul network engineers and managers involved in deployment and operation of 3G/4G networks.

Learning Objectives

After completing this course, the student will be able to:

- List the requirements for 3G/4G backhaul
- Describe the challenges for 3G/4G backhaul
- List wireless network backhaul options
- Discuss the role of IP in cellular networks
- Explain ATM/TDM benefits, operations and QoS support
- Explain IP/MPLS benefits, operations and QoS support
- Explain Carrier/Metro Ethernet benefits, operations and QoS support
- Describe benefits, challenges and applications of wireless backhaul solutions such as microwave and WiMAX
- Compare different backhaul facilities and explain the pros and cons of the available solutions
- Apply the QoS concepts in IP backhaul
- Sketch the 3G/4G IP backhaul deployment architecture
- Apply traffic models to forecast backhaul requirements and calculate link bandwidths
- Calculate protocol overhead for various backhaul options for voice, Web, video, etc.

MASTERING LTE

Wireless Broadband Training - Course 2:

Instructor Led | Duration: 2 Days

Tuesday-Wednesday, September 1-2, 2009 - Room 505

Long Term Evolution (LTE) is a radio technology based on OFDM and MIMO technologies. LTE provides much higher data rates (over 100 Mbps) to users while reducing cost-per-bit for service providers. This is very exciting to wireless operators who are eager to deploy multimedia rich Internet content over a wireless medium with seamless access anywhere, anytime. This course describes the simplified architecture of LTE and moves on to OFDM and MIMO. The course also covers the downlink and uplink frame structure, OFDM operations at the physical layer, and resource management and scheduling considerations at the MAC layer. It steps through the system acquisition, call setup, traffic operations and handover. The deployment and interworking issues with UMTS/GSM and 1x/1xEV-DO networks are also explored. In summary, this course provides a comprehensive overview of LTE technology.

Course 2 Outline: Mastering LTE

This course provides a comprehensive overview and a technical introduction for LTE.

It is suitable for engineers in network planning and design, product design and development, network deployment, network performance and network operations.

Learning Objectives

After completing this course, the student will be able to:

- List the motivating factors for 4G
- List the LTE targets and building blocks
- Describe the use of OFDM and multiple antenna techniques in LTE
- Explain the network architecture of LTE
- Describe the key concepts in LTE air interface
- List steps for network acquisition and call setup
- Describe the traffic operation in DL&UL
- List handover procedures
- Explain LTE interworking with 1x/1xEV-DO and UMTS/HSPA
- Identify the planning aspects of deploying an LTE network

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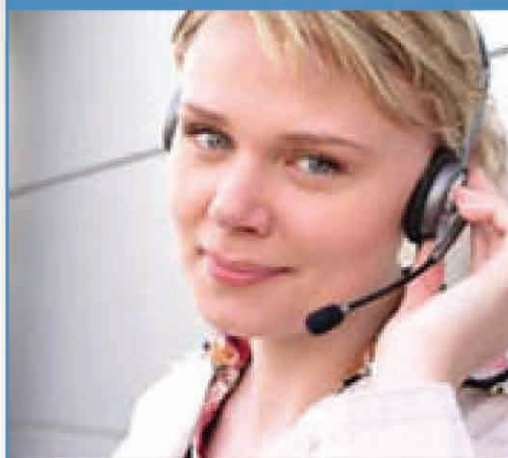
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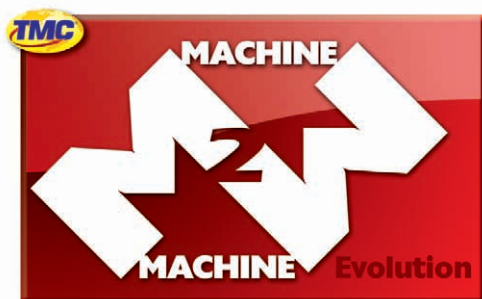


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Tuesday, September 1, 2009 Room 506

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Machine to Machine (M2M) Communications 101

Tuesday, September 1, 2009: 9:00-9:45am

What is M2M and why is it important? The definition of Machine to Machine communication is pretty simple, but the solutions are as numerous as the applications and machines themselves. This session takes a look at how devices are connected today and how the applications have been driven into vertical specific markets.

Track Records and Success Stories

Tuesday, September 1, 2009: 10:00-10:45am

Taking advantage of Machine to Machine services has yielded some great ROI for the implementers in various markets. This panel talks about the successes in a variety of solutions including healthcare, transportation and financial as well as solutions that support general business needs like remote monitoring, facilities management and security. From theory to practice, this session gives you the insight to connect the dots for your business.

Implementation and Integration

Tuesday, September 1, 2009: 11:00-11:45am

How do you put the pieces of the puzzle together, what are the questions that need to be asked? What devices are going to be connected? Do the devices need to be certified? What are the issues in managing traffic and monitoring the machines? What skills are required as you integrate various products and technology into your solution?

Certifications: Reuse versus Reinvention

Tuesday, September 1, 2009: 12:45-1:30pm

How often do you notice all those symbols on the machines you use? When do you need to make your own versus using something that exists? Is it possible to bundle together devices to make a complete system that needs no additional certification. If you do have to be certified where do you start and what are the opportunity costs?

MVNOs Spanning the Globe for M2M Solutions

Tuesday, September 1, 2009: 1:45-2:30pm

Rarely can a single network operator support a service that is global in nature, often integration services are offered that act as intermediaries, but thanks to the Internet and a long history of such services Virtual Network Operators are focused on supporting M2M. What services do they offer and when do they fit into your operations?

Zigbee Update

Tuesday, September 1, 2009: 2:45-3:30pm

For most M2M strategies, Zigbee is the wireless solution of choice. Low power emissions, combined with economic and reliable strategies make the open interface of Zigbee the right choice for M2M. Learn about how this community of companies are evolving and focusing the standards for future services.

Smart Grids and M2M

Tuesday, September 1, 2009: 3:45-4:30pm

It's stimulating and energizing! As the Obama administration continues to push its energy program and promotes the use of smart grids, the opportunity to deliver M2M solutions that increase energy efficiency, more affectively share power resources and generally enable green technologies puts us into a new M2M market. This panel discusses the opportunities and how it relates to the stimulus.

M2M

enlightenment



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The Smart Grid Summit is the first event of its kind to address the unprecedented opportunity coming from the intersection of two core building blocks of our economy – utilities and communications. This unique event is based on the joint vision of TMC and Intelligent Communications Partners to create a new forum for and actively engage an entire community that has, until now, lacked a focal point.

The Smart Grid Summit is devoted to a sector poised for the same fundamental transformation that telecom experienced with the advent of IP communications technologies. This is the event you need to attend if you want to understand the role that IP communications technologies will play in how the smart grid evolves – not just for making utilities more efficient, but also for enabling the smart home and a new generation of communications innovations.

Tuesday, September 1, 2009 - Room 511A

9:00-9:15am

Welcome / Opening comments

9:15-10:30am

Grid Interoperability & Standards

10:45-11:45am

Energy Management in the Home

12:45-1:45pm

Emerging Opportunities

1:45-2:45pm

Utilities and Their Smart Grid Visions

3:00-4:00pm

Demand Response on a Communications-Enabled Grid

4:00-4:30pm

Open Audience Forum

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4G WIRELESS EVOLUTION

Exploring the Opportunities and Challenges of the 4G Future

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. 4GWE Conference will provide attendees with objective, unbiased, information on all aspects of the industry's evolution to a 4G network.

The 4GWE conference will educate carriers and wire-

less industry professionals on the applications, technology alternatives, time frames, opportunities and challenges in the new age of mobile broadband.

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

KEY 4GWE CONFERENCE TOPICS

- 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
- The killer 4G business and consumer applications
- 4G's effect on social networking applications
- How 4G will significantly change content distribution
- Where venture money will be spent
- The development and progress of 4G Mobile Internet Devices.
- How 4G applications will drive future network requirements and implementations.
- The role of regulation in wireless innovation and the evolution to 4G
- Femtocells role in the delivering 4G wireless services and applications
- How device manufacturers will drive demand and market share for 4G services
- New 4G business models that will take us beyond the MVNO models of the past.

CONFERENCES

The 4GWE 6-track conference program covers a wide range of critical issues – technical, financial, programming and regulatory – affecting the industry's transition to a truly broadband 4G wireless network.

Conference tracks include:

- 4G Applications and Business Models
- WiMAX Adoption, Standards and Devices
- LTE, time frames, technical requirements, vendor solutions and business case issues
- Alternative 4G delivery strategies, white spaces, WiFi, dual mode devices and femtocells.
- Advocacy issues, the Broadband Stimulus plan, Carterphone 2.0, and the 4G regulatory framework
- Wireless backhaul, 4G capacity and processing requirements and alternative solutions.

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LTE

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Award Solutions, Inc. (4G8)

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Award Solutions, Inc. provides exceptional training and consulting in advanced wireless and Internet technologies. Our proven experience enables us to offer a complete suite of services: cutting edge technology training, customized training solutions, and advanced technology consulting.

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BCI designs, installs and maintains WiMAX and LTE gear from our 20 offices nationwide. With over 400 employees, we have experience in large scale network rollouts. We have already installed hundreds of WiMAX base stations for numerous carriers entering this space. In addition, we have performed drive testing, site acceptance and cluster optimization support along with these base stations.

Synopsys, Inc. (4G6)

P: 650.584.5000

www.synopsys.com/systemstudio

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Towerstream (4G10)

P / F: 866-848-5848 / 866-762-2250

www.towerstream.com

Towerstream (NASDAQ: TWER) is a leading fixed WiMAX service provider that delivers high-speed, wireless Internet access to businesses in the U.S. at a lower cost than traditional services. Founded in 2000, the company has established networks in nine markets: New York City, Boston, Los Angeles, Chicago, the San Francisco Bay Area, Miami, Seattle, Dallas-Fort Worth and the greater Providence area where the company is based.

Towerstream's reliable and fast broadband service offers a variety of bandwidth options, from T-1 to 1000 Mbps, and supports VoIP, bandwidth on demand, wireless redundancy, VPNs, disaster recovery, bundled data and video services.



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TUESDAY, SEPTEMBER 1, 2009

	MOBILE BROADBAND APPLICATIONS	WIMAX ADOPTION STANDARDS & DEVICES
	REGISTRATION OPEN 7:00AM - 5:00PM	
	Room 501A	Room 501B
9:00 am	Mobile Broadband: New Applications and New Business Models	Beyond the Phone: Mobile Internet Devices
10:30 am	Social Applications: The Mobile Imperative	Does Your 4G Device Communicate or Compute?
11:45 am	CONFERENCE LUNCHEON - PAID ATTENDEES ONLY	
12:45 pm	Giving Voice to 4G	The IEEE's Wireless Ethernet Keeps Growing and Going
2:00 pm	The Ecosystem of Application Developers	LTE VS. WiMAX
3:15 pm	Enabling the App Store: The Network Operators Perspective	Stimulating Rural WiMAX
4:30 pm	FREE KEYNOTE SESSION FEATURING TOWERSTREAM	
6:00 pm	NETWORKING RECEPTION - FREE FOR ALL ATTENDEES	

WEDNESDAY, SEPTEMBER 2, 2009

	ALTERNATIVE 4G DELIVERY STRATEGIES	LTE
	REGISTRATION OPEN 7:00AM - 7:30PM	
Room	Room 501A	Room 501B
8:30 am	Our G-enealogy	Development Tools for 4G Hardware & Software: Part I
10:00 am	FemtoCell Solutions	Development Tools for 4G Hardware & Software: Part I
11:15 am	Self Organizing Networks	Using Design to Compel the User Experiences
11:40 am	Wireless Video Strategies	If You Build It, Will They Come?
12:15 pm	CONFERENCE LUNCHEON - FEATURING KEYNOTE ADDRESS BY DR. MOHAMMAD SHAKOURI, ALVARION	
1:10 pm	The Next Generation Connected User	Wireless Security: The Other CIA
1:35 pm	LTE When Worlds Collide	While We Are Waiting WiFi Dual Mode Devices
2:00 pm	Sir Terry Matthews - Keynote - Petree Hall	
3:00 pm	FREE ITEXPO Keynote Session featuring Ali Tabassi, Clearwire - Petree Hall	
4:00 pm	EXHIBIT HALL GRAND OPENING - 4:00-8:00PM	

THURSDAY, SEPTEMBER 3, 2009

WIRELESS BACKHAUL

ADVOCACY ISSUES

REGISTRATION OPEN 7:30AM - 5:00PM

Room 501A

Room 501B

Testing 4G Ahead of the Curve

**The Broadband Stimulus Package:
How Does it Impact You?**

Migrating the Core: Wireless Backhaul

White Space - Strategies

Services Require Systems: OSS in the IP World

Voice over LTE via Generic Access (VOLGA)

EXHIBIT HALL OPEN - 11:15AM-5:00PM

CONFERENCE LUNCHEON - PAID ATTENDEES ONLY

DOUBLE SESSION:

CSI: An Autopsy of Public Wireless

DOUBLE SESSION:

**Beyond the App Store:
Smarter Applications for 4G**

Keynote Speakers:

Wednesday, September 2 — 12:15 - 1:10pm — **Luncheon Speaker**



Dr. Mohammad Shakouri
Corporate Vice President
Alvarion Ltd.



Wednesday, September 2 — 2:15 - 3:00pm



Sir Terry Matthews
Chairman
Wesley Clover



Wednesday, September 2 — 3:00 - 3:30pm



Ali Tabassi
Senior VP, Global
Ecosystem & Standards
Clearwire

Wednesday, September 2 — 4:30pm



Jeff Thompson
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Day One: Tuesday – September 1, 2009

	TMC University: Microsoft OCS <small>Sponsored by NET Quintum</small>	Enterprise Opportunities	Service Provider	Contact Center	Machine 2 Machine	SmartGrid Summit	WiNOG@ITE XPO Times	WiNOG@ITEXPO: Broadband Stimulus Workshop
	Conference fee required	Conference fee required	Conference fee required	Conference fee required	FREE for All Attendees	Conference fee required		Conference fee required
Room	510	512	513	514	506	511A		501C
8:30	CONTINENTAL BREAKFAST FOR PAID ATTENDEES							
9:00 - 9:45	Introduction & Overview	Effective Planning and Deployment of Unified Communications Collaboration Services	How to VoIP: Numerous Options, Critical Choices	Unified Communications in the Contact Center	Machine to Machine (M2M) Communications 101	Grid Interoperability & Standards	8:30	Program Overview
10:00 - 10:45	OCS-PBX Interoperability	Exploring the Business Impact of Unified Communications: Lessons Learned	SIP Trunking Plus	Outbound Call Centers: Driving Efficiency and Regulation Compliance	Track Records and Success Stories	Energy Management in the Home	9:45	Competitive Update – Broadband Strategy
11:00 - 11:45			Managed Service and Outsourcing: Not a Dirty Word for Digital Voice Cable	Next-Generation Contact Center Applications	Implementation and Integration	Emerging Opportunities	11:00	Application: Putting it Together
11:45	CONFERENCE LUNCHEON FOR PAID ATTENDEES							
12:45 - 1:30	OCS Servers	Next-Generation Enterprise Communications	Dark Fiber & US Stimulus - How New Fiber Drives Broadband VoIP	Agent Performance & ROI - What You Need to Know	Certifications: Reuse versus Reinvention	Utilities and Their Smart Grid Visions	1:00	And If I Actually Win?
1:45 - 2:30	Call Flow Scenarios	Solutions: The Current State-of-the-Art and Future Directions	Fiber & Wireless Backhaul - Two Technologies That Actually Feed Each Other	Ensuring Quality in the Contact Center	MVNOs Spanning the Globe for M2M Solutions	Demand Response on a Communications- Enabled Grid		
2:45 - 3:30	Configuration & Planning	Next-Generation Enterprise Communications	IP Communications Continues to Evolve	The Hosted Model & the Holy Grail of Contact Center Services	Zigbee Update	Open Audience Forum		
3:45 - 4:30	TMC University Exam	Solutions: The Current State-of-the-Art and Future Directions	Effective IP Peering Strategies	Voice Documentation and Recording	Smart Grids and M2M			
4:30	FREE Keynote Session Featuring Shoretel, Aspect, Paetec							
6:00	NETWORKING RECEPTION - OPEN TO ALL ATTENDEES							

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ITEXPO Free Workshops	Sipera's UC Security Workshop	Ingate's SIP Trunking Workshop	Reseller Day Workshop	WINOG@ITEXPO
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Tuesday, September 1		9:00am - 4:00pm		8:30am - 2:00pm
6:00PM	FREE NETWORKING RECEPTION			
Wednesday, September 2	9:00am - 2:00pm	9:00am - 2:00pm	9:00am - 2:00pm	8:30am - 2:00pm
4:00 - 8:00PM	EXHIBIT HALL OPEN			
Thursday, September 3		9:00am - 2:00pm		8:30am - 2:00pm
11:15AM - 5:00PM	EXHIBIT HALL OPEN			

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Agenda At-A-Glance



Day Two: Wednesday – September 2, 2009

ITEXPO Tracks	TMC University: Network Security	Enterprise Solutions	Service Provider	Regulation	HD Voice	WiNOG@ITEXPO Times	WiNOG@ITEXPO: ISP Evolution	
	Conference fee required	Conference fee required	Conference fee required	Conference fee required	Conference fee required		Fees required	
Room	510	512	513	514	511A		501C	
8:00	CONTINENTAL BREAKFAST FOR PAID ATTENDEES - SPONSORED BY NET Quintum						8:00	BREAKFAST
8:30 - 9:15	Secure Voice Communications: It's Not Small Talk	Addressing the Challenge of Hosted IP-PBX in the Large Enterprise	Cloud Computing: What's In It For Me?	A Look at the Administration's Communications-Related Policies	HD Voice and Network Interconnection	8:30	CLEC 2.0	
9:30 - 10:15	Secure, Real-Time Enablement of Unified Communications	Enterprise Class Telephony for the SMB	Exploring Applications in the Cloud	American Recovery & Reinvestment Act: What it Means for Telecom	HD Voice and Wideband Codecs		9:45	WISP 2.0
10:30 - 11:15	Secure Threat Mitigation in Enterprise Telephony Environments	Adding Video to the Mix	Maximize Your Investment with a Network Management Strategy	The Stimulus and Vertical Markets	Pushing the Envelope with HD Voice: A State-of-the-Industry Panel Discussion	11:00	Application Service Provider Route	
11:30 - 12:15	Who's Listening? The Truth About Enterprise SIP Security	Unified Communications: The Hard ROI	Leveraging Content Delivery Networks (CDNs) to Maximize Network Efficiency	E-911: The State of Emergency Services for VoIP		12:15	LUNCHEON Featuring Keynote by Alvarion	
12:15	CONFERENCE LUNCHEON, Featuring keynote presentation by Alvarion						1:00	FTTx
1:15 - 2:00	TMC University Exam	Distributed Enterprises: Can You Reduce Operating Costs & Maintain Reliability?	Network Planning to Ensure Quality of Experience	Real World Compliance Strategies for Dealing with Byzantine Laws	HD Voice Deployments	2:15	SPECIAL KEYNOTE: Sir Terry Matthews	
2:15 - 3:00	FREE Keynote Session featuring Interactive Intelligence, Clearwire & Wesley Clover						3:00	FREE Keynote Session: Clearwire, Interactive Intelligence
4:00 - 8:00	EXHIBIT HALL GRAND OPENING RECEPTION - SPONSORED BY ACULAB						4:00	EXHIBIT HALL GRAND OPENING

Day Three: Thursday – September 3, 2009

ITEXPO Tracks	Open Source	Unified Communications	Service Provider	Trends in IP Communications	Communications Developer Sponsored by Avaya	WiNOG@ITEXPO Times	WiNOG@ITEXPO: Business
	Conference fee required 510	Conference fee required 512	Conference fee required 513	Conference fee required 514	Conference		Fees required 501C
8:00	CONTINENTAL BREAKFAST FOR PAID ATTENDEES						
8:30 - 9:15	How Open Source Spurs Innovation	Best of Breed Vs. Best of Suite for UC	Intro to Local Number Portability: What VoIP Providers Need to Know	Is VoIP Dead? Where Do We Stand?	Enabling Ultra Low Latency Applications over Ethernet	8:30	Sales & Marketing: Residential
9:30 - 10:15	Premise or Hosted Solutions? Why Not Both?	Hosted UC Alternatives for the SMB	Assuring Network Performance for High-Quality Video	Mobile UC Market Landscape	Developing Profitable Web 2.0 Solutions	9:45	Sales & Marketing: Business
10:30 - 11:15	Open Source Telecom: Enabling Anyone to Build a Bad Telephony Application	Leveraging UC to Optimize the Customer Experience	Using IMS to Deliver Services Across 3 Screens	Tailoring Fax over IP Survivability	Creating Mobile Voice & Video Applications	11:00	Regulatory: FCC
11:15 - 5:00	EXHIBIT HALL OPEN						
12:00	CONFERENCE LUNCHEON FOR PAID ATTENDEES						
1:00 - 1:45	Leveraging Open Source for Contact Center ROI	Mobile UC Strategies for the Enterprise	Deploying IPTV	When Voice Meets Web 2.0	Leveraging Video in an Enterprise Setting	1:00	Regulatory: Spectrum
2:00 - 2:45	Open Source: Lessons Learned		Fused Vs. Bundled - The Next Evolution of Operator Services	Using Social Network Analysis to Retain Customers & Increase Revenue	Mobile App Stores: The Developer's Perspective		

Booth number in parenthesis.

8x8, Inc. (401)

P / F: 866-879-8647 / 408-980-0432

www.8x8.com

8x8, Inc. (Nasdaq: EGHT) offers voice, video and mobile IP communications solutions for business and residential customers. These solutions leverage existing broadband Internet connections and cellular networks to deliver advanced features and digital quality phone service at a fraction of the cost of legacy alternatives. Businesses of any size or configuration can benefit from the cost, performance and operational advantages of VoIP technology. All 8x8 communications solutions carry little or no upfront investment, no maintenance or upgrade fees and no change in user behavior. 8x8 has been awarded over 70 U.S. patents with additional patents pending.

Aastra (212)

P / F: 1-905-760-4200 / 1-905-760-4233

www.aastratelecom.com

Aastra USA is the North American business unit of Aastra Technologies Limited, (TSX:AAH), a leading company at the forefront of the enterprise communications market. With more than 50 million installed lines around the world, Aastra is entirely dedicated to enterprise communications and offers one of the most complete portfolios of unified communications solutions available today. These range from feature-rich call managers for small and medium businesses and highly scalable ones for large enterprises, integrated mobility, call centers solutions to a wide selection of terminals. With a strong focus on open standards, Aastra enables enterprises to communicate more efficiently.

Acme Packet (4G4)

P / F: 781-328-4400 / 781-425-5077

www.acmepacket.com

Acme Packet, the leader in session border control solutions, enables the delivery of trusted, first-class interactive communications—voice, video and multimedia sessions—and data services across IP network borders. Our Net-Net family of session border controllers, multiservice security gateways and session routing proxies supports multiple applications in service provider, enterprise and contact center networks—from VoIP trunking to hosted enterprise and residential services to fixed-mobile convergence. They satisfy critical security, service assurance and regulatory requirements in wireline,

cable and wireless networks; and support multiple protocols—SIP, H.323, MGCP/NCS, H.248 and RTSP—and multiple border points—service provider access and interconnect, and enterprise access and trunking. Supporting the service and architectural evolution facing mobile service providers, the Net-Net product family enables 4G voice and video, rich communication services over 3G, femtocells, dual mode handsets, core session routing and VoIP peering. Our products have been selected by more than 830 customers in 95 countries. They include 48 of the top 50, and 89 of the top 100 service providers in the world; and 8 of the Fortune 25.

ITEXPO Diamond Sponsor



Aculab (512)

P: 0044 (0)1908 273800

F: 0044 (0)1908 273801

www.aculab.com

Aculab offers developers and service providers a wide range of hardware and software building blocks for integration into high performance communications solutions — such as fax, conferencing, contact centers and military applications.

Products include Prosody media processing platforms — available for TDM, IP and converged environments. Prosody's capabilities include rich media processing resources, VoIP protocols and voice codecs and meet the demands for increased security and resilience, supporting a number of VoIP security standards such as Secure RTP and SIPS. DSP-based media processing platforms are available in PCI, PCIe and cPCI formats, with optional E1/T1 PSTN connectivity plus SIP, H.323 and SS7. Host-based media processing software also offers a viable alternative to DSP boards.

Aculab also offers GroomerII — a cost-effective solution when a media and signaling gateway with intelligent call routing between SS7 and SIP-based IP networks is required. 1U, 2U and 6U rackmount configurations offer telco grade features with SNMP, RAID and N+1 redundant power supplies, ensuring essential, high availability operation.

A variety of support agreements are available, including pre-sales consultancy, technical support and training, providing the essential mix of capabilities to meet the changing needs of the communications market.

AireSpring (329)

P / F: 800-825-1055 / 818-786-9225

www.airespring.com

AireSpring is an award-winning and rapidly growing telecommunications carrier processing over 4 billion call records every year. AireSpring is a privately held, diversified, debt-free, and full service communications company that offers a broad range of innovative telecommunications services at competitive prices.

AireSpring offers next-generation integrated, SIP/VoIP, voice and data products designed to deliver power and flexibility at cost-effective rates. AireSpring has been voted "Product of the Year," "Best Telecom Deal," "Members Choice top reseller," and a "Top Channel Program." Telecom agents and value added Resellers can find more information about AireSpring's Agent/VAR program at the AireSpring Partner Contact Us page, or by contacting Todd Regan at (818) 786-8990, ext 374.

AItech (429)

P / F: 952-829-5511 / 952-829-5601

www.aitech.net

AItech is a leading provider of wholesale & retail hosted PBX, line replacement and managed Data solutions. AItech's suite of managed network services offer a highly effective solution to address business end-user needs including the ability to gain maximum efficiency with your voice and data network.

Aksys Networks Inc. (526)

P / F: 403-247-8472 / 866-610-6588

www.aksysnetworks.com

KONNECT from Aksys Networks is the only office phone system you build one phone at a time, all without a server, PBX, or hosting fees. KONNECT is designed for offices with up to 30 phones, supports analog and VoIP lines, and is ideal for offices with multiple locations. KONNECT is a powerful solution that is easy to sell, install and maintain.

Allworx (407)

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www.allworx.com

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& network systems for small-to-medium sized businesses through a network of authorized resellers. The product line includes the Allworx 6x and 24x systems and Allworx 9224 phone and Tx 92/24 Expander, 9212 and 9202 phones along with a series of software options. By combining the advanced features of today's VoIP systems with the key system features SMBs have grown to rely on, Allworx systems are ideal replacements for the millions of aging (TDM) PBX and key phone systems in use today. Allworx' Consulting Division delivers elite software and digital hardware engineering services to both large and small companies who want to enhance and compliment their research and product development capabilities.

American Internet Services (625)
P / F: 858-576-4272 / 858-427-2401
www.americanis.net

American Internet Services has been providing business-to-business data center services for over 14 years, becoming the premier leader in Southern California for primary and disaster recovery colocation solutions.

ApplianX (512)
P: 0044 (0)1980 273800
F: 0044 (0)1980 273801
www.applianx.com

ApplianX is a range of single purpose, 'plug and play' appliances designed to unite, support and speed the migration to converging technologies of TDM, VoIP, video and mobile. Helping enterprises reduce operational costs, extend the life of existing TDM-based equipment and take advantage of new IP-based services and endpoints. Products available are the ApplianX IP Gateway, the ApplianX Gateway for Microsoft Office Communications Server (OCS) 2007 and the ApplianX DPNSS-to-Q.SIG Gateway. Based on Aculab technology, all ApplianX Gateways are simple to use and can reduce operational costs. The gateways are available with 1, 2, 4 or 8 E1/T1 trunks, supporting over 85 networks and PBX interworking protocols and have been certified by Avaya, Cisco and Aastra. Finally, a web-based GUI eases configuration and management issues and includes a setup wizard. The ApplianX IP Gateway is the first gateway to provide support for Divert, Transfer, Message Waiting and Route Optimisation over SIP, Q.SIG and DPNSS. In addition, the ApplianX IP Gateway can now be procured at a highly competitive

price – helping make the migration path to VoIP more cost-effective.

ARCHER (617)
310-916-0020 / 310-916-0019
www.archertechgroup.com

ARCHER is the premier Unified Communications planning and assessment firm in Southern California. ARCHER's Engineers and Project Managers have completed hundreds of successful infrastructure assessments and UC deployments. ARCHER offers professional services for all stages of UC deployment, including; Infrastructure assessment, needs analysis, project pre-planning, right-sizing, deployment best-practices, and documentation.

AudioCodes (207)
P / F: 972-397-64357 / 972-397-64088
www.audiocodes.com

AudioCodes Ltd. (NasdaqGS: AUDC) designs, develops and sells advanced Voice over IP (VoIP) and converged VoIP and data networking products and applications to service providers and enterprises. AudioCodes is a VoIP technology leader focused on VoIP communications, applications and networking elements, and its products are deployed globally in broadband, mobile, cable, and enterprise networks. The company provides a range of innovative, cost-effective products including media gateways, multi-service business gateways, residential gateways, IP phones, media servers, session border controllers (SBC), security gateways and value added applications. AudioCodes underlying technology, VoIPerfectHD, relies primarily on AudioCodes leadership in DSP, voice coding and voice processing technologies. AudioCodes high definition (HD) VoIP technologies and products provide enhanced intelligibility, and a better end user communication experience in emerging voice networks.

AVST (232)
P / F: 949-699-2300 / 949-699-2301
www.avst.com

Applied Voice & Speech Technologies, Inc. (AVST) is a leading developer of communications solutions with over 10 million users that rely on its products and services to maximize their productivity. With nearly 30 years of innovation excellence, AVST is focused on delivering solutions that increase user and business productivity. Its flagship unified communications platform,

CallXpress, offers unprecedented interoperability and delivers advanced call processing, voicemail, unified messaging, personal assistant, fax, speech and notification capabilities. With CallXpress, an organization can protect and extend its existing data and telephony infrastructure investment—now and into the future.

Award Solutions, Inc. (4G8)
P / F: 972-664-0727 / 972-664-0729
www.awardsolutions.com

Award Solutions, Inc. provides exceptional training and consulting in advanced wireless and Internet technologies. Our proven experience enables us to offer a complete suite of services: cutting edge technology training, customized training solutions and advanced technology consulting. Our products and services provide our clients with innovative, flexible, and cost-effective solutions that help rapidly boost their workforce productivity and competence to more quickly meet their market demands. Award Solutions continues to provide successful training and network performance solutions as well as professional consulting services for many telecommunications and Internet equipment manufacturers, service providers and enterprises, just as we have since 1997.

Bandwidth.com (RM B)
P / F: 800-808-5150 / 919-297-1101
www.bandwidth.com

As the proud owner of a purpose-built, IP voice network, Bandwidth.com, a nationwide CLEC, has rocketed toward the top of the business VoIP market with a combination of rock-solid services, business-class support and a strong, stable balance sheet. Bandwidth.com has been recognized as the fastest growing private telecom company in the US by Inc. Magazine for 3 years running (2006-2008), and is on pace to deliver over 4 billion minutes of voice traffic in 2009. As a complete business communications provider, Bandwidth.com offers IP voice (VoIP), hosted VoIP, data and managed network services, powered by our nationwide, 100 percent IP voice network and supported by in-house, 24/7/365 customer service.

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P / F: 201-791-3200 / 201-794-8974
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With over 400 employees, we have experience in large scale network rollouts. We have already installed hundreds of WiMAX base stations for numerous carriers entering this space. In addition, we have performed drive testing, site acceptance and cluster optimization support along with these base stations.

BrightCom Telepresence (202)

P / F: 877-483-9737 / 714-901-2056

www.brightcom.com

BrightCom, Inc. is the performance leader in integrated telepresence and video conferencing solutions. With unique integration of HD video and audio with collaborative web conferencing solutions, BrightCom offers a wide range of options to unite people and ideas from home offices, mobile devices, desktops or telepresence suites around the world. BrightCom's solutions allow for crystal clear video and audio broadcasts and real-time interactive data sharing, giving business the natural environment for face to face connections vital for effective collaboration. With the help of BrightCom, thousands of businesses across the globe have been able to reduce operational costs, diminish corporate carbon footprint and push the boundaries of communication within their industry.

Broadvox (518)

P / F: 800-273-4320 / 216-373-4699

www.broadvox.com

Broadvox provides integrated VoIP services to over 3000 businesses, carriers, CLECs, ISPs and ASPs. The Network Operations Center oversees more than eight billion minutes annually exceeding customers' expectations for reliability, security and quality of service. The nationwide network offers SIP trunking, SIP origination and termination services, and hosted communication solutions.

California Internet Service Providers Association (128)

P / F: 916-233-4581 / 530-347-6600

www.cispa.net

CISPA's organizational focus is to bring immediate business benefits to its members while working on longer term legislative and regulatory issues that currently impact or may impact ISP's. CISPA provides ISP's with a unified voice to address business, legislative and technology issues. CISPA give ISP's a forum to ensure the success and growth of their business. Independent ISP's and the vendors that service the ISP industry will

survive and grow only if they band together to bring business and regulatory benefits to the ISP industry as a whole.

Capstone Enterprises, LLC (432)

P / F: 913-956-3620 / 1-866-604-2350

www.capstonesite.com

IT Services and Consulting

Cbeyond (532)

P / F: 1-678-424-2400 / 1-678-424-2500

www.cbeyond.net

Cbeyond, Inc. (NASDAQ: CBEY) is a leading IP-based managed services provider that delivers integrated packages of communications and IT services to more than 44,000 small businesses throughout the United States. Cbeyond offers more than 30 productivity-enhancing applications including local and long-distance voice, broadband Internet, mobile, BlackBerry, broadband laptop access, voicemail, email, Web hosting, fax-to-email, data backup, file-sharing and virtual private networking. Cbeyond manages these services over a private, 100-percent voice over Internet protocol (VoIP) facilities-based network.

COMPTEL (135)

P / F: 202-296-6650 / 202-296-7585

www.comptel.org

COMPTEL is the leading association representing communications service providers and their supplier partners. Our members are entrepreneurial companies building and deploying next generation networks.

Dialexia Communications (124)

P / F: 514-693-8500 / 514-693-5352

www.dialexia.com

Dialexia Communications offers VoIP communication solutions which provide companies and Internet Telephony Service Providers (ITSP) with new high-quality products at extremely attractive prices. Dialexia offers enterprises and carriers the opportunity to be at the highest level of innovation with top-quality products. The products have been designed with customer needs in mind, providing them with high flexibility and scalability and providing a fast return on investment. Dialexia's products have received many awards and have affirmed its position as a leader in the future of IP communication.

DIGITALK Ltd (524)

P / F: 646-673-8472 / 646-673-8472

www.digitalk.com

The DIGITALK Multiservice Platform enables fixed, wireless and mobile operators to roll out advanced services rapidly and profitably. The DIGITALK Multiservice Platform offers a highly scalable, high performance, high availability service delivery platform, operating from a small footprint solution to a large scale multi-node deployment. The Multiservice Platform can be deployed in pure IP environments using Media Application servers or using Intelligent Switches where operators are connecting to a TDM and IP networks.

Digium (206)

P / F: 256-428-6000 / 256-864-0464

www.digium.com

Digium® Inc., the Asterisk® Company, created, owns and is the innovative force behind Asterisk, the most widely used open source telephony software. Digium offers Asterisk software free to the open source community and offers Asterisk Business Edition and Switchvox IP PBX software to power a broad family of products for small, medium and large businesses. The company's product line includes a wide range of hardware and software to enable resellers and customers to implement turnkey VoIP systems or to design their own custom telephony solutions.

Duxoft LLC (338)

P / F: 866-324-6717 / 213-271-1256

www.duxoft.com

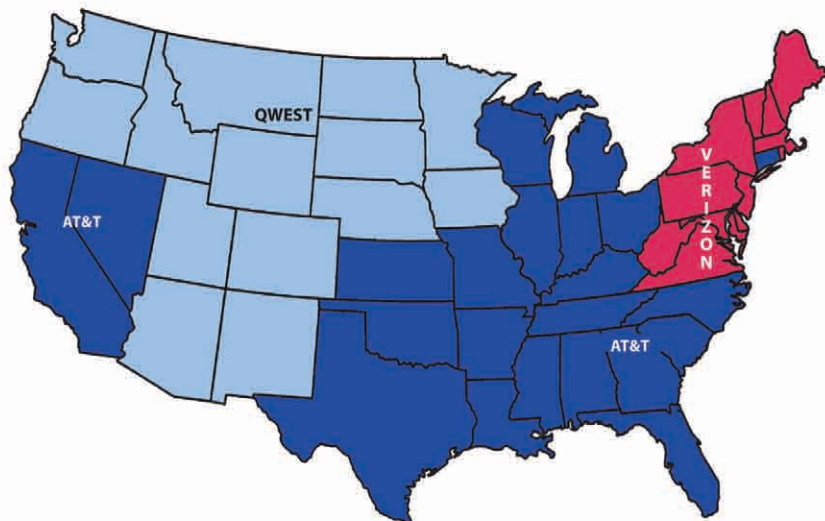
Duxoft LLC is a global provider of VoIP call recording and monitoring solutions for call centers. Marketed under MiaRec brand name, Duxoft's call recording solution offers a powerful combination of easy management, efficiency, scalability, reliability and rich functionality. Compatibility with IP-PBX systems of major vendors, such as Cisco, Avaya, Mitel, Nortel, 3Com, 3CX, Siemens, NEC, Zultys, Talkswitch and many others, makes MiaRec solution number one on the SMB market. More than 600 companies on five continents use MiaRec for recording calls.

Ecessa (224)

P / F: 1-800-669-6242 / 763-551-0664

www.ecessa.com

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847.465.4500

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network security tailored to meet the needs of small-to-medium sized enterprises (SME) that rely on the Internet for e-commerce and business-critical applications. Ecessa helps SMEs rapidly grow their business with 24/7 network high-availability, optimized WAN performance, flexible scalability and secure access - while streamlining IT costs.

Ecocarrier Inc. (312)

P / F: 905-948-1475 / 905-948-1655

www.ecocarrier.com

Ecocarrier is a Canadian licensed operator for international telephone service provisioning to resellers of Ecocarrier's managed (retail) services in more than 75 countries worldwide and to carriers for wholesale call termination services. Additionally, Ecocarrier provides specialty SMS services including extremely low-cost real-time SMS delivery from A-Z Country to A-Z Country and SMS to DID No. service.

ELGATO Communications (233)

P: +38 (063) 797-30-20

www.elgato.com.ua

ELGATO Communications - for 10 years company is a developer and manufacturer of multi-channel PRI E1 VoIP GSM-Gateways, PCI GSM-boards, Sim-server solution, Sim-banks (200 sim-cards), GSM-GPS alarm and tracking system, GSM-rebooters. Company is a developer of original VoIP billing software and specialized software for PBX Coral Flexicom. Our equipment supports SIP-protocol and compatible with Asterisk, IMEI operations, provides SMS-operations and fully controlled remotely via SSH-protocol. VoIP GSM-gateways, Sim-banks and Sim-server can be connected all together over TCP/IP locally and over the Internet.

Endstream Communications (535)

P / F: 212-796-5500 / 917-368-6923

www.endstream.com

Endstream Communications provides high-quality, cost-effective telecommunications solutions including wholesale VoIP termination, direct inbound dialing (DID), toll-free origination and termination, and calling card services to carriers, enterprise customers and medium-sized businesses.

Excel (235)

P: 972-910-1300

www.excel.com

Excel is a leading provider of SIP trunking services for small to medium sized business-

es. Excel has deployed a facilities based nationwide VoIP network supporting over a billion minutes and a million satisfied customers every month. Excel's SIP trunking portfolio is strategically designed to address evolving IP PBX customer requirements. Excel has engineered its SIP product suite to unleash the benefits of unified communications with advanced features including virtual voice paths and auto advance rerouting.

FaxBack, Inc. (435)

P: 503-597-5350

www.faxback.com

With over 25 years in the fax industry, FaxBack is a VoIP fax technology provider specializing in fax driver and fax server solutions for VoIP networks and phone systems. FaxBack's award winning NET Satisfaxtion VoIP fax product line enables organizations to fully leverage VoIP investments and offers outstanding reliability and quality in a scalable, easy-to-use package. Fax drivers are highly specialized and FaxBack stands out because they develop and engineer their own fax driver technology and software which equals better service, customization and life cycle support as well as reduced costs for our customers. FaxBack offers complete VoIP fax solutions for the small-medium business space, enterprise and works closely with VoIP providers helping them deliver revenue generating VoIP fax services.

FaxCore Inc. (228)

P / F: 866-870-4101 / 720-870-4141

www.faxcore.com

FaxCore is a leading provider of fax server solutions for enterprise organizations and has won more awards in this century than any other product. FaxCore2007 takes advantage of Microsoft's .NET 3.0 platform and features an exceptionally intuitive pure IIS web interface. FaxCore is a strategic partner of Dialogic and supports their analog, digital and FoIP solutions.

FaxSIPit Services Inc (433)

P / F: 866-374-6495 / 866-533-6734

www.faxsipit.com

A VoIP network is not a Fax-over-IP (FoIP) network. VoIP networks can transmit faxes to some numbers, some of the time. Customers replacing analog phone and fax systems with IP based systems need more. They need the same delivery rate and quality

from the new systems—with all of their existing faxing options supported.

Fonality (513)

P: 877-366-2548

www.fonality.com

Fonality is a leader in unified communications by providing affordable business phone systems and contact center solutions for growing businesses. Fonality's award-winning and patent-pending Hybrid-Hosted architecture is used by over 5,000 companies and 125,000 end users. PBXtra and trixbox Pro deliver the advanced capabilities of a big business phone system for 40 to 80 percent less than traditional offerings. Integrate PBXtra from Fonality with Salesforce.com and you will gain visibility to all interactions, including phone calls or email, between employees and customers. Never before has advanced call features and CRM integration been so easy to implement and use.

Fontel, Inc. (234)

P / F: 800-238-0787 / 402-694-6955

www.fontel.com

Fontel Inc. is a wholesale distributor of voice and data communications products. Fontel Inc. is committed to offering a high quality, yet competitively priced, portfolio of voice and data communication (hardware and software) products to dealers / resellers / installers of voice and data communication systems. Fontel Inc.'s staff provides exceptional service and support, allowing its customers to offer efficient and timely service to their end-users accounts.

Freeside Billing (200)

P / F: 415-462-1624 / 866-491-2775

www.freeside.biz/freeside/

Freeside is the premier open-source billing, trouble ticketing and provisioning software for ISPs, VoIP providers and other online businesses. Freeside's open-source license frees you from licensing costs, proprietary databases and black-box applications. Freeside Internet Services offers turnkey billing and softswitch appliances, installation service and custom billing solutions.

G-Tek (334)

P / F: 972-200-4472 / 214-774-2616

www.GTek.com.tw

G-Tek will debut the new Gateway phone with built-in SIP server, router, IP connection,

A silhouette of a person in a yoga pose, specifically a Pigeon Pose (Eka Pada Pashchimotthanasana), against a bright sunset background. The person is on the right side of the frame, with their right leg bent and foot flat on the ground, and their left leg extended forward. Their torso is twisted to the right, and their right arm is reaching up towards the sky, while their left hand is on the ground near the front foot. The sun is low on the horizon, creating a strong backlight effect and a lens flare.

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PSTN connection, and a GSM connection. More than VoIP, more than a SIP server, more than a phone — and more for you when the solution bears your brand name on customer desktops. G-Tek is a global corporation with primary focus on OEM/ODM/JDM VoIP telephony research and development, product design, and manufacturing services for globally distributed, partner-branded, VoIP telephony solutions.

GBH Communications (538)

P / F: 800-222-5424

www.gbh.com

Founded in 1985, GBH Communications is a leading provider of conferencing solutions, products and services, with hundreds of thousands of successful deployments throughout the United States. GBH partners with market leaders such as Jabra, LifeSize, Plantronics, Polycom, Sennheiser and others, providing end-to-end solutions to enterprises, government, and educational institutions nationwide. In addition, GBH provides 24/7 TechShield service and support, staffed by in-house factory-certified technicians.

Grandstream Networks (418)

P / F: 617-566-9300 / 617-249-1987

www.grandstream.com

Grandstream Networks is a leading end-to-end video and voice over IP solution manufacturer. Grandstream's comprehensive product suite offers unrivaled flexibility, scalability and affordability for the worldwide broadband market. Our robust portfolio of voice, video and video surveillance delivers enhanced productivity, cost efficiency and best in class technology to facilitate seamless communication over any distance.

Gridborg America (333)

P / F: 817-855-5160 / 817-522-5042

www.gridborgamerica.com

Gridborg America does away with the need for expensive voice cards. One hardware server can support up to 1,000 ports at a cost of less than \$20/port. There is no API to deal with. Any application can talk to the Gridborg server using simple text messages. This allows any programming language to communicate with the server quickly and easily. Reducing development time by as much as 60 percent. The Gridborg server is ideal for integrating into any software or hardware product. Communicating with sim-

ple text messages through TCP the Gridborg Server can be easily collocated anywhere in the world. Eliminating bandwidth and recurring monthly charges for T1's, DS3, OC3's etc. Make your first VOIP phone call in less than 10 minutes using the Gridborg Server.

Hanyang Digitech Co., Ltd. (239)

P / F: -7947 / -7962

www.hanyangdgt.com

Main Business : VoIP equipments, high-speed and multimedia internet terminals

Product line-up :

- ATA
- IP PHONE
- WiFi PHONE
- CABLE VoIP PRODUCT
- WIRED/WIRELESS BROADBAND ROUTER

Hanyang Digitech started its business independently in 2004 after a spin-off from Hanyang ENG to specialize in manufacturing with the world's best technology and to actively prepare for fast-changing economic conditions.

HD Communications Corp (632)

P / F: 631-588-3877 Ext 123 / 631-588-3879

www.wirelessnetworkproducts.com

HD Communications Corp is a professional wireless company that has been in business for more than 18 years. Our area of expertise is in the areas of Long range wireless as well as in building wireless. We manufacture products as well as distribute the products of others. Our products include wireless access points, antennas, rf cables, rf amplifiers, cellular amplifiers and repeaters. We also offer free in house technical support and design services to help our resellers and customers with their wireless projects.

Helein & Marshlian, LLC - The CommLaw Group (438)

P / F: 703-714-1300 / 703-714-1330

www.CommLawGroup.com

The CommLaw Group is a boutique law firm serving the comprehensive legal needs of clients in the telecommunications, communications, Internet, VoIP and information technology industries. With decades worth of experience practicing before the Federal Communications Commission, the Patent and Trademark Office, state telecommunications regulatory agencies, and state and federal courts, our veteran lawyers are experts in all aspects of corporate and reg-

ulatory law issues currently affecting companies operating in and associated with these high tech industries.

iFront End Technologies (327)

P / F: 909-593-0909 / 909-542-3724

www.ifront-end.com

IVR design, development and support. IVR, telephone and Web site monitoring.

Infradapt (106)

P / F: 800-394-2301 / 484-546-0296

www.infradapt.com

Infradapt is a leading technology solutions firm, providing comprehensive IT consulting and outsourcing. Its customers span many industries from small-to-mid sized businesses to multi-location Fortune 1000 enterprises. Infradapt's solutions range from basic IT services through multi-tier outsourced support and business continuity solutions. Infradapt has a strong IP telephony (VoIP) service concentration, specializing in designing, integrating, and supporting converged voice networks including multi-site and call center systems. Recognized nationally for service and engineering excellence, Infradapt is the company experts choose.

Ingate Systems (Room 502A)

P / F: 603-883-6569 / 413-460-0414

www.ingate.com

Ingate Systems develops firewall technology and products that enable, manage and secure Unified Communications. With a history rooted in security, Ingate offers enterprises, carriers and IP-PBXs elegant solutions that make trusted SIP communications possible. Ingate's full suite of solutions helps customers leverage the full potential of SIP-based applications. They include award-winning Ingate Firewalls and Ingate SIParators, SIP trunk products that simplify and secure these deployments; and remote connectivity solutions that extend the benefits of unified communications to workers outside the LAN. Ingate products currently protect the networks of retail companies, financial institutions, industrial firms, government agencies and small-to-large enterprises throughout Europe, Asia and North America. Ingate Systems AB is headquartered in Sweden with offices in Stockholm and Linköping. Its U.S. headquarters are located in Hollis, New Hampshire.

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THE CONFERENCE

In it's sixth year, AstriCon is the official conference for the wildly popular Asterisk® PBX and telephony platform. The conference includes a wealth of information whether you are getting started with Asterisk or have already discovered the power. AstriCon attracts hundreds of developers, system integrators, resellers, carriers and enterprise Asterisk users from all around the world, to converge at the same time under one roof.

The 2009 event is focusing on "**Asterisk in the Enterprise**", and will include these exciting conference tracks:

- Enterprise/Government
- Technical
- Commerce (Day 1) / Cloud (Day 2)
- Carrier/Call Center



THE EXHIBITION

Dozens of products have been based on the Asterisk code, and hundreds of products and services have been created to expand on the power of Asterisk. The AstriCon exhibit hall brings together the leading products from a wide range of categories: endpoints (phones), gateway hardware (cards and standalone devices), software add-ons, embedded solutions, and Internet telephony services.

If you'd like to exhibit at AstriCon, please contact Joe Fabiano at jfabiano@tmcnet.com or +1 203-852-6800 x132.

THE MEETING PLACE

You will not find a greater mix of individuals than at AstriCon. From code gurus to venture capitalists to social activists, AstriCon brings together an astounding and vibrant mixture of perspectives, goals and outlooks. With organized group meetings, birds-of-a-feather sessions, an all-conference party, a job fair, and all-night coding sessions in the Code Zone, AstriCon is *the* place to connect with the Asterisk Community.

REGISTER WITH DISCOUNT CODE "AC09" AND SAVE 15%!

WWW.ASTRICON.NET

Booth number in parenthesis.

IntelPeer (412)

P / F: 650-525-9200 / 650-287-2628

www.intelepeer.com

IntelPeer, a leader in hosted on-demand rich media communications, enables carriers, businesses and software vendors to easily deliver voice and multimedia capabilities to any phone or network-connected device — without incurring up-front capital costs. Through our innovative, communications-as-a-service (CaaS) platform, IntelPeer AppworX, our SuperRegistry and our extensive Voice Peering Network, we provide our customers with the platform to offer high-quality interactive voice, video, SMS, data and other rich-media services while providing significant cost savings for their telecommunication expenditures.

Interactive Intelligence (413)

P / F: 317-872-3000 / 317-872-3000

www.inin.com

Deliberately Innovative All-in-One Communications for Business. Since 1994 Interactive Intelligence has been a global provider of unified business communications solutions for contact center automation, enterprise IP telephony and enterprise messaging. Premise-based or hosted, your choice, our standards-based all-in-one software suite includes hardware, implementation, consulting, support and education. What it doesn't include is the complexity of multi-point legacy systems. At Interactive Intelligence, it's what we do... and why more than 3,000 organizations worldwide have chosen us.

inVox (Mtg Rm A)

P: 877-800-0729

www.invox.com

InVox provides advanced business telephony for growing enterprises including several "ready to use" voice automation solutions on top of a scalable, hosted PBX. Offerings include carefully designed solutions to suit various verticals such as healthcare, real estate and order management. We provide seamless integration with outbound call management, Self-Service eCommerce, and real-time web-based tracking systems.

IP Pay (201)

P / F: 847-346-0990 / 847-346-0991

www.ippay.com

IP Pay, a division of Convergence Technologies Inc (CTI), provides simple and integrated payment solutions for the telecom space.

IP Pay Account Updater ensures uninterrupted recurring payments by seamlessly updating "card on file" account information without impacting cardholders. Cardholder account information changes occur for a variety of reasons, including card upgrades, bank portfolio conversions, card expirations, lost or stolen cards and account closures. IP Pay Account Updater extends the life of recurring payment arrangements by helping secure ongoing, revenue-generating relationships, all while locking in revenue, reducing processing costs, maintaining service continuity and strengthening cardholder satisfaction. IP Pay Credit Card over IP (CCoIP) Technology Platform opens up a new \$10 billion market to VoIP and Telecom providers by allowing them to provide a bundled "triple-play" of voice, Internet and IP-based credit card processing to the SMB market.

IPiFony (539)

P / F: 205-443-0717 / 205-278-0397

www.ipifony.com

IPiFony develops and markets voice services software and solutions for service providers, specializing in Hosted PBX. Our flagship product — the IPiFony Platform — is a complete turnkey solution which installs on the service provider's own network and enables the service provider to offer a full suite of voice services.

IR Link Corp. (318)

P / F: +82 2 404 3372 / +82 2 431 3056

www.irlink.co.kr

IR-Link offers highly qualified, cost-effective contact solution, using network based CTI system, based on years of successful field installations at insurance, financial firms, Telemarketing call centers and homeshopping inbound CS centers, as well as small and medium enterprises.

KnoahSoft, Inc. (226)

P / F: 650-385-6795 / 650-779-9899

www.knoahsoft.com

KnoahSoft develops and sells a comprehensive set of IP-based call recording and agent performance management solutions through resellers worldwide. KnoahSoft is committed to meeting all recording, quality assurance, performance management, e-learning, coaching, surveying and speech analytic needs with a single, fully integrated, IP-

based solution that scales to meet the needs of any organization. Why pay double or triple the seat price when you can have all the functionality, analytics and more at a fraction of the cost with KnoahSoft.

Matrix Telecom (325)

P: 714-706-9922

www.matrixtelesol.com

Matrix is an ISO 9001:2000 company that designs and manufactures wide range of telecom products in VoIP, GSM, T1/E1, ISDN and PBX categories for the worldwide markets. Establish in 1992, Matrix has its development center and manufacturing plant in Vadodara, India. Matrix products include GSM and VoIP Gateways, VoIP PBXs, Digital and ISDN Key Phone Systems, Voice Messaging Products, Intercom Security Products and PLCC Switches. With over 1,500,000 line units installed and growing, the installed base of Matrix connects over 10,000,000 calls everyday.

MegaPath (629)

P / F: 877-634-2728 / 925-201-2550

www.megapath.com

MegaPath, a leading provider of managed IP communications services, leverages its wide selection of broadband connectivity, VPNs, voice service and security technologies to enable businesses to lower costs and enhance productivity. With MegaPath solutions, businesses of all sizes can easily and securely communicate with all locations, partners and customers.

MERA Systems (434)

P / F: 905-882-8603 / 905-882-7414

www.mera-systems.com

MERA Systems is a reputable vendor of VoIP softswitches, session border controllers and IP Centrex platforms that help VoIP carriers and service providers to efficiently handle big amounts of IP telephony transit traffic across their networks. The forefront technologies and world-class infrastructure combined with highly qualified management and creative team enable MERA Systems to build reliable and feature-rich VoIP solutions that help its customers grow and prosper. Being a topline softswitch vendor for Tier 2 and Tier 3 VoIP carriers, MERA Systems has over 800 customer deployments in 76 countries of the world.

Booth number in parenthesis.

Multi-Tech Systems (332)

P / F: 888-288-5470 / 763-785-9874

www.multitech.com

Incorporating Multi-Tech Systems' cellular modems to deliver extremely accurate real-time data enables companies to locate and manage fleets of vehicles, monitor assets located anywhere on the planet, deliver critical health data from homes to hospitals, improve efficiency and reliability of power delivery and much more thanks to machine-to-machine communications. Get enlightened on what M2M (machine-to-machine) can do for your business.

NET (419)

P / F: 510-713-7300 / 510-574-4000

www.net.com

NET's VX and Quintum Series Intelligent Voice Switches and Gateways are the perfect fit for corporations looking to obtain the benefits of VoIP and unified communications through a versatile, integrated voice exchange solution that provides interoperability with existing PBX and IP PBX systems. With Any to Any switching, everything works and interoperates together without costly upgrades.

NetSapiens, Inc (306)

P / F: 858-764-5200 / 858-764-5204

www.netsapiens.com

NetSapiens provides complete VoIP solutions for ISPs, WISPs and carriers. As the only company to offer multiple deployment and pricing options, NetSapiens has the solution that fits your needs. Whether fully hosted or deployed at your facilities, NetSapiens VoIP solutions offer the highest return for the lowest risk in the industry.

OAISYS (221)

P / F: 888-496-9040 / 480-496-9015

www.oaisys.com

OAISYS is a premier developer of customer interaction solutions for small to medium size businesses and call centers. Our solutions help companies attract and retain customers by digitally capturing customer interactions for simple retrieval, play back and management through intuitive interfaces to fit various users' needs. We integrate with leading telephone systems to provide a communications solution that enables companies and employees to communicate more quickly, easily and efficiently.

Octasic Inc. (Mtg Rm D)

P / F: 514-282-8858 / 514-282-7672

www.octasic.com

Octasic Inc. is a global provider of media and wireless modem processing silicon and software solutions for the converged carrier, enterprise and end-point communication equipment markets. The company's leading quality VoIP and multi-standard wireless basestation DSP solutions are based on Opus, a unique asynchronous DSP architecture. Octasic allows next-generation equipment manufacturers to significantly reduce system costs by offering unmatched performance in terms of density and power consumption. Founded in 1998, Octasic is a privately-held company headquartered in Montreal, Canada.

Ooma, Inc. (Mtg Rm E)

P / F: 650-566-6600 / 650-644-2653

www.ooma.com

Ooma offers a consumer electronics device that provides free, U.S. telephone calling and advanced telephony services. ooma delivers exceptional call quality and the reliability of traditional phone service at a fraction of the cost, in a sleek and innovative design. ooma is available at more than 5,000 leading retailers and online destinations.

OrecX (112)

P: 312-895-5292

www.orecx.com

Cost-effective voice recording solutions that are easy to install, use and maintain. OrecX delivers recording solutions that help businesses solve issues concerning risk, compliance and performance.

PAETEC (407)

P / F: 585-340-2500 / 585-340-2507

www.paetec.com

PAETEC is personalizing business communications for medium and large businesses, enterprise organizations and institutions across the United States. We offer a comprehensive suite of IP, voice, data and Internet services, as well as enterprise communications management software, network security solutions, CPE, and managed services.

Pangea Communications Corp (238)

P / F: 503-221-2121 / 503-221-3080

www.pangea-comm.com

Pangea Communications' Virtual Fax reseller

(VFR) solutions is a hosted Internet Fax solution specifically designed for VOIP companies, ISPs, telco and other service provider companies. VFRs are able to quickly and inexpensively offer a complete and branded solution to their customers while enjoying significant margins and reduced churn.

PhoenixSoft, Inc. (633)

P / F: 925-373-9100 / 925-373-9200

www.phoenixsoft.com

PhoenixSoft develops the Cirrus Softswitch, including an integrated IP Transcoder and Session Border Controller to support both traditional and SIP-based VoIP switching. Features supported include Class 5 and Class 4 switching, Web Retail Portal, Prepaid and Postpaid calling, IN, IP PBX, Conference Bridge. Quality solutions with outstanding customer support since 1985. Turnkey and Hosted solutions available.

PortaOne (528)

P / F: 866-747-8647 / 866-747-8647

www.portaone.com/

Based in Canada, PortaOne is a leading global vendor of carrier grade software for modern telecommunication service providers. The company enables service providers and carriers to run a broad line of telecommunication services with a single software package, and offers a complete product consisting of fully converged VoIP billing and provisioning platform, class 4 and 5 SIP softswitch to support hosted IPPBX or IPCentrex services, unified messaging, IVR, conferencing applications, callbacks and more. The company's products are a fundamental part of the business infrastructure at over 330 service provider locations worldwide.

Profitec Billing Services, Inc (339)

P / F: 203-679-7000 / 203-679-7391

www.profittecinc.com

Profitec Billing provides service bureau billing and printing coupled with a highly sophisticated suite of OSS/BSS applications. Profitec's OmniBill system provides integrated billing and support functionality for a wide range of communications products. Coupled with the rest of the OmniSuite subsystems, the single source applications provide order management, sales channel management, bill presentment, customer self care and self initiation, trouble management and electronic payment support.

Booth number in parenthesis.

PULSE, Inc. (308)

P / F: 1-888-785-7393; intl 1-951-694-1173

F: 951-694-1176

www.pulsewan.com

PULSE is a worldwide leader in providing Hosted VoIP equipment and platforms, wireless IP, VoIP cellular gateways and unique solutions designed to cut telecommunications costs. Enterprise, service providers and carriers count on single source PULSE to design cost effective solutions and to provide a range of services.

Purple Heart Services (119)

P / F: 703-256-6139 / 800-887-0442

www.purpleheartservices.com

Purple Heart Services, Inc. (PHS) was founded in 2006 and is a 501(c)(3) nonprofit global provider of unified business communications solutions, enterprise IP telephony, enterprise messaging, and call center / contact center / service desk solutions. The company's innovative home based, disabled veteran job training program was designed to eliminate the cost points of other brick and mortar call center vendors while putting our nation's heroes back to work. Purple Heart Services delivers maximum customer value through its comprehensive solution-sets of services comprised of hosted offerings, consulting, support, education and implementation.

Qwest Communications (424)

P / F: 1-800-315-2000 / 210-541-3069

www.qwest.com/wholesale

Qwest Wholesale delivers a robust suite of data/IP and voice solutions to a wide range of customers, including national and international carriers, Internet service providers, resellers, cable, wireless and content service providers, enhanced service providers, incumbent local exchange carriers and competitive local exchange carriers. Wholesale customers around the world rely on Qwest's state-of-the-art national fiber-optic network to meet their growing communications needs.

RingPlus, Inc (321)

P / F: 310-247-9002 / 310-247-9060

www.ringplus.net

Ring Plus is a free-spirited telephone community in which we all interact in an environment of trust, honesty, and respect. We offer innovative advertisement space, and information and telecommunication services. Our goal is to provide unlimited free-calling to the world.

We are leaders of ring back tone replacement technology. Our company integrates the most unique and modern communication options for effective and targeted advertisement. Since 2001, Ring Plus and its parent company PromoTel have been using technology owned, developed and patented by us to create value and satisfaction for Ring Plus customers.

RNK Communications (425)

P / F: 781-613-6000 / 781-297-2091

www.rnkcom.com

Established as a facilities-based carrier in 1997, RNK Communications is a full-service communications provider. RNK's unmatched operational efficiency, industry expertise, and technical innovation, enable it to offer a variety of customized communications products and solutions.

Sansay (218)

P / F: 858-678-0200

www.sansay.com

Sansay is an innovative developer of advanced carrier VOIP infrastructure solutions. The company's products include VOIP and video session control, call routing, NAT/firewall/security and protocol adaptation/translation solutions. Sansay's comprehensive solutions allow customers to create "open but secure" connections between their networks and those of their VOIP carrier partners, and to allow "open but secure" access to by enterprise and residential subscribers via public Internet and/or VPN. Sansay's key executives were founders and founding members of Nura Communications where, from 1995-2002, they led teams responsible for product management, engineering, marketing, strategy and business development.

Seawolf Technologies, Inc. (628)

P / F: 516-393-2150 / 516-393-2153

www.seawolftech.com

Seawolf is a leading developer for VoIP turnkey billing solutions. We sell and host our XRainbow NGN/SIP Softswitch, which allows service providers to sell VoIP, calling card and pin-less services. XRainbow supports wholesale/retail billing, prepay, PC2Phone, callback, PINless, on-net PSTN#, Web SDK, Real Time CDR, Internet cafes, agent programs and international terminations.

ShoreTel, Inc. (519)

P / F: 408-331-3300 / 408-331-3333

www.shoretel.com

ShoreTel is the provider of brilliantly simple unified communication (UC) solutions based on its award-winning IP business phone system. We are demonstrating our latest UC solutions at IT Expo, including our award-winning desktop interface, ShoreWare Professional Call Manager. ShoreTel has achieved the No. 1 market-share position worldwide for small and midsize businesses using its UC desktop application, according to latest data released by the Synergy Research Group, and was recently named "Top Rated Vendor for Enterprise Telecommunications Equipment" in The VendorRate Report Q2 2009. ShoreTel offers organizations of all sizes integrated, voice, video, data, and mobile communications on an open, distributed IP architecture that helps significantly reduce the complexity and costs typically associated with other solutions. The feature-rich ShoreTel UC system offers the lowest total cost of ownership (TCO) and the highest customer satisfaction in the industry, in part because it is easy to deploy, manage, scale and use. Increasingly, companies around the world are finding a competitive edge by replacing business-as-usual with new thinking, and choosing ShoreTel to handle their integration business communication. ShoreTel is based in Sunnyvale, California, and has regional offices and partners worldwide.

SIP Print LLC (634)

P / F: 866-655-3555 / 805-241-7861

www.sipprint.com

SIP Print is the world's first and only "pure" SIP based call recording appliance geared for the SMB market of 200 handsets and under with redundant components and hot swappable components. SIP Print captures all VoIP/SIP calls in a single appliance application easy search and playback, archive, manage and install.

Sipera Systems (Room 506)

P / F: 214-206-3210 / 214-206-3215

www.sipera.com

Sipera Systems, the leader in real-time UC security, enables enterprises to simplify and confidently deploy their VoIP and unified communications over any network to any device while service providers can protect and quickly offer new IP-based communication services. Backed by the extensive vul-

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nerability research of the Sipera VIPER Lab, the Sipera UC-Sec products provide comprehensive threat protection, policy enforcement, access control, and privacy in a single, real-time appliance.

snom technology AG (635)

P / F: 978-686-1531 / 978-686-1797

www.snom.com

snom technology AG Interoperability, Technology leadership and reasonable solutions snom provides telephone products in the area of VoIP using the SIP protocol. The snom IP phones can be installed with many established VoIP manufacturer's equipment, thus guaranteeing the user the greatest possible independence in deploying a VoIP phone system. snom Business VoIP phones are for use in small to large enterprises, hosted, SOHO, and for Internet Service Providers, carriers, and OEM customers. snom is represented in over 40 countries.

Solegy (639)

P / F: 212-801-2525

www.solegy.com

Stratus Telecommunications (529)

P / F: 972-359-6600 / 214-383-9539

www.stratus telecom.com

Stratus Telecommunications is a provider of complete VoIP and converged service solutions for telecommunications service providers. By helping its customers connect their world using trusted, innovative solutions and backing it with people they can count on, Stratus Telecommunications is making convergence simple. Stratus Telecommunications' solutions are installed in hundreds of service providers' networks including 14 of 20 of the world's largest carriers.

Super Technologies and DIDX (125)

P / F: 1-850-207-2598 / 206-339-4203

www.didx.net

Our DIDX team aims to empower entrepreneurs, CLECs, wireless operators, smbs and other IP communications entities with the provision of local presence, origination, DID opportunities via SIP trunking. We offer a new kind of business of offering local and international direct inward dialing phone numbers and SIP trunking. We also serve the globe's must-attend conferences as press and media partner via our media channels on podcast, video, photo and TMCNet DID/DDI channel.

Synopsys, Inc. (4G6)

P: 650-584-5000

www.synopsys.com/systemstudio

Synopsys' system-level solutions offer system-level design tools, models and services to bring your 4G products to market faster. Synopsys is your partner for your next LTE design combining system studio digital signal processing with virtual platforms created with Innovator and system prototyping solutions linking into chip verification and implementation.

Taqua LLC (428)

P / F: 972-692-1800 / 972-437-2762

www.taqua.com

Taqua's converged switching system and enhanced applications are designed for small and medium sized service providers needing to deliver advanced services over wireline and/or wireless networks. The Taqua 7000 (T7000) is an integrated wireline and wireless switching system that serves as the centerpiece for delivering services simultaneously over TDM, IP, GSM/CDMA, 2G, 3G, and 4G networks. The T7000 replaces legacy switching systems while tightly integrating enhanced applications including unified messaging, Web portals, hosted call center/ACD, conferencing/collaboration, and other Web 2.0 integration

TelCentris (534)

P / F: 866-612-VOIP (8647) / 858-430-3773

www.telcentris.com

TelCentris is a next generation voice, data and technology provider offering Unified Communication services around the globe. We offer flexible, customized solutions and guaranteed quality with a lineup that includes hosted IP-PBX systems, contact center solutions, trunk replacement, bandwidth and more using leading-edge VoIP technology.

TelcoBridges Inc. (624)

P / F: 450-655-8993 / 450-655-9511

www.telcobridges.com

TelcoBridges is recognised as a leader in the design and manufacture of high-quality, high-density, carrier-grade media gateways, development platforms and network monitoring solutions, that ensure top performance and are green. With over 3 million ports shipped to clients with installations in over 50 countries worldwide, TelcoBridges provides the industry with cutting edge telecom hardware and software.

TelcoBridges products that will be exhibited at ITEXPO West include:

- * Tmedia TMG3200
- * Tmedia TMG800
- * Tdev TMP6400
- * Tdev TMP800
- * Tmonitor TM1000

Telcombrokers (335)

P / F: 888-853-9664 / 714-556-8165

www.telcombrokers.com

Telcombrokers is an agency of telecom professionals representing 35 plus carriers across the USA. Our portfolio includes a full range of telecom products from T1, DS3, OC3, MPLS, VOIP connections and more. With our industry relationships and expertise, we offer a one-stop source for unbiased advice plus the best prices on services from major providers

Telecom Brokerage, Inc. (313)

P / F: 847-353-1846 / 847-465-1488

www.tbicom.com

Since 1991, Telecom Brokerage Inc. (TBI) has been a premier master agent for telecom services such as Internet, data, local, long-distance and managed services. TBI simplifies the telecom purchasing experience for our customers. TBI empowers our customers with a truly unbiased consultative sales approach as well as award-winning pre- and post-sales support.

Telecom Reseller/VOIP NETWORKS (132)

P / F: 360-260-9708 / 360-260-9726

www.telecomreseller.com

Telecom Reseller reaches 37,000 telecom professionals every month, delivering complete and dedicated coverage of unified communications. We report on PBX/IP-PBX, communication servers, contact centers, call accounting, speech, mobility, integration, migration, maintenance, monitoring, hardware and software solutions and more. Exclusive quarterly supplements report on Avaya, Cisco, Mitel, NEC, Nortel, plus open source platforms, telepresence, SIP trunking and innovation.

TeleMatrix (638)

P / F: 719-638-8821 / 719-638-8815

www.telematrix.net

TeleMatrix is a world wide leader of Hospitality telephones as well as business models. They are a certified Digium Partner with a full line of SIP based IP hotel telephones including corded and cordless models that stress function and design.

Booth number in parenthesis.

TELES USA (133)

P / F: 541-683-2892 / 541-302-3064

www.telesusa.com

TELES USA is a leader in communications convergence, bringing to market the products and services necessary to integrate numerous media formats for seamless telecommunications solutions. Whether it's VoIP, analog, T1/E1, CDMA, 3G, or GSM, TELES has the products necessary to unify your communications media. For service providers, carriers, and business enterprises, TELES USA is providing new and creative ways to cut costs and increase revenues through converged communications solutions.

Touchstone Technologies Inc. (621)

P / F: 1-215-672-6550 / 1-215-672-6551

www.touchstone-inc.com

Touchstone Technologies provides Voice and Video test and measurement software to carriers, developers, and ITSPs. Our scalable call generation tools and advanced network

monitoring and analysis tools are designed for complete lifecycle testing of applications, devices, and networks. WinSIP and Win323 real-time generators feature true voice and video over IP call emulation. Net Observer's distributed monitoring and the stand alone WinEyeQ solutions provide a view of your network traffic with reporting on 325 metrics for QoS and SLA monitoring.

Towerstream (4G10)

P / F: 866-848-5848 / 866-762-2250

www.towerstream.com

Towerstream (NASDAQ: TWER) is a leading fixed WiMAX service provider that delivers high-speed, wireless Internet access to businesses in the U.S. at a lower cost than traditional services. Founded in 2000, the company has established networks in nine markets: New York City, Boston, Los Angeles, Chicago, the San Francisco Bay Area, Miami, Seattle, Dallas-Fort Worth, and the greater Providence

area where the Company is based. Towerstream's reliable and fast broadband service offers a variety of bandwidth options, from T-1 to 1000 Mbps, and supports VoIP, bandwidth on demand, wireless redundancy, VPNs, disaster recovery, bundled data and video services.

Vitality Communications - Wholesale VoIP and Fax (525)

P / F: 303-997-2300 / 303-991-7977

www.vitality.com

Vitality Communications is a rapidly growing leader in wholesale VoIP services. We have spared no expense to build the most redundant, rock-solid, voice infrastructure to ensure your customers get the best voice quality and availability in the market today. Whether you are servicing SMB or residential, we have the products and services your customers want, including, but not limited to: origination, global

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Termination, DIDs (8,000) rate centers, Toll Free, vFAX, Hosted PBX, etc. From our award-winning user portal to our friendly 24/7 technical support, we have what you need to be successful.

Voiceserve-Voipswitch Inc (611)
P / F: 44-208-1366000 / 44-208-1366000
www.voipswitch.com

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VoIP Innovations (213)
P / F: 877-478-6471 / 412-379-1011
www.VoIPInnovations.com

At VoIP Innovations, we are an IP-based wholesale communication provider striving to partner with you for the success and long-term viability of your business. Our wholesale VoIP suite offerings include U.S. Inbound and toll-free (origination), U.S. and International Outbound (termination), local and toll-free DIDs, and added services such as CNAM, enhanced 911 services, 411, and local number portability.

VoIPConsultants.biz, LLC (534)
P / F: 847-230-9225 / 847-352-5351
www.voipconsultants.biz

VoIPConsultants.biz, LLC is a leading agency for private label hosted VoIP services and applications. Our clients include CLEC's, MSO's, mobile VoIP providers, prepaid calling card carriers and VoIP entrepreneurs. We provide options that include working directly with the VoIP carriers to utilizing our aggregation services with a leading carrier.

VoIPstreet (215)
P / F: 888-204-8647 / 412-379-1011
www.VoIPstreet.com

At VoIPstreet you get more and pay less - and we have the ultimate phone service value package for you. Our VoIPstreet Virtual PBX phone solution is ideal for the home, small and virtual offices. Our VoIPstreet IP Trunking phone solution is great for the

small and medium businesses with a PRI line. And our VoIPstreet metered phone solution has been developed especially for bulk users and enterprise customers.

VoltDelta OnDemand (405)
P / F: 877-899-9950 / 610-567-5698
www.voltdelta.com/OnDemand

VoltDelta OnDemand provides contact center solutions to improve customer care via Software as a Service (SaaS) model. Contact Center OnDemand and Voice Recognition-based self-service applications are delivered via an exceptionally robust international infrastructure. The converged DeltaTouch platform enables virtual contact centers and home-based agents with skills-based routing, engaging voice recognition applications, and multi-channel communications blending agents, SMS messaging and IVR automation. Unique customer care resources include call personalization utilizing detail from VoltDelta's repository of wireless and wireless numbers with associated data and CrystalWAVE voice recognition technology for exceptionally effective speech applications. Call and agent screen recording captures the complete customer experience, making it easy to efficiently identify and share "voice of the customer" contact. Call recording detail "whispered" to agents upon transfer enhances customer care by reducing repeat questions while streamlining call resolution. VoltDelta On-Demand is part of the Volt Information Sciences (NYSE:VOL) international family of diversified companies. Multi-site hosting facilities along with an exceptionally robust TDM and VoIP infrastructure work to support over 2.4 billion calls per year and delivery of over 2 billion SMS messages annually. Stop by Booth #405 to find out why leading customer care organizations trust VoltDelta's carrier-grade, contact center infrastructure and self-service solutions!

Voxbone (533)
P / F: 322-808-0000 / 322-808-0001
www.voxbone.com/

Voxbone provides local and toll-free numbers from 48 countries and over 4,000 cities worldwide. Calls are collected locally and forwarded over IP to the customer's equipment. Ordering, provisioning and configuration are done in real-time. Voxbone

keeps its leadership position through constant innovation which covers voice, SMS, fax and video services.

XCast Labs, Inc. (439)
P / F: 310-861-4708 / 310-861-4808
www.xcastlabs.com

XCast is a SaaS, providing hosted, fully-branded VoIP services to cable operators, CLECs, ISPs, and marketing companies. Services include residential, IP-PBX and SIP trunking, along with custom IVR and VoIP applications.

Xorcom (107)
P / F: 866-967-2661 / 972 4 999-0287
www.xorcom.com

Xorcom manufactures Asterisk based channel banks and stand-alone IP-PBX solutions and peripherals for commercial installations. Today, Xorcom offers the widest and most flexible range of solutions and hardware platforms in the Asterisk market. System integrators, telecom equipment manufacturers, and customer premise telephony and VoIP providers use Xorcom products to provide added value to their end users. Xorcom sells its products via a worldwide distribution channel and OEM partners.

Zultys, Inc. (618)
P / F: 408-328-0450 / 408-328-0451
www.zultys.com

Based on open standards, Zultys Inc., a Silicon Valley company founded in 2001, manufactures feature-rich VoIP business phone systems that easily scale to thousands of users. Zultys makes your business needs our priority. Our solution supports Mac, Windows 32 or 64 Bit or Linux users and integrates features such as soft-phone, Find me-Follow me, Presence, Secure Chat, Tele-worker support, Inbound Contact Center, IVR, ACD, Call Recording, Fax Origination/Termination, Cell Phone Twinning and much more. Zultys delivers on the promise of Unified Communication from open interfaces such as SIP to rich applications and networking. Not only is our solution cost effective, it also provides the highest energy efficiency with its compact single server all-in-one design. Zultys' distributed architecture also helps companies maintain high availability, while being simple to install, manage and scale.

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Debbie Jo Severin
Chief Marketing Officer
8x8, Inc.



8x8, Inc.

By: Erik Linask

The communications industry, while not entirely immune to it, has felt less of an impact than most during the economic downturn that has crippled more than just a few companies (even some in the telecom space). In fact, many telecom providers and vendors have experienced growth during the recession, like 8x8, which recently moved into a new corporate headquarters facility that could accommodate its growth.

I had a chance to ask 8x8's CMO Debbie Jo Severin a few questions heading into ITEXPO about several topics. Here's what she had to say.

EL: What is the biggest challenge facing the communications industry today?

DJS: There are several challenges facing the communications industry today. How to come out stronger during the economic downturn, how to deal with lingering revenue pressures and fierce competition. Do you: Innovate? Entrench? Consolidate? Or, all three?

EL: How are you approaching that challenge?

DJS: 8x8's flagship product, 8x8 Virtual Office, is a revolutionary, money-saving VoIP solution used by more than 17,000 companies. In the current economic climate, this is a very compelling proposition for more and more small and medium-sized businesses. 8x8 reported record numbers of new business subscribers for each of the past two quarters.

We believe VoIP will accelerate in the small business market as convergence of voice, data and video, SaaS, mobile broadband, and further application integration with telephony pushes forward. We're currently beta testing several new unified communication services and will be bringing these new UC services to market at the end of 2009.

8x8's results demonstrate that we've been able to grow in these challenging times. We recorded a profit in our last reporting quarter, surpassed the previous quarter's record sales to new business customers, reduced business customer subscriber acquisition cost by almost 50 percent from the

same period last year, and saw business customer churn decline significantly from the same period a year ago.

EL: Are there any advancements you feel could or would enhance VoIP technology?

DJS: The beauty of VoIP is the merger of traditional phone services with the power of the Internet. 8x8 believes the advancement of unified communication services will continue to advance VoIP. In addition, convergence and integration with SFA (sales force automation) and CRM will bring VoIP even more to the desktop, conference room, and mobile devices.

EL: How will the Broadband Stimulus plan impact the communications market in the U.S.?

DJS: I think the Broadband Stimulus plan will potentially help on two fronts. First, it will help drive broadband adoption into rural areas (either wired or wireless) and second, it will result in an infusion/investment for companies driving broadband adoption and usage through the development of better applications that take advantage of broadband.

EL: What will be the most significant development or trend in the communications space in the next 12 months?

DJS: Convergence. VoIP will accelerate in the small business market as convergence (voice, data, and video), SaaS, mobile broadband, and further application integration with telephony pushes forward.

EL: What will we see from your company in the next 12 months?

DJS: Unified communications integrated with our 8x8 Virtual Office hosted PBX service.

EL: What's the most exciting thing ITEXPO attendees will find at your booth?

DJS: Our 8x8 Virtual Meeting (Web conferencing) solution integrated with 8x8 Virtual Office.

EL: Who will win the World Series?

DJS: St. Louis Cardinals **IT**



Chris Gravett
Director, Sales and Marketing
Aculab



By: Erik Linask

One of the key challenges facing both service providers and enterprises today is how to attain some degree of balance between legacy equipment and applications, and their next generation siblings. Aculab is one of the companies I've spoken to recently that understands that challenge, and has welcomed its own challenge to help businesses manage that task.

I took the opportunity, heading into ITEXPO, where Aculab will have on display its products — its Prosody S, Prosody X, GroomerII, and ApplanX products — to ask sales and marketing director Chris Gravett some questions about those market challenges, and how Aculab sees itself playing a role in resolving them. Here's what Chris had to say:

EL: What is the biggest challenge facing the communications industry today?

CG: The biggest challenge is the economic reality our industry is facing. Customers have become much more careful in how they approach investing in new solutions. As an industry, we've certainly come to the point where a customer won't even consider new technologies unless the vendor can demonstrate beyond a shadow of a doubt that the product or application will have a profound impact on the bottom line. If this need cannot be proven, chances are it will be a very short conversation.

EL: How are you approaching that challenge?

CG: One of Aculab's core strengths is its ability to provide enabling technologies that allow customers to integrate new services and features into their existing infrastructure. This concept, which we refer to as "extensibility" allows customers to satisfy the needs of their end users while maximizing their investments in their current core technology. We've found the market to be quite receptive to this philosophy.

EL: How will the Broadband Stimulus plan impact the communications market in the U.S.?

CG: Expanding the availability of broadband throughout the United States could give the communications market a significant boost. Not only will the network infrastructure providers benefit from this expansion, applications developers and other service providers could see a growing demand for their solutions, which, in turn, will continue to drive innovation.

EL: What will be the most significant development or trend in the communications space in the next 12 months?

CG: Many people feel that the development of communications enabled business processing (CEBP) will gain the attention of the enterprise side of the industry as vendors look for new vehicles to improve business communications. We'll also continue to hear a lot of conversation around the integration of cloud computing and communications. In addition, I expect that some of the emerging desktop video collaboration tools will generate mindshare.

EL: What will we see from your company in the next 12 months?

CG: We are in the midst of several projects that we expect will add a great deal of value to our customers. Some of the solutions Aculab expects to deliver include expanded capabilities from our core enabling technologies, as well as solutions that are designed to perform well in specific vertical markets, like defense, homeland security and health care. In addition, Aculab is in the midst of unveiling a new, multi-tiered service model that aligns our support capabilities with customer needs.

EL: If approved, how will Avaya's bid for Nortel's enterprise assets impact market dynamics?

CG: It's probably too early to tell. A lot will depend on how well Avaya can integrate the Nortel dealer network with its own. There are some major cultural chasms — as well as product redundancies — that need to be overcome. But ultimately, the deal has the potential to put Avaya in a much stronger position globally.

EL: What's the most exciting thing ITEXPO attendees will find at your booth?

CG: Aculab has recently made a number of new product announcements — including enhanced Prosody S HMP software, a 2U version of the GroomerII gateway and a recent release of the ApplanX IP Gateway. Each of these new products will be on display at ITEXPO. But what I think customers will find most exciting is the fact that Aculab is a company that continues to innovate — and even grow — in this economy. We believe this is a sign that developers, service providers and enterprises are starting to show renewed interest in communications technology. That's got to be good news for everyone.

EL: Who will win the World Series?

CG: I'm not sure, but I can tell you that I think Arsenal will do quite well in the Champions League. **IT**



John Combs
Chief Executive Officer
ShoreTel



By: Erik Linask

If you've paid attention to the PBX industry at all, you'll have a consistent flow of customer wins by ShoreTel. The VoIP industry is doing well, and despite current market challenges, ShoreTel seems to be as well. The following are excerpts of my interview with CEO John Combs regarding the VoIP market and how ShoreTel is finding success. The complete interview can be found online at www.tmcnet.com/15353.1.

EL: What is the biggest challenge facing the communications industry today?

JC: By far, the biggest challenge is keeping it simple. As IP-based communication technologies continue to rapidly evolve, vendors struggle to integrate their communications solutions into the data network in a clean, simple and easy-to-manage way. The result is complexity upon complexity that frustrates the end users and requires highly skilled IT experts and certified technicians to manage and support. Nowhere is it more important to keep it simple than in the hands of the end user. Technology that is not easy to use, simple to understand and that works for the user, rather than demanding more work to figure it out, simply will not be adopted. Regardless of size, organizations today need communications solutions that are easy to install and deploy, and that don't further strain space, energy and server management requirements in the data center.

EL: How are you approaching that challenge?

JC: Keeping it simple is less of a challenge for ShoreTel and more of a mantra. The ShoreTel UC system was built from the ground up for IP networks, and is designed to be brilliantly simple to deploy, manage and use. From day one, we focused on taking out complexity and meeting business needs with features and functionality that are easy for end-users to adopt. Employees decide the best way to communicate, and are provided with all they need to make communication happen quickly and easily so they can be more responsive, and ultimately more productive.

EL: How will the Broadband Stimulus plan impact the communications market?

JC: As the workforce becomes ever more mobile and organizations look to save costs and support green initiatives by providing flexible work environments, the broadband stimulus plan will help increase the number of remote employees who can work out of their homes or from other satellite locations, over inexpensive yet reliable broadband connections. As a result, organizations will increasingly turn to the communications mar-

ket for products and services that enable them to reach this expanded pool of skilled workers and bridge the location gap.

EL: What will be the most significant development or trend in the communications space in the next 12 months?

JC: Increasingly, today's UC solutions must offer business agility through ease of interoperability and integration, as organizations seek to eliminate the traditional costs and risks of locking in on proprietary systems. Choice, based on an open ecosystem and the richness of unified communications, is vital to organizations that are looking for flexibility and performance to stay competitive today.

EL: What will we see from your company in the next 12 months?

JC: Since we are not encumbered by either legacy solutions or a monolithic mindset, we have the agility to deliver upgrades and easy-to-use new features quickly as UC technologies continue to evolve. We'll continue to see ShoreTel being selected by larger enterprise businesses in excess of 1,000 lines, as organizations increasingly look for powerful yet easy to manage solutions that deliver a low total cost of ownership and productivity gains. ShoreTel just passed our 10,000th enterprise customer engagement, and are looking forward to serving the next 10,000 as we extend our global reach and partner with industry leaders such as Telstra in Australia.

EL: If approved, how will Avaya's bid for Nortel's enterprise assets impact market dynamics?

JC: As I have stated on numerous occasions, the biggest impact will be on existing Nortel customers. Indicators so far lead me to conclude that they will get the short end of the stick when Avaya no longer invests in the engineering resources required to maintain two separate products, and eventually forces Nortel customers to migrate to a new Avaya platform.

EL: What's the most exciting thing ITEXPO attendees will find at your booth?

JC: Brilliant simplicity. Something that most IT leadership finds exciting is discovering solutions that leverage technology to deliver real solutions so they can do more with less. By delivering solutions for telephony, unified communications, and contact center that are easy to deploy, manage, and use, ShoreTel does just that. A ShoreTel UC system enables the IT team to be more effective and end users to be more productive.

EL: Who will win the World Series?

JC: Well, most people would go with the odds-on favorites — frontrunners like either the Yankees or the Dodgers. However, as a big Giants fan, I'm still hoping ShoreTel's home team will add a power bat to their lineup, especially with all the savings they're realizing with their new ShoreTel UC system, and win the wild-card. If that happens, I wouldn't be at all surprised to see some astonished faces in the playoffs. The Giants picked ShoreTel as the nimble new innovator in a major-league line up of all the usual faces, so I'm going with a nimble player, too — the San Francisco Giants. **IT**

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Terry Saeger
Senior Vice President and General
Manager of VoltDelta



VOLTDELTA
HOSTED SOLUTIONS

By: Erik Linask

There has been much activity in the enterprise IP Communications market, particularly around the integration of new technologies into new enterprise organizations. Specifically, many enterprises have found they can leverage solutions that have traditionally been limited to call centers throughout their organizations. I took some time to ask Volt Delta's SVP and General Manager of Enterprise Services and Solutions, Terry Saeger, how these trends are plying out for companies like Volt Delta. Our interaction follows.

EL: What is the biggest challenge facing the communications industry today?

TS: Retaining existing customers is the greatest challenge facing the communications industry today. Studies have shown that it takes up to five times the effort and investment to attract a new customer than to retain and grow revenue from existing clientele. Current economic conditions are prompting many customers to listen to offers with short term benefits, ignoring customer care efforts designed to build long term loyalty. Those in the communication industry must deal with the conflict of investing to retain and grow a larger percentage of their customer base by providing additional value vs. competing on short term promotions as a defensive measure.

EL: How are you approaching that challenge?

TS: The line between customer satisfaction and enthusiastic loyalty is not always evident. Organizations may feel their customers are satisfied, but will they continue to purchase and hopefully recommend their vendor to others? VoltDelta is providing a unique set of contact center solutions to help identify how customers feel about their relationship via automated surveys, as well as delivering Contact Center on Demand solutions to more quickly and efficiently resolve calls to agents located virtually anywhere. All of these solutions are provided on-demand, thus avoiding capital expenditures while "right sizing" for any call volume.

EL: How will the Broadband Stimulus plan impact the communications market in the U.S.?

TS: The stimulus plan is meant to provide broadband access to "unserved" and "underserved" rural areas within the country. The greatest impact will likely be felt by regional and rural carriers and vendors that target these areas. These suppliers must

work to efficiently support an increasingly dispersed population of customers.

EL: What will be the most significant development or trend in the communications space in the next 12 months?

TS: The adoption of hosted services, even for the largest organizations in the communications space is one of the most significant trends. Customer care and IT organizations are realizing that on-demand value extends far beyond how you expense costs. An ability to provide a secure and flexible "virtual" resource means contact centers can be deployed and managed more effectively, including the addition of home agents. Hosting also applies to providing self-service to callers with exceptionally engaging voice recognition resources deployed in a redundant environment.

EL: What will we see from your company in the next 12 months?

TS: A notable shift for our organization is that you will "see" our company more often in the customer care and enterprise space. We are taking our unique global OnDemand platform, which annually processes over 2.4 billion calls and over 2 billion SMS messages, to organizations such as contact center outsourcers, financial institutions and healthcare providers. Our mix of voice self-service and agent solutions including packaged speech applications and multi-channel agent resources will be available from a number of organizations in the next 12 months to enhance customer care and build loyalty.

EL: If approved, how will Avaya's bid for Nortel's enterprise assets impact market dynamics?

TS: This is likely another sign that the contact center market is maturing. Vendors must strive to articulate value for their customers by providing confidence though proof points such as number of years providing solutions, robustness of hosting resources, and innovative capabilities in self-service applications and contact center resources.

EL: What's the most exciting thing ITEXPO attendees will find at your booth?

TS: Demonstrations will include how carriers could enable their customers to self-provision new phones or handset features. An automated survey application will make it easy for customer care professional to more quickly and efficient gauge loyalty of their customer base without incurring agent costs.

EL: Who will win the World Series?

TS: I believe that the Red Sox have the pitching depth required, from starters to relievers to win the World Series this year. Formidable middle of the batting strength with patience at the plate combined with speed on the base paths from Jacoby Ellsbury means opposing teams will likely be forced to go their bullpens earlier than they would like, helping the Sox to extend leads late in games. **IT**



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