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TMC INTERNET TELEPHONY®

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Group Publisher and Editor-In-Chief,
Rich Tehrani
(rtehrani@tmcnet.com)

EDITORIAL
Group Editorial Director, **Greg Galitzine**
(ggalitzine@tmcnet.com)

Executive Editor, **Richard "Zippy" Grigonis**
(rgrigonis@tmcnet.com)

Associate Editor, **Erik Linask**
(elinask@tmcnet.com)

TMC LABS
Executive Technology Editor/CTO/VP, **Tom Keating**
(tkeating@tmcnet.com)

ART/DESIGN
Creative Director, **Alan Urkawich**

Graphic Designer, **Lisa Mellers**

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Sales Office Phone: 203-852-6800

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Central/Eastern U.S., Canada, Europe, Israel , Latin America
Anthony Graffeo, *ext. 174,* (agraffeo@tmcnet.com)

Advertising Director —
Western/Southwestern, U.S., APAC
Bob Johnson, *978-337-3828,* (bjohnson@tmcnet.com)

SUBSCRIPTIONS
Circulation Director, **Shirley Russo,** *ext. 157*
(srusso@tmcnet.com)

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EXHIBIT SALES
Sales Office Phone: 203-852-6800

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Companies whose names begin with:

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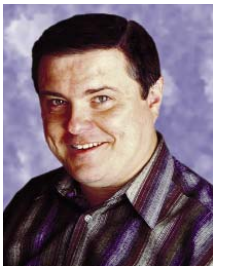
By Richard "Zippy" Grigonis

Communities and Peering in 2008



When Amazon.com (News - Alert) acquired the too-ahead-of-its-time site PlanetAll in 1998, little did they realize that they were starting the social networking "communities" boom. MySpace (News - Alert), Facebook, orkut, etc. soon followed, demonstrating how many people have no qualms about displaying such personal data as biographical information, hobbies, interests, and so forth. Thanks to the "six degrees of separation" phenomenon, adding a few friends to one's network can cause any given user to be linked to thousands of other people around the world. What do you do with these ad hoc networks? The classic, serious function of "business networking" is certainly there, but in many cases communities have formed for certain specific activities or just for fun. Some sites, such as Facebook (News - Alert) and orkut, offer news feeds so you can keep abreast of what your friends are up to.

In a sense, VoIP peering suggests the formation of a sort of up-scale, sanitized, business-like community, one that has definite commercial functionality.

XConnect (News - Alert) (www.xconnect.com), for example, is a global promoter of the VoIP Peering / ENUM federation model with their "Plug-and-Peer" VoIP interconnection services dedicated to connecting IP communications providers and by-passing the legacy PSTN.

XConnect's Founder and CEO, Eli Katz (News - Alert), describes two extreme modes of peering, "First, there's 'pure' IP peering, which involves connecting one, two or N-number of networks together to enable IP packets to flow in Layers 2 and 3, which is where you find your Ethernet and IP routing. That's a mature industry, wherein some industry players provide basic IP connectivity. Billions of minutes per month move via public IP networks, and yet at the same time we see a growth in private IP or private Ethernet connectivity."

"The other extreme is complete IP communications peering in an end user-to-end user situation where much of the activity is done in the application and you don't actually need any service providers in the middle," says Katz. "I just run communications as an application on my PC, and you're running the application on your PC. We don't need service providers, carriers or network operators. The communication just 'happens' as a sort of 'pure' peer-to-peer environment with no central control. I think we're very far away from such a model appearing everywhere."

"So those are the two extremes," says Katz. "In the middle, which is the space where we at XConnect very much like to operate, is primarily between service provider-to-service provider peering in the 'pure' IP sense and, more optionally, carrier-to-service provider peering."

XConnect, with its partner Kayote Networks (News - Alert), operates peering solutions on either a managed service or hosted basis. Various national consortia of service providers (ITSPs, PTTs, MSOs) looking to deliver a peering and number portability solution within their home market can do this quickly by working with XConnect's solution.

The rapidly expanding XConnect Global Alliance is said to be the world's first multilateral settlement-free exchange of traffic between VoIP service provider members. Alliance members choose to interoperate settlement-free, irrespective of their location, and to pass on no-cost or reduced-cost international calls to their customers. XConnect Alliance members "plug and peer" with other providers around the world through a single connection to the XConnect Network, avoiding the need to negotiate multiple exchange agreements.

People, social animals that they are, cannot help but link together into communities, be it for business or pleasure. Our concept of VoIP-based peering will ultimately be replaced with a more general sense of "connectivity" wherein "peering" will include myriad enhanced applications capable of generating revenue for service providers. IT Richard Grigonis is Executive Editor of TMC's (News - Alert) IP Communications Group. **IT**

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Senior Web Designer, **Maxine Sandler**

Web Designer, **Karen Milosky**

Assistant Web Designer, **Darvel Graves**

Advertising Traffic Manager, **John Sorel**
(jsorel@tmcnet.com)

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One Technology Plaza,
Norwalk, CT 06854 U.S.A.
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What's On TMCNET.com Right Now

To stay current and to keep up-to-date with all that's happening in the fast-paced world of IP telephony, just point your browser to www.tmcnet.com for all the latest news and analysis. With more than 30 million page views per month, translating into more than 3,000,000 visitors, TMCnet.com is where you need to be if you want to know what's happening in the world of VoIP.

Here's a list of several articles currently on our site.

Business Communications Platforms for Business Continuity
Natural disasters, terrorist attacks, epidemics and other emergency situations can quickly shut down or disrupt an unprepared business. When a company closes down or operates in a limited capacity for an extended period of time, revenue is impacted, the company's reputation suffers, and investor confidence erodes. To successfully compete in today's global economy, corporations must have sound strategies to minimize service disruptions during security events, weather emergencies or other extraordinary situations. www.tmcnet.com/1365.1

Managing WANs After an Infrastructure Centralization or Data Center Consolidation
The ongoing pressure for businesses to reduce costs and increase output is often felt most by the IT department, with technological implementations expected to improve efficiency and productivity. More and more, businesses are also looking for greater yield from their existing technologies, so many IT departments are redesigning their infrastructures to increase efficiency and improve effectiveness. www.tmcnet.com/1366.1

Mobile Operators Can Soon Tap Into FMC To Support Enterprise Mobile UC Applications and Make Money
Google's announcement of its Android open source mobile can open the doors to not only increased consumer usage of multimodal "smart phones" for information access, personal contacts, and entertainment needs, but also to support enterprise-controlled mobile business applications for their employees, partners, and customers. www.tmcnet.com/1367.1

Quality of Service Doesn't Justify IMS Walled Gardens
One of the hot buzzwords in telecom these days is IMS. Every major switch vendor now has to bow down at the temple of IMS or the big carriers won't talk to them. Magazines and conferences galore address the topic. But that doesn't answer the question of what IMS is, what it does, or why it's needed. And that, oddly enough, remains a bit of a mystery, even though it has its own magazine, Web pages, and trade group, the IMS Forum. Its promoters insist that it's a way to enable carriers to create new "services," and to extend their networks beyond mobility, and beyond voice. www.tmcnet.com/1368.1

The Discovery Dilemma
And now your moment of mobile existentialism. We all recall the high school question, "What if a tree fell in the forest and there was no one to hear it? Would it make a sound?" Now we can update that for the mobile world with, "What if mobile content is available, but no one can find it? Does it exist?" www.tmcnet.com/1369.1

TMC's Whitepapers of the Month
Visit TMCnet's Whitepaper Library (www.tmcnet.com/tmc/whitepapers), which provides a selection of in-depth information on relevant topics affecting the IP Communications industry. The library offers white papers, case studies, and other documents that are free to registered users.

The Challenge of Maximizing Service Availability and Security
Spending on security defense-in-depth has not slowed the growth rate of vulnerabilities and exploits. Protocol-based attacks and existing attack surface weaknesses are increasingly targeted to create an entryway to the end systems, servers and valuable customer information stored within a network. Ultimately, any weaknesses in product's attack surface may result in potentially costly downtime. Analyzing infrastructure products within the network — including those meant to protect the network — is critical. www.tmcnet.com/1370.1

Security Considerations for an IP PBX and Contact Center
This whitepaper discusses inherent security capabilities of the Interaction Center Platform IP technology from Interactive Intelligence, and how the IC system fits into the communications security policies already in place in many organizations. Specifically, this document explains security concepts from the framework of the OSI network model, along with the network operating system environment, network security policies, and compliance issues. www.tmcnet.com/1371.1

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TMCnet's Softswitch
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By Rich Tehrani

Crossing the Chasm Between Desires and Surroundings

Recent news that Sprint is not going to work with Clearwire to build out a WiMAX network (www.tmcnet.com/1312.1) only added to the rumors I have been hearing about Google(News - Alert) acquiring Sprint Nextel. On the surface it seems like this would be a bad move for Google but in reality the world's leading search engine has become so much more than just a website to go to when you want to find a trinket of information… The company now needs a wireless network to allow it to grow in the mobile search and related spaces, such as the ability to watch YouTube(News - Alert) videos on the subway.

Let's look at Google (News - Alert) from a philosophical standpoint. The company has built almost everything from scratch in its past and present. Computers, operating system, web server software and more. Google likes to have complete control. It is, in a way, reminiscent of what Apple (News - Alert) did. So one wonders: if the mobile search market is so crucial to the company's future, can it rely solely on the OHA, or Open Handset Alliance (www.tmcnet.com/1313.1), to successfully enter this market?

Look at it this way... When Google decided it was serious about the video space it launched a new tab titled "video" on its home page. At a certain point the Google realized YouTube(News - Alert) was too strong a competitor, so the company threw in the towel and simply went ahead and acquired YouTube outright.

One wonders if history may indeed repeat itself. Google will start with the OHA but perhaps will soon decide that they need an acquisition - such as Sprint Nextel (News - Alert) - to boost their presence in the space.

Of course, one problem with a Sprint Nextel purchase is that the company's network isn't GSM-based, which means that their devices must contain multiple radios to be used around the world. But this is a minor problem; let's look at the more serious issues such a transaction would pose.

1. Google gets into the messy business of telecommunications. Like many other large telcos, the company will have to spend more and more money lobbying. As a result technology differentiation may become less important than government regulations in ensuring future success.

2. Getting seriously into the telco business and keeping a corporate motto that says, "Don't be Evil" may be tough to pull off.

3. Retail stores. Google's investors love the fact that Google has a massively scaleable business model which can grow with the addition of servers. Imagine if Google had a slew of retail stores to deal with around the country (or world?). Google's valuation would likely take a major hit.

4. Open Handset Alliance (News - Alert): One would imagine that if Google owns its own network, other network operators would not be too happy to be part of the Google-backed OHA. This could slow progress for Google in appearing on the handsets of other wireless service providers.

5. A purchase of Sprint Nextel would make Verizon (News - Alert) and AT&T go crazy and they would make life even more difficult for the search leader. Could they really make life any more difficult than they do today? Maybe.

But for a company that craves control as much as Google, there may still be a way to acquire Sprint without destroying their relationship with other providers. You see, Google doesn't really need the messy wireless phone business. What they really need are platforms allowing them to display ads embedded in their services such as maps, videos, etc. Google could buy Sprint Nextel and in a complicated maneuver spin it back out as a different company (perhaps a nonprofit) which agrees to work more closely with Google to display ads and distribute its applications. This would allow Google to stay somewhat independent and work with other service providers worldwide.

Another, more drastic move, would be to buy the beleaguered wireless phone company and start giving all service away for free. In addition, the company could reinitiate the ClearWire talks and work with this company and others to blanket the world with a free (or at least ad-subsidized) WiMAX (News - Alert) network. This sort of move is logical from a local search perspective. Imagine Google being able to light up your phone with information relative to where you happen to be. Think about the phone as a virtual tour guide. When you get a phone call from someone, the phone could pull up a MySpace (News - Alert) or orkut page before the phone even rings. If the caller ID is blocked when receiving a call, you could see the results of a web search of the phone number as the phone rings. When you are walking past a coffee shop, a coupon for 10% off any drink with a European-sounding name could be displayed on your phone.

It gets better… McDonalds could flash ads for $2-off any meal with more than 1,000 calories in total. Of course I am kind of kidding about this last point but we should all realize

the web is beginning to have more of our preferences stored in it somewhere and Google could indeed ferret out our likes and dislikes and match them up with ads from relevant companies in a way we never thought imaginable.

I for one would be very excited to see what a Google phone might look like five years from now. Sure Apple is the reigning king of design but Google is the same in the world of information organization. I do wish someone would cross the chasm between my desires and my surroundings. I think Google with a cell phone provider under its wing can be the company to pull this off.

So do I think Google will make such an acquisition? Maybe. If the search leader is going to bid on wireless spectrum it may make more sense to just buy a service provider and rapidly accelerate their mobile initiatives. If they were to make this purchase, I would see them rapidly rolling out free service or at least heavily-subsidized service and making life extremely difficult for the likes of AT&T and Verizon Wireless.

ITEXPO East 2008 Comes to Miami

The final countdown has begun ticking for the world's ultimate IP Communications conference, INTERNET TELEPHONY Conference & EXPO, held January 23-25, 2008 at the Miami Beach Convention Center in Miami, Florida. Better known as ITEXPO (News - Alert) East 2008, this event features an energetic Exhibit Hall chocked full of solutions for enterprises, SMBs, government, service providers, VARs, VADs, vendors, distributors and developers.

As is the case with all of our shows, ITEXPO East also has on hand the industry's greatest educational program that can teach your organization to select and strategically deploy IP-based voice, video, fax, and unified communications. If you're a service provider, you'll learn how to profitably roll out exciting new and profitable services for your subscribers.

Collocated with ITEXPO East in Miami is our fourth Call Center 2.0 Event, which also happens to be the leading technology event for call center and CRM decision makers. The call/contact center industry is still going strong, so come to our event to find the solution to make your center more efficient and profitable.

Any way you look at it, Miami is the place to be from January 23-25 in 2008..

See you there! IT

PR and Marketing Done Right

Oftentimes companies in the communications space ask me how they are doing compared to their competition in the areas of marketing and PR. They generally do this by asking me to take surveys about their company's standing in the market. Additionally, I often get calls from organizations on Wall Street asking about specific companies. These analysts typically want to know if target companies are worth investing in, and so forth.

While I am not a financial analyst myself, I feel I am in a pretty good position to discuss a communications and or technology company's standing in a market. Sometimes I even offer up my advice when it isn't asked for. Recently I told a company they weren't well known in the communications space and they subsequently disagreed.

I started to think about this situation as it doesn't make logical sense to me. After all, a company should know if it is well-known or not, right?

So I figured it made sense to highlight a company that has gained immense PR and marketing traction in the past year so others can see what I consider to be a successful branding campaign coupled with successful execution. This particular organization plays in the SMB space and is called Allworx (News - Alert) (www.allworx.com). The company has done some smart things to stay ahead of the competition and you can apply their successful techniques to any market you like… Not just communications or technology.

Allworx has literally caught fire in the market these past months. Their name is everywhere and their team

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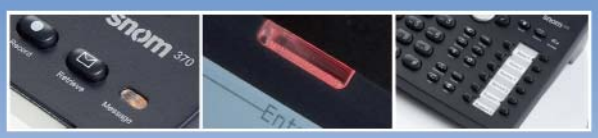

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seems to be omnipresent. For example, I heard an Allworx representative at the latest IP Sizzles event in Dallas (www.tmcnet.com/1314.1) speak about just how well things are going.

Moreover, the resellers at the show seemed to be very enthusiastic about the Rochester, NY-based PBX (News - Alert) company's products.

On top of that the company is proactive in seeking press. They are smart and aggressive. They know to set up meetings with journalists and analysts at every communications event they can. While this may seem like common sense, a surprising number of companies in the communications space do not do this.

And, as you'd expect, their entire team overflows with passion and enthusiasm.

Last month, Erik Linask (News - Alert), the Associate Editor of Internet Telephony magazine had this to say in an article (www.tmcnet.com/1332.1) about the company, "Everything coming out of Allworx lately has been positive - its partnerships, the growth if its channel, enhancements to its product line, all point to a successful operation."

In the same article Linask mentions that the company was purchased for $25 million but in my mind they exude the PR and marketing savvy of a company more than 20 times larger.

So, in the future, rather than criticize any company for being unknown, I am thinking of not answering any more of those surveys that come across my inbox and instead I'll just start referring curious analysts and pollsters to Allworx. If you are doing all the things Allworx is doing, then you are obviously doing your job and the press and lots of potential buyers must already know about you. If not, then you have room for improvement.

Here just a few of the recent articles about the company:

- "Excel and Allworx Team on VoIP Phone System for SMBs" (www.tmcnet.com/1315.1)
- "Allworx, Voxitas (News - Alert), Team to Deliver Turn-Key VoIP Solution to Small Businesses" (www.tmcnet.com/1316.1)
- "VoIP Phone System Maker Allworx Releases Version 6.8 of its Software" (www.tmcnet.com/1317.1)

Cisco VARs Feeling Microsoft Pressure

In a CRN article titled, "Cisco VoIP VARs Feeling Microsoft (News - Alert) Pressure," I read the interesting fact that Cisco VARs are having to deal with customer doubt regarding selling unified communications solutions.

Consider that this news comes less than a month after I wrote about Microsoft's Big Unified Communications (News - Alert) Launch (www.tmcnet.com/1318.1) in a piece which discussed Microsoft's official entry into the space accompanied by a Bill Gates cameo appearance in San Francisco.

Amazingly, Cisco (News - Alert) is shipping products and is such a dominant player, and yet the threat of Microsoft entering the UC space appears to be slowing down the networking giant's telecom sales.

One wonders: if Cisco VARs are having such problems, then are the VARs of other PBX (News - Alert) players feeling the pain as well? Many of the other players in the market are doing their best to embrace the Microsoft Unified Communications strategy, so perhaps this challenge is unique to Cisco and Avaya (News - Alert).

Why do I throw Avaya into the mix? Only because they haven't tied themselves closely to the Microsoft UC strategy as of yet.

At the last ITEXPO (www.itexpo.com) this past September in Los Angeles, CA, approximately one in five VARs I spoke with said Microsoft's entry into the space would change the competitive landscape. Most were not concerned. Of course, the event took place about a month before the official Microsoft launch, so I will have to wait until the next ITEXPO (News - Alert) (January 23-25, 2008 in Miami) to ask them again.

I believe Microsoft's entry into the communications space may be as revolutionary as when Cisco purchased the Dallas-based IP-PBX vendor Selsius back in 1998 in order to enter the IP-PBX market. The difference is this: in the Microsoft model, you still need a separate IP-PBX. The good news for many PBX vendors is that they can coexist with Microsoft for some time to come. At some point in the future this may change but for now there seems to be more opportunities for PBX vendors working with Microsoft and trouble for those who don't.

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Mitel's Compelling Case for Managed Services

When Mitel Networks (www.mitel.com) acquired Inter-Tel (News - Alert) in August 2007, the result was not just the largest PBX provider for the SMB market in the U.S. (and the largest in the U.K.). Even more impressive is the companies' combined expertise in the managed services market and the ability to provide a complete end-to-end customized communications solution, including hardware, software, network planning and provisioning, and carrier services, along with service and support, for a fixed monthly fee under its TotalSolution plan.

Rick Dell, Vice President of Sales for Mitel U.S., says, "Several years ago we started asking customers what they truly wanted to gain from a communications provider. Our understanding was that the industry migrated away from comprehensive solutions providers to mere commodity technology sellers. Corporate IT departments are now burdened with handling communications platform acquisitions, and they do ensure that the core communications are met. However, IT departments don't usually look at how a new communications platform can be made to favorably impact an organization's six cost centers, which we define as Operations, Facilities, Administration, Human Resources, Infrastructure and Sales. Each of these cost centers requires distinctly different applications and present distinctly different opportunities relative to the way a communications platform can assist them in driving efficiency or reducing costs."

"Our customers tell us that they really want to leverage a single communications solution that works for them, not a complex medley involving multiple vendors that they must waste time and effort managing day-to-day," says Dell. "Mitel's (News - Alert) Managed Services program can take customers out of the phone business and enable them to get back to what they're supposed to be doing, which is generating revenues, profits, and cash flow from their own operations."

Every vendor uses the term "managed services" to describe a specific facet of what they do, but Mitel's Managed Services program greatly differs from those of other vendors. It goes a lot 'deeper' in helping organizations than other attempts at offering a managed service.

Dell elaborates: "First, our sales executives undergo a very intensive training process to understand the customer's business processes and how our solutions can impact business performance. The very nature of this mandates that we must be accountable to the customer every single day, for the life of the contract. That's because part of what our Managed Services brings to the table is really a consultative edge, not only for core communications but for business in general. We understand how the products and services we bring to bear within the market will affect not only the infrastructure of a customer's communication environment but the business facet as well. That involves making sure that we're actively engaged with the heads of each of the six costs centers to ensure that Mitel both understands their specific business needs and that we deliver solutions that tangibly impact their day-to-day operations from both a productivity and efficiency perspective."

To illustrate Mitel's acuity in delivering tools that serve real-world business issues, Dell discussed how contact center software is typically sold to customers.

"Too often a group of telephony VARs will ask an IT manager about the objectives of a new communications system," says Dell, "and he'll say that the sales department needs a call center package. The VARs never talk to anybody in Sales about what their needs and goals are, and so they end up just replacing one piece of hardware or one application with another that basically does the same thing. The customer thus loses the advantage and long-term benefit of what a new technology brings. That's why Mitel's Managed Services people dive in and talk to department leaders to see what their challenges are. We typically find that every customer has three basic needs: First, they need to generate sales. Second, they need to control their costs. Third, they need to simplify their operations. Managed Services gives them the ability to tailor and leverage the appropriate technology to satisfy their needs and accomplish their goals."

"But above all, almost all of our customers want the option of 'getting out of the telephone business'," says Dell. "They want to take advantage of the products, the services, the applications and the technology that's afforded in telecom to improve their business, but they don't necessarily want to manage a telecom environment. And when we tie that concept of Managed Services together with the various financial vehicles that we bring to the table, it really puts our customers in a position where they can gain all of the advantages of telecom system ownership without the risks."

"The first of these risks is obsolescence," says Dell. "Some customers buy a platform from our competitors and then that platform becomes obsolete - because of industry changes, sudden growth in the company or the appearance of innovative new tech-

nologies - and the customer is tied to it, without the option to upgrade or enhance that technology. Fortunately, thanks to an obsolescence provision, Mitel's Managed Services customers are never in such a position if they've purchased a platform from us. Our no-penalty upgrade provision within the TotalSolution Plan gives customers a very high sense of security, especially in a very rapidly changing technology industry."

Dell continues: "The second risk involves cash flow. In the past, a customer deploying a new phone system assumed that it had a useful life of anywhere from five to eight or more years. Today that isn't necessarily the case. Voice is now a form of real-time data, and so telecom processes are more and more driven by the data environment and are now increasingly subject to the same rapid change of pace found in the data communications world. If, two years into ownership, a customer needs to greatly expand and is now suddenly looking at a $75,000 charge to add a new department, cash flow can become an issue."

"Fortunately, one of the things we do under Managed Services is to 'even out' that cash flow environment with our TotalSolution plan," says Dell. "Our customer knows that if they're adding any component to a telephony platform - whether it's a physical endpoint, an additional T1 span, or more applications - there are fixed monthly prices associated with these. For example, the cost of adding a physical endpoint may be $18 a month, which is inclusive of the original labor to set it up. It's billed on a monthly basis, regardless of whether the endpoint is added in the first month of ownership or the final month of ownership. That's because our approach is one of providing a service, not just selling a piece of hardware. We're tied to our customers literally every 30 days; if we don't perform, they have recourse, because they write the check. We literally earn their business on a 30-day cycle."

"Today, Mitel's Managed Services program is such a compelling proposition that about 75 percent of all our transactions are done in this manner," beams Dell.

Yes, Mitel's managed services enable customers to securely rely on one source for their communications needs so they can get back to doing what they do best - run their businesses.

Richard Grigonis is Executive Editor of TMC's IP Communications Group.

Selling Managed Services Is About Understanding Business Needs, Not Technology

By Rick Dell, Senior Vice President, Mitel U.S.

Oftentimes, those of us who work in the communications industry become completely enamored with the "how" and the "why." The "how" is readily apparent: many of us like to understand the inner workings of the technology, what new features it delivers and how it is noticeably better than previous technology.

Addressing the "why" becomes a little bit fuzzier. Whenever customers want to understand why certain technologies or applications are better suited for their businesses, the customary response is to articulate the benefits in terms of pure communications, which is only natural, considering that we do sell communications systems. A response like "…you'll be able to enjoy five-digit transferring between remote sites," or "…running voice communications over your data network is much more efficient…" makes complete sense from a technology perspective. But are we really providing answers that are truly germane to the way individual companies operate?

In a managed services environment, the "why" changes constantly, depending on the individual we're talking to and what their particular business needs are.

In a true managed services deployment, defined as a vendor that can deliver a comprehensive and complete end-to-end solution, including hardware, software, applications, carrier services, maintenance and support - all for a fixed monthly fee - success is not necessarily defined by traditional telecom metrics like network performance and feature sets. Instead, customer satisfaction is often measured by the quantifiable and tangible improvements experienced through traditional business processes, like generating leads, shortening sales cycles, increasing inventory turns, improving response time to customers and reducing travel costs. Though these processes are common to most organizations, every business is different, with unique challenges and opportunities.

The key to successful managed services selling goes far beyond a typical telecom sales call, where basically we ask the customer "how many lines and how many phones do you need?" Instead, a true managed services program takes the customer out of the telephony business and allows he or she to focus on what they do best: run the business.

In order to sell a managed services solution, sales people need to peel back the onion, and ask intelligent questions to help gain a deep understanding of the ways customers specifically manage their businesses.

Take a close look at a sales operation. Do they rely on an inside sales force, outside reps, or a combination of the two? What is the length of their typical sales cycle? How do they go about generating leads and presenting proposals?

At the onset, questions like these may seem out of place in a technology sales environment, yet they give a vendor excellent visibility into the inner workings of the customer. As a result, a savvy sales professional can then suggest a solution that specifically addresses these challenges, like a collaboration application that enables mobile sales representatives to initiate conference calls or deliver sales presentations on the fly. Or advanced call routing features that ensure top customers receive specialized care.

The same paradigms hold true in other departments. Perhaps a remote support application allows an IT department to install or repair software remotely, as opposed to enduring the expense of sending a technician. Or the use of IP networking enables a valued employee to work at home, ensuring the organization's productivity while keeping a loyal team member happy and effective. And when the customer factors in the benefits of a fixed monthly fee, ability to migrate to new technology at their discretion and the convenience of having the entire solution professionally managed, managed services becomes even more compelling.

Selling a solutions-oriented managed services program may take different skills than what is currently used to sell technology. But the long-term benefits that can be achieved - for both the vendor and the customer - make the effort worthwhile.

Eutectics Enables Fax-over-Skype

Eutectics, Inc. (www.eutecticsinc.com) specializes in the design and development of advanced telephony equipment. They are known for their cost-effective plug-and-play IP USB phones, such as their Internet Power Phone 200 (IPP200) a PC Screen Phone and handset that mounts on the side of a PC ($49.95), the IPP200T Deskset phone ($69.95), the IPP201 Laptop Phone ($49.95), the IPP400 USB Desktop phone with a four-port hub ($79.95), the IPP520 USB Speakerphone ($99.95) and the IPP2000 USB phone adapter ($49.95).

Back in January 2007, Michael D. Lynes, CEO and founder of Eutectics was attending a TMC (News - Alert) event, ITEXPO East, in Fort Lauderdale, Florida. He ran into Mike Coffee, CEO of Commetrex Corp. (www.commetrex.com) and they struck up a conversation. Lynes and Coffee immediately 'hit it off', as they say.

Says Lynes, "We started talking about Skype (News - Alert). We decided that one of the things missing from the pantheon of things you could do with Skype was fax-over-IP, particularly in the form of Fax-over-Skype. SOHOs and Small-and-Medium Enterprises (SMEs) were wary of completely 'going Skype' because they still needed an analog phone line for their fax machine. This lack of a robust solution sending faxes over Skype has prevented widespread adoption of the 'Skype-for-Business' paradigm. If one could send free faxes over Skype by plugging a fax machine into a little box, then both the little box and Skype would be embraced by SOHOs and SME businesses everywhere. In conversation, we began to explore how a product could be developed to address this need."

"As it happens, fax is Commetrex's expertise - they offer a well-known T.38 fax-relay software stack - T.38 being the international standard used by PSTN-gateways to send faxes across an IP network," says Lynes. "Our expertise is in peripheral devices. We began talking about combining their fax software with our hardware - in particular what would become an upgraded version of our IPP2000, called the IPP2000-FAX."

The Eutectics IPP2000 is basically an ATA (Analog Telephone Adapter), an RJ11-to-USB converter that lets you to plug any standard corded or cordless model phone into it, giving your phone the ability to send and receive voice-over-IP calls using such popular PC VoIP clients as MSN Messenger, AIM Phone and many others. The little box supports full button integration, with hookswitch, DTMF dialing, a full 90 Volt ring, and Caller ID to the phone. The challenge now for Eutectics was to re-engineer the IPP2000 into the IPP2000-Fax, so that one could plug either a fax machine or a phone into the port, or use a cable splitter so that both types of devices could share the same device.

"We started this project January 2007 with Commetrex and what became NetGen Communications, Inc., a spin-off of Commetrex," say Lynes. "We worked on it during the spring and over the course of the summer of 2007. The resulting combination of software and hardware, FaxIP for Skype, won a TMC Innovation Award in June 2007. TMC's Tom Keating (News - Alert) spent some time testing it and had some very nice things to say about it. The IPP2000-Fax USB ATA device allows full Skype functionality using any standard analog telephone, and it allows the user to employ any standard analog fax machine to Fax over Skype for free anywhere in the world. We don't know of another product on the market that combines these features. The IPP2000-Fax unit is designed for the traditional SOHO/SME business user who wants to go 'Full Monty' into IP while supporting current user habits and training."

Lynes continues: "Commetrex' software runs in the background on your PC. It's an unobtrusive, very minimal user interface [UI], that allows users to seamlessly fax for free over Skype. They provide the T.38 real-time fax-relay software, not a store-and-forward service, which is a key piece here. In fact, the technology is Patent Pending. Release 1 will enable you to fax from Skype-to-Skype for free. Obviously, the caveat is that you're not able to send faxes from Skype to a user on the PSTN. But that will be coming along very soon. We've already contacted several different service provider partners through Commetrex, because they have connections and gateways that will enable us to deliver either PSTN-to-Skype faxing or vice versa, thus eliminating the need for

having one of our IPP2000-Fax boxes on both sides of a fax transmission. You'll be able to have a conventional analog fax machine on one side of the call and the IPP2000-Fax on the other."

"Overall, the critical value that we're bringing to the table here is something that's missing from the SME/SOHO capabilities provided by Skype today," says Lynes. "This box enables SOHOs and SMEs to set up a full office where everybody is using a Skype business account and everybody is managed by one master account. They can do real-time faxing, voice calls and conference calls, all over Skype. So, just by adding this one little piece of equipment - in addition to some of the other devices we make, such as USB phones - and you can staff out a whole small office with this IP technology."

"You can also put a splitter on the one port," says Lynes, "and have up to three or four devices connected, and the port will still provide 90 volt peak-to-peak ring for those devices. So it has a good amount of 'punch' as far as the amount of current it can drive. Multiple analog phones, or a fax and a couple of phones, or a fax, phone and credit card machine all hung off of one device."

"We feel that this technology is of very good value right off the bat," says Lynes. "We're talking about less than $100 per unit. We don't have a final price on it yet because we're still deciding whether to bundle the software or sell the software separately. Right now, the hardware cost of the IPP2000 is under $50. The entire bundle will certainly be sold for less than $100."

It's amazing how many small offices run by lawyers and doctors, real estate agents, travel agents, and so forth, rely quite a bit on fax technology. They want to receive and hold a physical piece of paper. Eutectics allows them to modernize a bit, save money, and still keep that paper-to-paper experience and feel.

So, you small and medium-sized enterprise folks, stop worrying about whether Skype can satisfy all of your communications needs - you can now use Skype for fax. Rejoice!

Introducing RoIP

By Michael D. Lynes, CEO and Founder, Eutectics, Inc.

Radio-over IP (RoIP) is one of the newest weapons in the United States Armed Forces high tech armory. This technology is employed to provide tactical field communications and secure Command and Control for our modern war-fighting forces around the globe.

Wikipedia defines RoIP as follows: "Radio over Internet Protocol, or RoIP, is similar to VoIP, but augments two-way radio communications rather than telephone calls. With RoIP, at least one node of a network is a radio connected via IP to other nodes in the radio network. The other nodes can be two-way radios, but could also be POTS telephones, softphone applications running on a computer such as Skype (News - Alert) phone, PDA, smartphone, or some other communications device accessible over IP."

Modern war-fighting depends heavily on advanced technology. Coordinating among multiple far-flung battlefields and connecting them securely to forward command and control centers is a mission-critical task.

Older communications technology relied on expensive, oversubscribed SatCom (News - Alert) (Satellite Communication) uplinks. These channels are often highly contested and are narrowband; sometimes no more than 56Kbps can be allocated from the bandwidth pool. This can restrict the effectiveness of our forces and could potentially be the difference between a successful mission outcome and failure.

Inadequate SatCom resources are being augmented as well as replaced in today's modern Armed Forces by the marriage of two existing technologies, IP (Internet Protocol) and MilRad (Military Radio communications). "RoIP" is the result of this marriage.

Eutectics has a complete suite of specialized, military grade, rugged USB equipment designed to serve this crucial emerging market. We have worked together with our partners and customers to define the requirements of this specific community and to design and manufacture cost effective and unique solutions to meet those requirements.

Our first product in this area is the IPP200-PTT H250 Handset adapter. This device interfaces a standard military H250 Radio Handset to field HQ Command & Control computers and software. The adapter enables the embedded base of hundreds of thousands of existing military handsets to be seamlessly upgraded into the cutting edge RoIP environment.

Additionally, our latest project, the IPP200-NX, scheduled for release in Q1 of 2008, will provide up to 16 RoIP links per Command & Control Media Server. Using a specialized software suite designed expressly for this project, Eutectics devices will allow the coordination of up to 16 mission-critical MilRad zones through the IP backbone in a secure encrypted environment. The available bandwidth per MilRad zone is virtually unlimited, with flexible IP resources being shared among all theaters.

Eutectics, founded in March of 2001, takes great pride in manufacturing the highest quality USB communications devices available today. We have the largest variety of choices and award winning innovative designs.

Our military line of products is available either directly thru our website or thru our distributors worldwide. We will be partnering with one of the largest providers of Military, Aerospace and First Responder devices in the world to distribute our devices to market as well as announcing strategic partnerships in this area in the next several months. Keep tuned to TMC magazines for future developments.

By Brough Turner

Mobile VoIP – When is the Tipping Point?

December articles traditionally focus on specific projections for the next 12 months, but major industry transitions are more interesting than specific events. Significant transitions involve years of incubation and then a tipping point. Mobile VoIP, or more broadly mobile IP communications, is approaching such a tipping point. The actual transition is more likely in 2009-2010, but business models are being established right now.

Today there are several services that link conventional mobile calls to VoIP services in order to cut international calling costs. Fixed-mobile convergence (FMC) services combine VoIP-over-WiFi (News - Alert) with conventional circuit-switched mobile telephony using dual mode handsets.

But so far, independent communications services that only use mobile Internet access have been stalled by a combination of technical and business issues. Technical problems include limited bandwidth and large latencies on early 3G mobile IP services, and limited handset capabilities. Business limitations range from explicit operator restrictions - you may not use VoIP on our network - to bottlenecks in handset distribution channels, locked down handsets, and the diversity of handsets that have to be considered when designing any new service.

Bandwidth, latency and unrestricted access. As I wrote in my October column, emerging radio technology (EVDO Rev A and HSPA) will overcome the bandwidth & latency issues. Also, at least in the US, competition to offer mobile Internet access is about to ratchet up significantly as T-Mobile (News - Alert) USA uses the spectrum they acquired in the 2006 AWS auctions to go head-to-head with AT&T, Verizon and Sprint. As competitive fallout, U.S. consumers can expect low-cost flat rate 3G data bundles with no effective limits on VoIP by 2009-2010.

European and Asian markets may evolve differently but already we're seeing some offers of open Internet access via 3G USB modems, i.e. for PC connections via 3G. The next bottleneck is handsets.

Open handset revolution ahead. To date, handset characteristics have been driven by operators. Yes, Nokia (News - Alert) has pushed capabilities beyond what operators have requested, but operators have managed to block or stonewall most of these attempts and Nokia has not seriously challenged the operators who, after all, control many of their distribution channels. Apple and Google are not so reticent.

Just as the Internet is global, firms like Apple and Google (News - Alert) (and Nokia) have global brands while even the largest mobile operators are only national or regional. Count on Apple (News - Alert) and Google to leverage their superior positions.

Apple is following the business path they set with iTunes and the music industry - offer an innovative platform that spans an entire industry, attract the majority of the user base and thus gain the upper hand over the original industry. Apple has gained substantial leverage over the traditional music industry. Can they repeat this pattern with the mobile carriers? Early indications say yes!

As an added benefit, the iPhone (News - Alert) is raising consumer interest in open handsets as mainstream news media covers consumer interest in unlocking the Apple iPhone.

Google is the other major player with their open source mobile phone software available through the Open Handset Alliance (News - Alert). Yes, there are specific gPhone handsets, which should add to consumer interest in open access, and specific operator deals, but the interesting difference is the open source software suite.

PC applications flourished, at least in part, because the Windows monopoly provides a single set of APIs for nearly all PCs. The mobile handset landscape lacks such commonality. Symbian (News - Alert), Windows Mobile and BREW appear on a tiny percentage of handsets. While a significant percentage of mobile handsets support Java, handset functions available to the Java programmer vary from phone to phone and are extremely limited in most cases. So today, Java does not represent a path for implementing VoIP on most handsets. If widely adopted, an Open Handset Alliance software stack could have enormous benefit, particularly when aligned with upcoming Java enhancements.

Java enhancements and browser-based mobile applications. The Java community is working on extensions to several standards, most notably extensions to the Mobile Information Device Profile (MIDP) under the name MIDP 3.0. These include support for concurrency, the ability to run applications in the background and other extensions that make it possible to think about IP communications applications written in Java.

At the same time, we're seeing the advent of browser-based applications on mobile devices. The Apple iPhone is the star here, but it's a clear trend for the industry. Combining browser-based applications with Java support suggests a path for rich IP communications. With MIDP 3.0 heading towards early 2008 adoption, this is another path that won't fully develop before 2009-2010. While the fragmented handset software landscape will persist, it's about to get substantially easier for 3rd parties to implement over-the-top IP communications on open handsets and open networks.

The tipping point. In summary, all indications point to 2009-2010 as the tipping point for IP communications over mobile Internet access. IT

Brough Turner is Senior VP of Technology, CTO and Co-Founder of NMS Communications. For more information, please visit the company online at www.nmscommunications.com.

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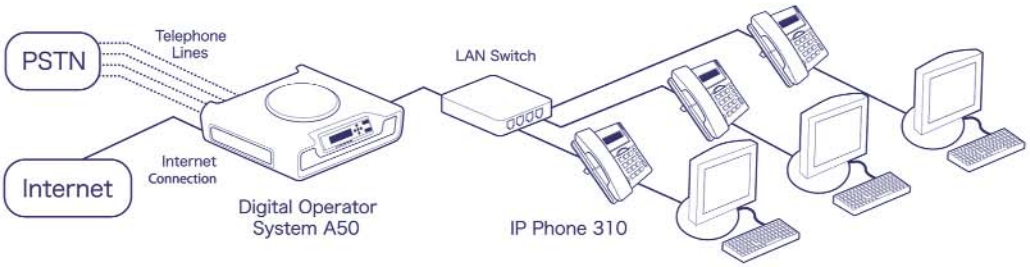

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By Michael Stanford

2007: A Good Year for Enterprise Fixed-Mobile Convergence

2007 has set the stage for 2008 to be a break-out year for enterprise fixed-mobile convergence. An October 2007 survey by SearchMobileComputing found that 29% of respondents had already implemented mobile VoIP, and 18% planned to do so within 18 months. These numbers sound high to me, but they are still indicative.

Three major building blocks have fallen into place in 2007 that will support rapid adoption of enterprise FMC. They are enterprise grade mobility controllers that handle the switching between VoWiFi and cellular; VoIP-grade WiFi (News - Alert) networks that support many clients per access point and hand off sessions between access points rapidly enough; and dual-mode phones (cell phones with built-in WiFi) with adequate battery life, processing power and manageability.

The first generation of Enterprise FMC solutions (which many would argue isn't real FMC) uses Mobility Gateways to connect cell phones to PBXs. Incoming calls to the PBX (News - Alert) are sent back out through the PSTN to a cell phone as needed, and client software on the cell phone uses the cellular data channel to provide PBX features on the cell phone. All the main PBX vendors have now delivered mobility gateways for their systems. Some manufacturers developed them in-house, some acquired companies for the technology, and some worked with third party companies to deliver the solutions. Ericsson and Siemens developed their own solutions; Cisco (News - Alert) acquired Orative; Avaya acquired Traverse; Nortel and NEC worked with Firsthand Technologies.

The second generation of Enterprise FMC solutions uses dual-mode phones to replace desk phones, delivering calls by VoWLAN when users are in the office, and cellular when they are not. Vendors specializing in this flavor of FMC include DiVitas and the new company Agito, which both offer PBX-agnostic mobility controllers. This type of FMC switches between cellular and WLAN automatically in mid-call, in a similar way to consumer-oriented UMA phones.

RIM pioneered in creating a new category of cell phone, the Enterprise Cell Phone. Nokia (News - Alert) noted the emergence of this new category early on, announcing the Eseries of phones at the end of 2005. The Eseries had WiFi, and for enterprise grade manageability, OMA-DM support. The Eseries broke out in February 2007 with the announcement of the E65 and the E61i phones. These phones have a built-in SIP client for VoWLAN, and customized support for Cisco and Alcatel PBXs. RIM responded in July 2007 with the 8820 dual-mode phone, which switches seamlessly between WiFi and cellular connections using technology that RIM got when it acquired Ascendent (News - Alert) at the end of 2006. Like DiVitas and Agito, the RIM mobility controller is PBX agnostic.

Windows Mobile-based smartphones also play in the enterprise dual-mode space. The leading manufacturer of these is HTC (News - Alert).

The most significant dual-mode phone delivered in 2007 was the Apple iPhone. Although the iPhone is better than any other smartphone, it has some flaws. It is currently useless for enterprise FMC because the WiFi connection can't be used for voice, and the iPhone is locked to third party applications. Apple's (News - Alert) October announcement of a forthcoming SDK for the iPhone gives hope that this defect will be remedied.

WiFi in phones is rapidly improving in speed and power conservation. The chip makers are learning fast how to optimize WiFi for handsets. Atheros (News - Alert) announced in October a new chip that delivers performance superior to current chips while cutting overall power consumption by 70%.

October also saw a Unified Communications (News - Alert) announcement from Microsoft. For enterprise FMC an interesting part of this was Ericsson's support of Microsoft's SIP platform with the Ericsson Enterprise Mobility Gateway (News - Alert).

Mobile network operators have neglected the enterprise market; carrier-based FMC solutions have so far been consumer oriented, like T-Mobile's Hot-Spot@Home. But in February 2007, Sotto Wireless opened for business with production delivery of its all-in-one wireless and office phone communications service, which includes support for dual-mode phones.

So 2007 has been a hotbed of activity for enterprise FMC. The building blocks are now all in place. This column has dwelt mainly on mobility controllers and handsets, but real-world deployments of enterprise dual-mode FMC systems face issues of security, hand-off latency, network QoS and manageability. Fortunately 2007 also saw major steps forward in all these areas. IT

Michael Stanford has been an entrepreneur and strategist in Voice-over-IP for over a decade. His strengths are technical depth, business analytic skills and the ability to communicate clearly. In his current consulting practice, Michael specializes in VoIP wireless networks, both WiFi and WiMAX. Internet Telephony Magazine recognized him as one of "The Top 100 Voices of IP Communications" and VoIP News named him one of "The 50 Most Influential People in VoIP".

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By Tony Rybczynski & Allan MacGowan

The Business Behind Unified Communications

Everyone is talking Unified Communications (News - Alert) (UC), a presence-enabled communications and collaboration system, with integrated telephony and email and with a unified user experience over any device, anywhere, anytime. If you've seen it, you'll love it. However, rolling out UC needs to be justified based on a business case. Just because you can do something doesn't mean you should. Two categories of benefits from UC are emerging: improved business effectiveness and technology total cost of ownership (TCO) savings.

Business Process Effectiveness

Most business processes today involve a high degree of people-to-people or people-to-machine interaction, which inevitably introduces communication delays that can impact a company's bottom line. UC solutions integrate new and existing communication technologies and can minimize human latency in business processes by reaching decision-makers (whether mobile or at their desks), subject matter experts, and other resources more easily and quickly; and improving group collaboration across geographically distributed teams.

You'll need to make your own case for UC, but here are several data points that may help:

• An insurance company reported that the time to settle a claim after an accident had dropped from five days to two hours because of UC tools.

• Wainhouse Research (Nov 06) reported that, in one healthcare institution, nurses with wireless UC devices could respond 7 minutes faster to patients.

• In one environment in which 73% of knowledge workers travel once per quarter, at an average of $915 per trip, UC could save one trip per year as estimated in a Forrester study (February 2006). On a base of 1000, the result is $668,000 saved per year.

• For a professional services firm with an average project size of $250,000, project margin of 60%, project close rate of 75%, and 75 project bids per year, a 5% increase in the sales close rate from UC tools would result in over $500,000 margin improvement per year. (Nemertes 2007).

• A non-IT professional services firm, that we worked with, reported that its traveling workers equipped with UC-enabled mobile devices bill $20,000 more per person.

• In another customer interaction, UC enabled project managers in a manufacturing environment to be notified via IMs within moments of an inventory shortage onset. Given $25 per lost sale with 5,000 lost sales and therefore $125,000 in losses per year, a 10% reduction in inventory shortage time could lead to an increase of $12,500 in revenues.

TCO Reduction Opportunities

Along with improved business effectiveness, the value proposition for UC can also be based on technology total cost of ownership (TCO). Cost savings can be achieved in a number of areas as quantified by Nemertes Research (2005):

• Moves, Add and Changes (MAC) costs for IP Telephony average $8/MAC, compared to $90 to $131 for traditional PBXs for large enterprises.

• With IP telephony, centralized remote site management, reducing system administration costs by 50%.

• 25-50% savings in toll charges, as well as more efficient use of network bandwidth, can be achieved through network convergence. For Nortel (News - Alert) IT, $50/month per user was saved via soft clients.

• Converged desktop cabling costs at $204/drop compared to 2 or 3 voice and data cables each at $170/drop.

In addition, customers who use a hosted conferencing solution today can achieve significant savings from a transition to an on-premises solution. Nortel IT reported savings of $5M in the first year after moving from a hosted to an on-premises solution. (Nortel Case Study: "Driving Innovation and Competitive Advantage with Unified Communications (News - Alert)," February 2007)

Finally, UC allows more workers to be home-based or located away from headquarters in lower cost centers. Nemertes (April 2006) reported savings of $8,000-$16,000 per year per worker who is either home-based or in a branch office, compared to a worker at headquarters. For example, Sun Microsystems (News - Alert) saved $63.8M in real estate costs in 2005 through flexible working. (Forrester July 2006).

Adding It Up

Quantifying the benefits of Unified Communications may be a challenge, and will be impacted by your starting point (and thus the costs of rolling out UC). You'll need to focus on the most direct opportunities for increased business productivity and for lower cost: business effectiveness at the personal, group and process levels and direct TCO savings. With a business case in hand, you can start to reap the benefits of Unified Communications in 2008! IT

Tony Rybczynski is Director of Strategic Enterprise Technologies in Nortel. Allan MacGowan is the Total Cost of Ownership Lead at Nortel and is responsible for developing cost and benefit models for Nortel and Microsoft's joint Unified Communications solution.

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Year-End Ruminations

By Hunter Newby

It has been another year and another couple of hundred billion VoIP minutes. As 2007 comes to a close it makes sense to reflect on what makes sense. VoIP peering certainly exists, works and is a big success, but it is not limited to numbers, or end-point to end-point resolution, or in other words, ENUM, SRV, or any other endpoint identifier. The truth is that that vast majority of VoIP "calls" are actually TDM using IP for trunking. It probably will be that way for sometime, but the trend is certainly to bring everything in to the IP domain and eliminate disparity, so endpoint resolution will definitely grow.

This is my reflection on the past year and prediction for 2008 and beyond, but what about the real key people involved in the VoIP Peering (News - Alert) business? To get the best reflection and outlook I posed two questions that were not limited to technology, service, product, etc to five executives directly in, or related to the VoIP industry. The questions had no predefined limits and could relate to anything that enables, enhances, or supports VoIP Peering.

Here are the questions:

1. What do you believe was the most important development with VoIP Peering in 2007?

2. What do you believe will be the most important development with VoIP Peering in 2008?

Here are the answers:

1. The most important development of 2007 in voice peering was the legitimizing of open standards telephony platforms in the corporate market which has pushed the opportunity for private VoIP peering at the individual company level. This opens the door to re-engineer significant portions of corporate telecom and drives substantial cost savings.

2. I believe that 2008 will be the year that major carriers will embrace peering environments as a market to deliver their services. This will further the carrier hotel as the "telco colo" and will continue to rewrite the book on corporate telco infrastructure.

- Bryan M. Johns, Partner, Shelton Johns Technology Group

1. The most important development in 2007 was the realization, by one of the industry's key players, that stand-alone, isolated registries can not survive. It makes no sense for a single call attempt to query 5 widespread registries in the hope that one of them may have a response - the only realistic answer is for a distribution engine such as SPIDER to push all relevant data down to the originating service provider from all available registries.

2. The most important development in 2008 will be consolidation among the various competing registries!

- Steve Heap, CTO, Arbinet (News - Alert)

1. The biggest peering-related development of 2007 is the movement by the U.S. cable industry and the global GSM association to create their own private peering infrastructure.

2. The biggest 2008 development will be the actual deployment of the GSM fabric, as that represents more than two billion active numbers. Though the initial drive is transit cost savings, the financial importance of mobility-based applications could start to emerge in 2008 as well.

- Gary Kim, COO, Dagda Mor Media, IP Business Magazine (News - Alert)

1. IETF standards moved strongly forward, with Federation based multilateral interconnection. Defined and structured major Tier 1 and NGN/IMS based communication operators launching or issuing RFPs for advanced ENUM Registry services and other Federation-based interconnection services. Solid growth in Registry and traffic growth amongst the registry and federation providers.

2. Peering for New Services; Video/IM. A wide set of new Private Federations (registry and/or signaling), announced and launched round the world. New security, identity, privacy and multi-protocol interoperability features required.

- Eli Katz, CEO, XConnect (News - Alert)

1. The most important development in 2007 was the integration and, or availability of peering functionality in popular gateways, session controllers and proxy servers. This caught the attention of service providers to start peering calls over their own IP network rather than sending them out via SS7/TDM.

2. 2008 will be a year organizations will determine what type of VoIP marketplace and peering systems are best suited for their needs. There will be a stronger emphasis on VoIP Peering security and quality attributes to achieve a greater "quality of experience".

- Shrihari Pandit, CEO, Stealth Communications (News - Alert), The Voice Peering Fabric

It is interesting to see important developments listed as open standards, eliminating disparity and systems integration in the same group as private peering. Private registries could be interpreted as being closed and creating disparity, but in fact it show where we all are in the evolution. At this point any movement in the direction of VoIP peering is welcome, but as Steve Heap (News - Alert) pointed out, at some point distinct Registries need to communicate to maximize the utility of the technology.

These are all excellent views on the VoIP peering market and I thank the participants! Next year we will look back on these predictions to see where 2008 got us. IT

Hunter Newby is chief strategy officer for telx. For more information, please visit the company online at www.telx.com.

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Multimedia Just Around the Corner

By Bud Walder

On October 16th, I witnessed the launch of the much anticipated Microsoft® Unified Communications (News - Alert) (UC) product suite in San Francisco. Having spent many years following and actively participating in the Computer Telephony (CT) industry, I was psyched to hear Bill Gates (News - Alert) speaking our language - the language of open-standard communications. As his presentation unfolded, the message aligned with the one that the CT industry has championed for years. Here was a high-profile tech leader talking about open-standard platforms enabling software developers to deliver innovation in multimedia communications for the enterprise during one of the most closely watched announcements of the year.

Gates' message puts the capstone on the many years of hard work by the industry to converge voice and data networks and transition from proprietary "big iron" PBX (News - Alert) systems to real-time communications delivered as a software application on standard IT networks and platforms. Gates drew the parallel that we in the industry had often drawn before - that we are beginning an age of innovation similar to the one unleashed when the computer industry shifted from vertically integrated mainframes to personal computers and standards-based servers in the 1980s and 1990s. While the CT industry has campaigned for this change for decades with substantial success, the stars now seem finally to be coming into alignment to complete this transition. We can now deliver competitive and flexible media and signaling platforms for the enterprise as software on standard compute platforms, and enable our industry's next move forward into multimedia application development and delivery.

What is fueling the next stage of this transition?

• A single standards-based signaling protocol

SIP (Session Initiated Protocol) has been accepted as the standard protocol of choice for communications systems. Many development and deployment costs are reduced for solution providers when they use SIP in media server platforms, since they no longer need to support a range of TDM interfaces.

• Heavyweight software vendors such as Microsoft (News - Alert) are helping drive uniformity in standards implementation.

Although SIP is the accepted standard, it has been implemented in slightly different ways. With Microsoft lending its weight and many IP-PBX vendors announcing plans for direct SIP interoperability with Microsoft applications; the industry may decide to accept Microsoft's implementation of SIP as the standard. Microsoft's ownership of the desktop and its energetic move to lead the way with UC solutions could make this a reality. Industry participants that reject interoperability with Microsoft UC may put themselves at a competitive disadvantage.

• Standard off-the-shelf compute platforms are achieving multimedia-level performance without specialized hardware.

Moore's Law continues to prove true. Multi-core, multi-socket processors now bring the equivalent of eight processing cores to a standard 1U dual-processor rack mount server from mainstream manufacturers such as Dell (News - Alert) and HP. At the same time, seasoned media technology developers are providing software solutions that make these standard multi-core processors do the work of specialized DSPs.

The ability to shift to standards-based software on standard compute platforms delivers significant savings - and price points should continue to improve.

• Today's wireless and broadband networks can handle real-time multimedia streams, and are on the verge of being made available both inside and outside the enterprise environment.

Gigabit Ethernet network gear and services, such as SIP trunking, are making progress at a steady pace and are advancing end-to-end SIP solutions and meeting multimedia demands. 3G (or 3GSM (News - Alert) -- 3rd Generation Standard for Mobility) wireless networks, while not IP-based, deliver the bandwidth and protocols to support mobile multimedia applications. Consumer applications should emerge first, and migrate into the enterprise as they mature and prove themselves as worthwhile business tools.

• Convergence (News - Alert), standards, IP media, and IP signaling simplifies distributed architectures and shared resources.

Today the future of enterprise communications looks to be a collection of application servers, general-purpose media servers, and where it is necessary to interconnect with legacy networks, media gateways. Add a multimedia conference/collaboration application server, and the apps server should be able to draw on the media resources of a standards-based media server via standard remote APIs and languages such as MSML (Media Sessions Markup Language), MOML (Media Objects Markup Language), and VxML (Voice Extensible Markup Language). The same server could also provide the media resource needs of an IVVR (interactive voice and video response system), multimedia contact center, or multimedia messaging application. For scalability, "rack and stack" is a strategy that can meet the density requirements of a service-oriented architecture for multimedia communications applications, just as it serves the needs of traditional non-real-time, data-oriented applications.

Admittedly, all this is a fairly optimistic assessment, but one that is rapidly becoming technically achievable. Will the industry drivers and leaders agree on standards; in particular will they work to eliminate the SIP interoperability issue that slows progress today? Given the number of interoperability programs that have emerged in the past two years, the issue is recognized and the prognosis looks promising. Meanwhile, translation vehicles, such as media gateways, can pave the way for SIP application deployments in current enterprise voice networks while progress is being made on other pieces needed for software-based, multimedia application delivery platforms. The future that the CT industry envisioned has never been so close to full realization. And once the transition is realized, a new round of innovation on multimedia server platforms will be "open" to us. IT

Bud Walder is the Enterprise Marketing Manager at Dialogic Corporation (www.dialogic.com).

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Continuity Planning 101: A Continuing Educational Series

By Rich Tehrani & Max Schroeder

What the Future Will Bring

> *Those who cannot learn from history are doomed to repeat it.*
> — **George Santayana**

The month of December combines two closely connected human philosophical processes 1) Reflections on past events 2) Reflections on what the New Year will bring. I guess we can call it a combination of "Auld Lang Syne" and Nostradamus. Depending on past memories and your outlook for the future, both reflective processes can either be pleasant or melancholy. As a personal and business goal, you should strive to use the past as a guide to create a bright future. One thing is certain - if you do not use past events as a model for business continuity planning, your business may not have a future and that is the primary focus of this month's column.

When looking at disaster or business continuity planning, companies can count on these events occurring somewhere on the planet in 2008:

1. Traditional Disasters - Forrest and brush fires, hurricanes, volcanoes, floods, tornados, tsunamis, earthquakes and blizzards.

2. 21st Century Disasters - Terrorism, epidemic illness, chemical contamination, technology failures and the unknown.

Now, we all realize that the above is an incomplete list but these are the most prominent events that come to mind when the word disaster is mentioned. Also, epidemics have been around for centuries but today's global economy and air travel make this threat more potent and today's Internet society depends on technology 24 x 7 so we have new forms of terrorism. Of course there are many other causes of business interruptions including building fires, a traffic accident taking down a utility pole and computer hacking. These latter examples are more localized but are major disasters for the local businesses affected and account for a significant proportion of business interruptions.

Disasters, although inevitable, are unpredictable, quite selective and you have no control over them. Business continuity planning, in contrast, is an undertaking where your company can have full control. Every business has different requirements and each must develop their own plan based on business objectives. The best starting point is to list each of your company's business processes and conduct a full risk assessment for each. Your company will then have to determine what level of interruption is acceptable. For example, critical operations such as support services may require a 7 x 24 communications network justifying a major outlay of resources. During short-term interruptions, functions such as sales and accounting operations that are not life critical or even critical to the survival of the enterprise, may not require a "hot site" failover plan. The next step is to develop a business continuity plan to be implemented over a defined and reasonable time period. Of course, it is highly recommended to bring in a professional firm specializing in business continuity to both ensure the quality of the plan and shorten the duration of the development process.

Fortunately, today's world makes this process much simpler than 10 years ago. VoIP, FoIP, SaaS (News - Alert), hosted services and related technologies all combine to make business continuity easier to implement, more reliable and much more affordable. Another opportune event is also making things easier - The Disaster Planning Pavilion at ITEXPO (News - Alert) East 2008, January 23-25, 2008 at the Miami Beach Convention Center, Miami Beach, FL. The Pavilion's goal is to provide a central location for attendees interested in DPCF-related activities. Exhibiting companies will include application vendors, hosted services (VoIP, FoIP and contact centers), Software-as-a-Service (SaaS) and consulting services. Additional information on DPCF activities can be found on the TMC website at www.tmcnet.com/channels/disaster-planning. There may still be exhibit space available, so if you are interested in exhibiting, please contact: Joe Fabiano, Global Events Account Director, Tel. (203) 852-6800, ext. 132, Email: fabiano@tmcnet.com

The DPCF has always operated as an open forum welcoming all contributors. If you would like to become an active member of the TMC/ECA Disaster Preparedness Communications Forum or participate in our pavilions, seminars or resource library (i.e. white papers, planning guides or case studies), please contact Max Schroeder (maxschroeder@tmcnet.com or mschroeder@faxcore.com) IT

Max Schroeder is a board member of the ECA, media relations committee chairman, and liaison to TMC. He is also the Senior Vice President of FaxCore, Inc.

Rich Tehrani is the President and Group Editor-in-Chief at TMC and is Conference Chairman of Internet Telephony Conference & EXPO.

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IP Telephony in a "Virtual World" – Part II

By Jeff Hudgins

In this issue we resume the topic of IP Telephony in a Virtual Environment (VE). The primary benefits of the Virtual telephony application are lower Total Cost of Ownership (TCO), improved service delivery, and better efficiency. The one area we need to probe a little more in detail is the performance characteristics of the application in a virtual environment.

As IT and telecom departments implement IP based PBX (News - Alert) solutions, the need to operate in a virtual environment is important. A critical performance concern is maintaining high levels of Quality of Service (QoS) for voice and video. The latency introduced on the disk and network I/O by the hypervisor will have an impact on the QoS. One company that is doing early research in this area in conjunction with a local university is Network Engines (News - Alert) (NENG) based in Canton, MA (www.networkengines.com). "We are exploring the Hypervisor Tax and its effects on the disk, network, CPU, and context switching in the Guest OS", stated Kevin Murphy, CTO at Network Engines.

"While the Hypervisor [HV] touts little overhead, it's naïve to believe it's not visible. The additional six clicks added to a typical single application call sequence [see Figure 1] will increase the time to fully process the event round trip," said Murphy. "Even if the Hypervisor and DOM 0 are only as slow as the native driver, the time is still effectively doubled."

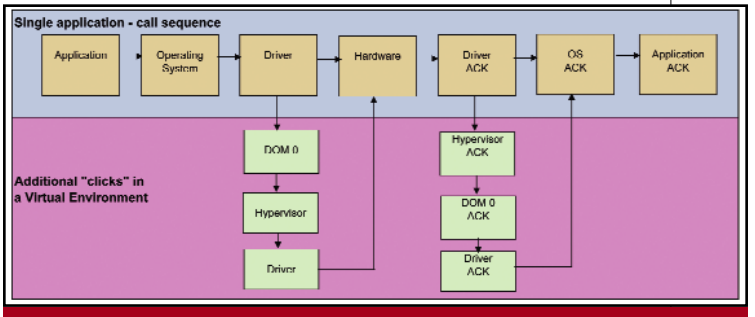

Figure 1. Added steps running a telephony application in a virtual environment.

"Finally, put all of this on a consolidated system with multiple guest operating systems and there is even more contention for your I/O bandwidth," said Murphy. "Remember, virtualization is targeted at those applications that are only using 20% or less of your resources. What they don't tell you is that when applications peak, there is impact to the I/O on the physical system. Bus speeds are fast, memory is abundant, and there are lots of CPU cycles available, but if you want high efficiency, they have to work in concert for mission-critical applications. To date there is no real dynamic policy management for physical resources with a hypervisor. Call it the new QoS...."

Early test results running call load testing on an Asterisk-based server shows that the memory/ CPU/NIC (News - Alert) intensive process of setting up calls is impacted by a hypervisor with no other resource contention. This supports the theory that while virtualization is here, it's currently themed around the data center and consolidating business applications. The mission critical/high I/O applications like multimedia, unified communications, security, and storage require predictable and manageable performance which is not yet present in the virtual environment.

Another company just beginning to explore the affects of virtualization in the telephony space is Aculab (News - Alert) (www.aculab.com). Aculab provides VoIP Service Providers and Telecom Equipment Manufacturers (TEMs) their virtualization-ready Prosody S product, which is a comprehensive service deployment platform (SDP). According to Herman Abel (News - Alert), Aculab Product Manager, "We have completed functional testing in a virtual environment. We believe that operating in this environment will allow better scheduling of tasks that are not hardware-dependent and will subsequently improve overall performance, but more testing is required".

Final Score

As 2007 draws to a close, we have seen some very significant industry shifts this year that are impacting the telephony market and these will continue into the coming year. The continued rise in server sprawls and overall power consumption is driving the need for virtualization and Software as a Service (SaaS). Small to medium-sized businesses will continue to seek more on-demand voice, video, and data services without committing precious working capital to get it. The demand for on-site, low-cost dedicated telephony boxes will diminish and application developers must focus their attention on performance and scalability in a virtual environment to provide these on-demand services. If the new QoS can be solved, mission critical applications will abound in the virtual world. IT

Jeff Hudgins is VP of Engineering at Alliance Systems (recently acquired by Network Engines). For more information, visit the company online at www.alliancesystems.com.

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TMC UNIVERSITY RETURNS!!

By William Wilhelm & Jeffrey Strenkowski

Be Prepared for the FCC's Hard Look at Customer Privacy Protection

On December 8, 2007, the FCC's (News - Alert) new Customer Proprietary and Network Information (CPNI) rules go into effect. Strengthened in response to several high-profile "pretexting" scandals, on that date many carriers will find themselves out of compliance with the FCC's new heightened customer privacy and security rules. Worse yet, many VoIP providers will find themselves subject to CPNI rules for the first time and will have to "catch up" to traditional carriers that have long been subject to such regulation.

The scrutiny the FCC (News - Alert) has placed on CPNI compliance can not be overstated. The agency has recently levied significant penalties against several carriers for seemingly ministerial rule violations. The FCC has also stated that it will infer that a Service Provider (SP) has not sufficiently protected a customer's private information in those cases where a pretexter obtains unauthorized access to a customer's CPNI. Thus, the burden falls squarely on SPs to not only meet the FCC's minimum CPNI requirements, but to demonstrate that the safeguards they put in place are reasonable in light of the threat posed by pretexting and the sensitivity of the customer information. The CPNI rules contain no "safe harbor" to immunize SPs from liability for improper disclosure of CPNI.

So what are the FCC's new CPNI rules? First, covered SPs must adopt certain customer authentication measures before they can release "call detail" information to customers. This may involve the use of pre-established passwords, sending such information to the customer's address of record, or by calling the customer's telephone number of record (as opposed to the caller ID telephone number from the customer's service call). Although SPs can discuss call detail information over the phone when a customer calls the provider with questions about their bill, the customer must provide the relevant call detail information to be discussed.

SPs may disclose non-call detail CPNI to customers without using a password; however, they must authenticate the caller first, and do so without using "readily available biographical information." SPs must also use passwords to protect online access to all CPNI, not just call detail information, and all customers must similarly be authenticated. Again, providers may not use readily available biographical information or "account information" to authenticate users or establish passwords. Although providers need not reinitialize existing passwords for online customer accounts, they may not base customer online access solely on "readily available biographical information", "account information" or prompts for such information. SPs that only use such information must re-authenticate such customers pursuant to the new rule requirements.

For new customers, SPs may request that the customer establish a password at the time of service initiation. While providers may develop their own authentication systems and back-up authentication methods for lost or forgotten passwords, those systems may not rely on readily available biographical or "account information. Finally, if certain conditions are met, the new authentication rules do not apply to business customers.

SPs must also notify customers immediately of certain account changes through a carrier-originated voicemail or text message to the telephone number of record, or by mail to the address of record. Such notification may not reveal the changed account information.

If a customer's CPNI is disclosed to a third party without customer authorization, the SP must notify law enforcement no less than seven days after the breach is discovered. With few exceptions, the provider may notify the customer and/or disclose such breach publicly seven days after it provides such notification to law enforcement, provided that law enforcement has not requested that such disclosure be postponed. SPs must also maintain a record of discovered breaches, law enforcement notifications, and other information.

Before a SP can disclose a customer's CPNI to a joint-venture partner or independent contractor for the purpose of marketing communications-related services to a customer, the provider must obtain explicit, opt-in consent from the customer. Providers that have already obtained opt-in approval from customers for the disclosure of CPNI may continue to use those approvals depending on the content of the opt-in notice. If the notice is not broad enough, new customer consent will be required. Given these heightened requirements, SPs that use third parties to market their services may need to develop alternative strategies because obtaining such opt-in consent from customers can be very challenging.

Finally, SPs must file an annual CPNI certification with the FCC. Among other things, the notification must include (i) an explanation of any actions taken against data brokers; (ii) a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI; and (iii) a compliance certificate, signed by an officer, stating the officer has personal knowledge that the SP has established operating procedures that are adequate to ensure compliance with the FCC's CPNI rules. This CPNI certification must be made available to the public.

Even with the new CPNI rules in place, the FCC is insisting that SPs take affirmative measures to discover and protect against activity that is indicative of pretexting above and beyond what is required by the rules. Although CPNI rules are very complex, providers should expect strict FCC enforcement. Any unauthorized disclosure of CPNI likely will subject a SP to enforcement action, and the agency has already demonstrated its willingness to levy significant fines for even administrative and record-keeping errors. **IT**

William B. Wilhelm is a partner and Jeffrey R. Strenkowski is an associate at the global law firm of Bingham McCutchen LLP. For more information, please visit them online at www.bingham.com. The preceding represents the views of the authors only and does not necessarily represent the views of Bingham McCutchen LLP or its clients. Bingham McCutchen represented the Petitioners in the case described above.

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3rd Annual ATCA Summit Winners

By Richard "Zippy" Grigonis

The Advanced Telecommunications Computer Architecture (known as AdvancedTCA (News - Alert) or just ATCA) is a hefty computing form factor for work in telecom. The AdvancedTCA Summit Conference brings ATCA vendors together to display their wares to the world and each other. This third annual summit, as others before it, culminated in "Best of Show Awards" being announced and presented (Wednesday, October 17, 2007) on the Expo Hall floor at the Santa Clara Convention Center. A panel of industry experts selected products on the basis of criteria including distinctiveness of the product, central use of AdvancedTCA, and technical and business application of the product.

Best in Show winners included the following:

• The Motorola Centellis 2000 AdvancedTCA (News - Alert) Communications Server. Compatible with Motorola's Centellis 3100 1 Gbps and 4100 10 Gbps application-ready platforms, the compact two-slot Centellis 2000 provides central office-friendly front-to-rear cooling, comes in AC or DC power variants and has a PICMG-compliant (News - Alert) chassis. The unit is suitable for smaller deployments at both data centers and enterprise environments. Boards and software can be re-used by moving them from larger ATCA equipment to the Centellis 2000,so network equipment providers now have investment protection and can enjoy reduced time-to-market and development cost. Note: In September 2007, Emerson (www.emerson.com) acquired (for $350 million in cash) Motorola's (News - Alert) Embedded Communications and Computing Group (previously called MCG, or Motorola Computer Group) in Tempe, Arizona. The transaction should be complete by end of 2007 and the Motorola division will transition to Emerson, with the Motorola staff remaining in Tempe.

• Intoto and Ixia's (News - Alert) 16 Gbps iGateway Firewall. Intoto (www.intoto.com), a provider of security software for enterprise and carrier networking equipment and multi-service gateways, and Ixia (www.ixiacom.com), provider of performance test systems for IP-based infrastructure and services, jointly demonstrated how Intoto's iGateway Firewall can deliver up to 16 Gbps throughput on the Quad-Core Intel (News - Alert) Xeon processor 5300 series. The demo relied on Ixia's Optixia XM12 and IxLoad test application. The iGateway Firewall is a wide-ranging security solution that offers stateful packet inspection, content filtering, protection from internal and external attacks, traffic redirection, and simplified configuration management. It has a proprietary CyberDefense Engine that protects internal and DMZ networks. The iGateway Firewall provides protection from Denial of service (DoS) attacks such as SYN flooding, IP smurfing, LAND, ping of Death and all reassembly attacks. It performs NAT (basic, enhanced, service, reverse and 40+ Application Level Gateways), enabling users to connect multiple computers to the Internet and provides port forwarding to run servers (web server, mail server etc.) behind the firewall. The iGateway Firewall's is highly scalable and offers near linear performance scaling with the number of cores in the system. The iGateway architecture is designed to deliver optimum packet throughput and connection rate performance.

• Astute Networks' Caspian 10Gb iSCSI ATCA Storage Blade. Astute Networks (www.astutenetworks.com), a major developer of high performance networked storage solutions for mission-critical applications, received the Best Newcomer Product award for their Caspian storage blade, the first 10Gb iSCSI ATCA storage blade optimized for the telecom CO and MSC (News - Alert) environments. The blade combines the performance advantages of Fibre Channel rackmount storage with the density and deployment advantages of ATCA. By reducing the footprint of external storage in ATCA systems, revenue increases per telco frame can be achieved because of a net increase in server blades per frame. Moreover, equipment acquisition and deployment costs are significantly reduced by eliminating expensive HBAs (Host Bus Adapters) and cables required to connect external storage. Astute's pioneering design enables telecom carriers and NEPs (Network Equipment Providers) to realize the full benefit of migrating from rackmount servers to blades.

• VirtualLogix' VirtualLogix VLX for Network Infrastructure 2.0. VirtualLogix (www.virtuallogix.com) specializes in Real-Time Virtualization™ technology for connected devices; their VirtualLogix VLX enables multiple operating system environments to run concurrently on shared hardware and provides a range of performance, fault tolerance and security options to address specific market needs. The Summit panel awarded VirtualLogix VLX for Network Infrastructure 2.0 the first-ever Best of Show Award in the category of "Best Software Product." By the end of 2007, IDC (News - Alert) predicts half of the NEP community will have adopted ATCA, and they anticipate more than 900% growth in ATCA adoption by 2011. VirtualLogix VLX for Network Infrastructure version 2.0 delivers support for the most advanced ATCA processor blades or AdvancedMC (News - Alert) (AMC) processor modules equipped with Intel dual-core processors. The product also enables support of multiple heterogeneous operating systems onto a shared ATCA processor blade with no porting effort, allowing users to run commercial or proprietary RTOS and Linux simultaneously, resulting in optimized performance and lowered power consumption. IT

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Business VoIP | Community

The new Allworx sponsored Business VoIP Global Online Community is where you'll find everything you need to know about the trends driving VoIP for the small and medium business market. The site features the latest business VoIP news as well as feature articles delivering insight from TMCnet's editorial team as well as many of the leading voices in the industry.

Case studies, research, product showcase, white paper library, live event links… it's all here.

Allworx is a leading provider of VoIP solutions for the SMB market. To learn more about their offerings or to stay up to date on the latest in Business VoIP, visit http://businessvoip.tmcnet.com.

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Allworx Shifts Lamborghini into High Gear

One of the more gratifying aspects of our industry is to watch a business successfully take the ultimate plunge by performing a "fork-lift upgrade", disposing of an overpriced 20th century PBX (News - Alert) of limited functionality and replacing it with the finest example of a 21st century communications system. How exciting - almost mesmerizing - an experience it is to watch the transformation in action: the initial trepidation over the departure of the old clunker PBX, the easy installation and configuration of the new system to suit the organization's needs and goals concerning efficiency and productivity, the look on the faces of employees who suddenly realize that loads of new and incredibly useful features are now available to them, and the long-term positive change in people's lives as an adjunct and bonus to the whole process.

One such dramatic change occurred at Lamborghini Orange County (www.lamborghinioc.com) the automaker's No. 1 dealership in the U.S. Owned by the Keuylian family and situated on Pullman Street in Santa Anna, California, the dealership includes as its customers such well-known personages as Rod Stewart, Kobe Bryant, Nicolas Cage and Dennis Rodman.

Grant Johnson, Operations Manager of Lamborghini Orange County, says, "We communicate among our Orange Country location, a Calabasas store, and a Lotus dealership in Beverly Hills. We disposed of our old Toshiba phone system and have now connected all three locations using Allworx (News - Alert) technology."

Grant Johnson first heard about Allworx (www.allworx.com) from another fellow who happened to be named Johnson - Mark Johnson, a representative of his long-time local phone reseller, The Phone Connection, of Signal Hill, California (near Long Beach), a company which has since 1985 served the telecom equipment needs of over 6,000 active customers in Los Angeles, Orange County, Riverside and even the San Fernando Valley. The Phone Connection buys, sells and installs both new and refurbished phone equipment such as AT&T, Norstar, Meridian, Panasonic (News - Alert) and Toshiba systems. One of the few such companies that serve both business and residential customers, The Phone Connection's services include residential house inside wiring, CATV, DSL, networking, and voice/data cabling to different locations.

"We were discussing with them how to interconnect all of our stores and make our life easier," says Grant Johnson. "Mark Johnson explained to us the advantages of Allworx, which was the most cost-effective of all of the phone systems I looked into. I certainly was more impressed with it than the larger PBX (News - Alert) competitors. Mark Johnson kept telling me that this system would give me the most features per dollar, and he was right. You get so much. Allworx sent a representative out here and he conducted a demo for us and he showed me everything, and I was really impressed. I told Mark Johnson to go ahead and he ultimately set it up for us."

"I was then amazed at how smoothly installing the network and the Allworx system went," says Johnson. "I was petrified in the early days when everything was about to come online, and of course we were all wondering if this or that is going to work the way it it's supposed to. I've been through that kind of horror before, and I must admit this installation very well."

Allworx is known in the IP communications industry for its fully-integrated, "most bang for the buck" IP phone and data system for small and medium-sized businesses. Each system includes a small-footprint IP PBX with scads of PBX and key system features, such as voicemail, unified communications and abbreviated three-digit dialing, along with support for analog and VoIP phones, site-to-site and remote user calling capability (remote users are a virtual extension). You can access or transfer alls to any site or to a mobile phone in "follow me" fashion.

"Many of us travel from store-to-store," says Johnson, "and with Allworx we can use its 'follow-me' features. If I'm in a particular office one day, all of my calls can get directed there. Or they can be directed automatically into the next office or my cell phone or whatever. It's really convenient to use. It has a lot of features for users in such a small box."

Allworx unified communications and messaging capabilities include the ability to transfer voicemail into email, which makes it easy to forward messages along with a note. More than one person can now hear the same message, and read the note's comments. Since voicemail can be forwarded to a cell phone, staff members working now only have to give out a single phone number instead of several (cell phone, office phones, etc.) Callers can find

By Richard “Zippy” Grigonis

staff members whether they're in any particular office or on the road.

An Allworx system can scale up to 100 user extensions and 100 system extensions.

"On one system we have about 34 phones installed," says Grant Johnson. "Our other systems are serving about 20 to 25 phones each. We've also got some cordless phones plugged into the Allworx system. They're nice to have around the shop, since it gives us considerable mobility in our huge [36,000 square foot] facility."

"The Allworx system enables us to use three-digit dialing over VoIP connections between our locations for all of our voice calls," says Grant Johnson. "So we can call from one location to another without having to make more expensive conventional phone calls, or tie up outside lines or any of that kind of stuff, which is really great. The actual interconnection among all of our stores is done with an MPLS [Multiprotocol Label Switching] network. [MPLS provides traffic isolation and prioritizes voice packet delivery without substantial overhead.] We use Cisco (News - Alert) routers to handle the MPLS network. We used TelePacific Communications [www.telepacific.com] a facilities-based CLEC [Competitive Local Exchange Carrier] headquartered in Los Angeles, to bring in the network, and we tapped into that to connect all of our stores together with a standard T1 bandwidth of 1.5 megabits per second. TelePacific's T1s have been very reliable, more so than those of our previous telecom provider."

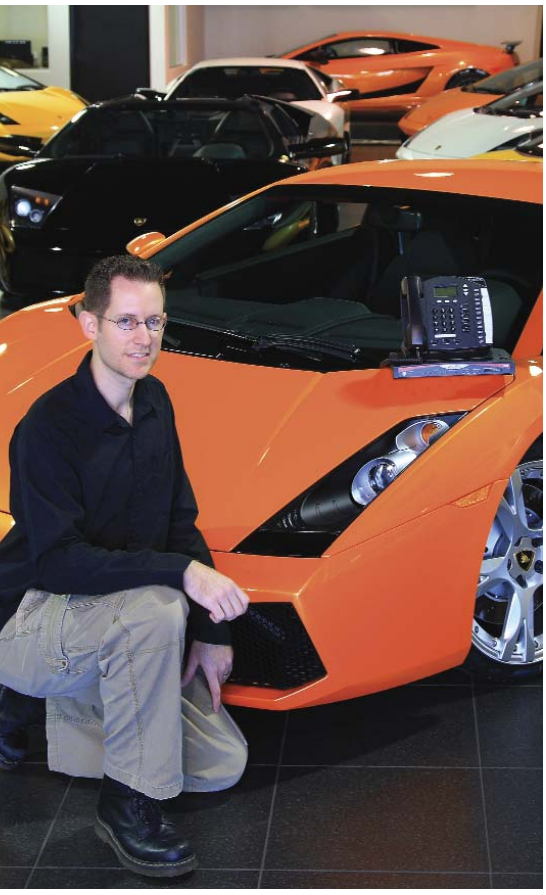
Advanced features can be added to an Allworx system with the following optional software packages, each sold as a one-time licensing fee for an unlimited number of users:

• Call Assistant - Allows operators, receptionists or individual users (both local or remote) to monitor the state of every line in the system and to record and/or dispatch calls by answering, transferring, parking or sending to voicemail.

• Call Queuing - Software that can provide full statistics on the number of calls received, serviced, abandoned, exited and timed out for each queue. With some Allworx models (the 10x and 24x) this software allows up to 10 queues with 16 calls per queue, for a maximum of 32 callers across all queues. Moreover, individual phones can answer multiple queues.

• Conference Calling - Designed to handle an unlimited number of users, this package gives you the ability to set up new conference calls, authorize users to create new conference calls, access the conference interface via a dedicated Allworx portal, add conference center access via an auto-attendant, modify existing conferences, set secure ID and passwords, view all system-wide conference calls (as well as the caller participants and their caller ID).

• Group Calendaring - This supports group calendaring across all users, meeting acceptance tracking, popup reminders for appointments (or personal project deadlines), automatic calendar updates, recurring private and public meetings, and a familiar month-and-day calendar.



• Internet Call Access - For sending and receiving Internet phone calls, this option can connect the Allworx system to an ITSP (Internet Telephony (News - Alert) Service Provider) and supports site-to-site calling and a SIP gateway.

• VPN - The optional Virtual Private Network software package allows remote users (traveling or at home) access over a secure connection to your company's intranet situated behind the Allworx firewall.

"Allworx can tailor each system to do different things for different kinds of businesses," says Johnson. "That's one of the nice things about the company and this system. We did much of the configuring ourselves under the auspices of The Phone Connection. They helped us out with the initial programming and those kinds of things. We're 'hands-on' IT guys here, so it was a matter of, 'Let me get in there and play'."

"We originally had installed a really old phone system that basically did nothing," says Johnson. "Going from that to this Allworx system is an amazing experience. We're still learning all of the things it can do. The web-based browser management is really great. It's easy for our system administrator to make a quick adjustment or 'tweak' the system. In the old days we had to call upon a third party vendor to reprogram everything. Similarly, you don't have to be an expert to reconfigure the system. Even if you have just general phone system knowledge, you can get in there and click on a few things and you're done. The fun part is tweaking the system, and we've done quite a bit of that, getting the system to do all kinds of things. It's exciting to see a call forwarded to a cell phone or have someone call a cordless or mobile phone with a three-digit extension and you see your employees' eyes light up and they say, 'I didn't know I could do that!' "

"Allworx backs up your settings too," says Johnson, "so if you make a mistake you can restore the system to its previous state and configuration. That makes it easy to test features and try out things. In fact, I'm still scrutinizing all of its features. I've got things set now to where my calls can follow me around. And, of course my secretary loves it because she can now find me wherever I am."

"I know that other systems can do this," says Johnson, "but in terms of the number of features per dollar, it would be difficult to beat an Allworx system. I think they have the most features and options of any vendor out there. Plus, it's very easy to use. You don't have to deal with 47 million menus on the screens of the phones as with other systems. Just push a couple of buttons and you're there. Other systems seemed too complicated, plus in many cases you had to pay an annual fee just for them to allow the software to work via a license. I didn't want any of that complexity."

Ironically, the one feature Johnson hasn't set up is an auto-attendant (Allworx allows you to set up nine of them if you wish).

"We don't even have a formal call center," says Johnson. "And we don't use the auto-attendant - I and the owner of the company are not big fans of those 'press one for this and press two for that' IVR-type auto-attendants because we both tend to get 'stuck' in them and become frustrated. We're customer service-oriented, since we have high-end customers who have paid considerable money [around $300,000] for superlative automobiles and excellent service. So if a customer or prospective customer calls in, we obviously don't want them to encounter anything like an impersonal IVR system. Instead, we prefer that people calling into the system actually speak with a real person with a heartbeat and they are personally directed to an appropriate party. Our receptionist - a live auto-attendant - answers the calls, parks them, routes them, and does whatever else is necessary to satisfy the caller."

"So far, this has been win-win situation," says Johnson. "I'm enjoying the Allworx system, and am familiarizing myself with all of its features. It's so feature-rich that there are obviously some bells and whistles that I'm not going to use now, but the features are there, ready and waiting if we need them in the future."

"I'm sure the Allworx system is good for the next five to ten years of ownership by us," says Johnson. IT

Richard Grigonis is Executive Editor of TMC's IP Communications Group.

TMCnet Presents:

SIP Community

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Today's IP Communications world is moving fast. Innovation is being driven on many fronts, and at the heart of so much of this activity is Session Initiation Protocol, otherwise known as SIP.

SIP is the engine behind the notion of Open Communications. The idea or concept of Open Communications – integrating open, standards-based technology with leading brands of telephony platforms, devices and the latest in voice, video and data applications – is fueling a multitude of innovative SIP-based multimedia applications such as VoIP and Video over IP, IM and Presence, Collaboration and more.

The SIP Community is designed to serve as a central information resource for this fast-moving world of SIP-based IP Communications. To stay on top of the SIP market, bookmark the SIP Community and make sure to return often for the latest news, trends, and industry-specific content.

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ITEXPO East, Miami – The Waiting is the Hardest Part

TMC's (News - Alert) ITEXPO EAST 2008 - the 17th INTERNET TELEPHONY Conference & Exposition since 1999 - takes place January 23-25, 2008 at the Miami Beach Convention Center in Miami, Florida. As Yours Truly writes this, the entire IP Communications industry waits impatiently for this, the industry's best-known and most-admired conference and expo, to begin.

As far as IP Communications (Voice, Data, Video), Unified Communications (News - Alert) (UC) and call center technologies go, ITEXPOs have always been premier, paramount, peerless, pre-eminent, predominant, prestigious, and whatever other superlative p-adjective you can think of to describe an event such as this. Every industry has its single great "gathering place", and for IP and UC, ITEXPO (News - Alert) is it.

Unlike competing technology expos that in recent years have suffered from dwindling attendance and economic stress, ITEXPO continues to flourish, attracting from the far corners of the world the three great categories of people who are not only interested in the IP Communications industry but who have purchasing decisions and/or "deals" to make: 1) Service Providers 2) Enterprises and Organizations of all shapes and sizes, and 3) Distributors, Value-Added-Resellers (VARs) and Value-Added-Developers (VADs). You can add to this mix an assorted medley of independent software and hardware developers, analysts, investors looking for a big score, people with business plans for start-ups under their respective arms, Venture Capital types, and a smattering of other denizens of Wall Street and Silicon Valley. Yes, "the art of the deal" is also very much in evidence at ITEXPOs.

IP Communications is by its very nature a broad-based, cosmopolitan endeavor, for it is global in scope and fundamentally affects the way we live our lives. That's why the average ITEXPO attendee, like the average reader of TMC magazines (News - Alert), could as easily be a citizen of Beijing as London, New York or Palo Alto.

All of these people recognize that IP, UC, and call center technologies have become both affordable and accessible to everyone, can boost an organization's efficiency and productivity, and shall continue to blaze a trail to a future wide-open with possibilities. That's why hundreds of companies keep coming back to exhibit at ITEXPO, and thousands of attendees hurriedly ply the long aisles, talking up a storm in booths on the exhibit floor.

The Teachings of TMC

Of course, there's more to ITEXPO than just geeky devices and software to marvel at or purchase.

After more than a decade of innovation, market research and refinement, IP communications has grown and become diversified. Security, unified communications, hosted solutions, disaster preparedness, open source, SIP, WiFi (News - Alert) telephony, IPTV, the IP-based Multimedia Subsystem (IMS) and Fixed-Mobile Communications (FMC) are just some of the latest areas of which much of the public is unfamiliar, even though these items will soon literally change our daily lifestyles forevermore. Fortunately, however, whether it's the C-level executive of a major corporation or government agency, the purchasing officer of small or medium-sized business, or the curious SOHO owner who wants to save money and yet present an impressive persona to customers, a little knowledge can go a long way. That's why ITEXPO is not just an expo - it also holds the finest, most informative set of conference sessions in the whole communications industry.

Like any great educational program, the knowledge gleaned at ITEXPO's conference sessions are a means to other ends: participants can now make informed decisions by seeing new possibilities and opportunities. Even for vendors, marketing managers must understand not only the nature of the business to which they sell, but also their competitors. No marketing person can survive without industry knowledge and competitive knowledge, both of which can be had at ITEXPO's Conference portion of the show. Our sessions help businesses raise productivity and even stimulate industry innovations, thanks to TMC's ability to assemble the finest thinkers and experts in the communications and computing worlds, and to block out a comprehensive curriculum. Basically, if a topic isn't on the program at ITEXPO, then it's probably not important for your business anyway.

ITEXPO East Conference tracks include the following:

- Unified Communications
- Service Provider Solutions
- Essential Issues
- IMS Summit at ITEXPO

By Richard "Zippy" Grigonis

- FMC
- Open Source
- Wireless/Mobility
- SIP
- FierceMarkets' IPTV (News - Alert) Evolution
- Enterprise Solutions
- VoIP for SMB
- Call/Contact Centers

In conjunction with ITEXPO East, TMC will also hold Call Center 2.0 East 2008, itself the leading technology event for call center and CRM decision makers, which is expected to attract as many as 1,000 attendees.

Some of the conference sessions and topics scheduled for Call Center 2.0 East 2008 include the following:

- Leveraging IP in the Contact Center
- Leveraging SOA & Web Services to Build the Modern Contact Center
- SMB Contact Centers Go Mainstream
- IP Contact Center State of the Market: A RoundTable Discussion
- Take Advantage of Open Source for Success in the Contact Center
- Improving Performance By Using Advanced Speech Technologies
- Unified Communications in the Contact Center
- DIY: A Look at Customer Self Service

Our extensive Call Center program shouldn't be surprising. TMC defined and clarified the nature of the telemarketing, CRM and CIS industries when it launched the pioneering publication *Telemarketing* in June 1982 and the industry's first official conference and expo in April 1985, then called TBT (Telemarketing and Business Telecommunications).

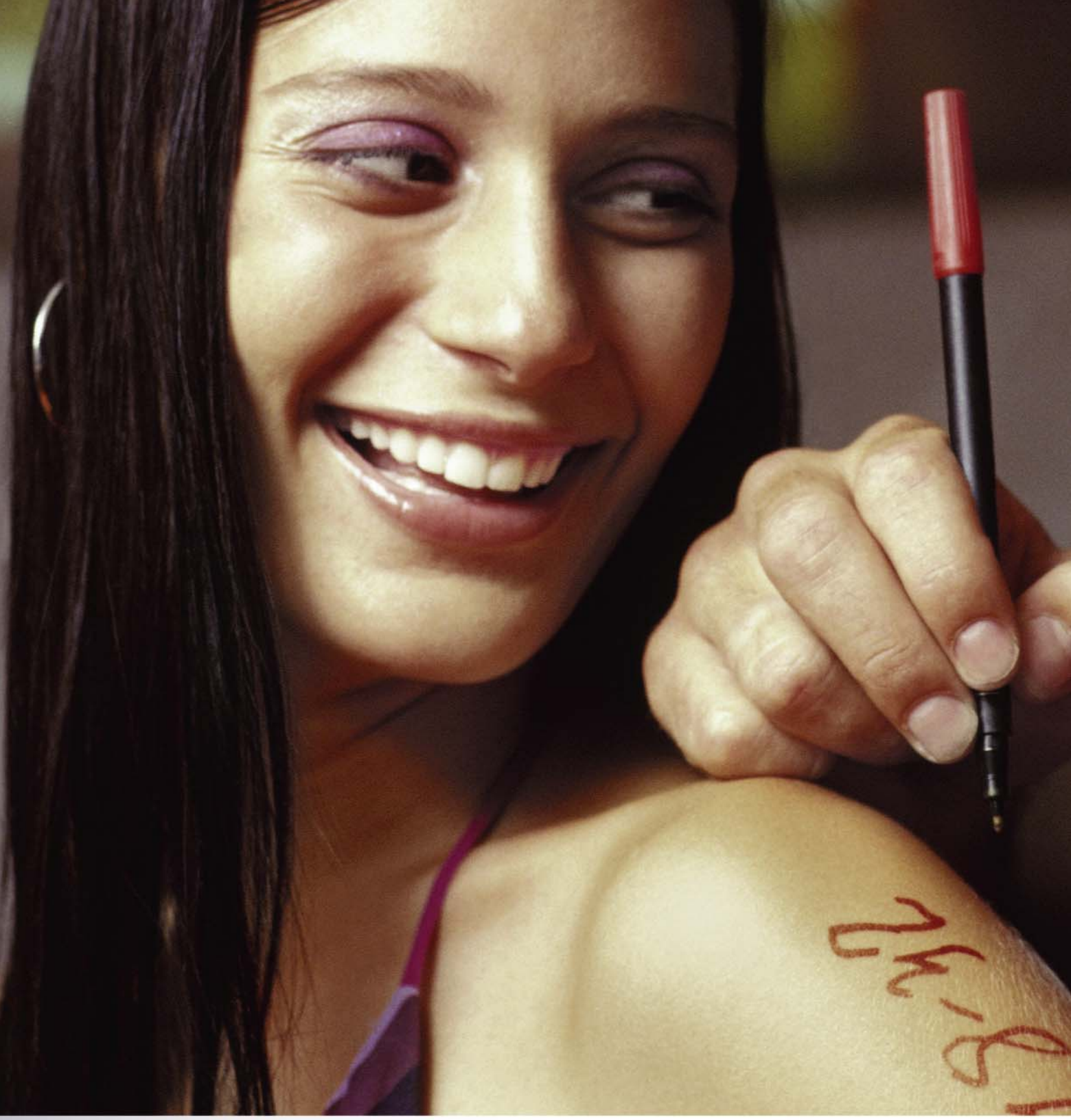
The combined knowledge and expertise of what you find in the expo hall booths and conferences of ITEXO East and Call Center 2.0 East - along with keynote speeches and presentations by industry luminaries - will help you understand what isn't important and how to strategically implement what is important. And, supplementing the TMC expos, conferences and publications, is TMCnet, the most popular communications/technology portal in the world. With viewer traffic literally several orders of magnitude greater than its competition, TMCnet is itself a goldmine of valuable information about advanced business phone systems for the enterprise and important issues faced by service providers.

Businesses and other organizations can now realize that the implementation issues they face today are not insurmountable. Indeed, with TMC's help they can now draw a cost-effective communications roadmap through the decade to come, one fraught with uncertain market forces, government regulation and tariffs.

ITEXPO remains the original, highest-caliber IP Communications conference and exposition, the classic model of an event that can be imitated but never surpassed.

Changing the World and All That

Although we at TMC are tempted to pat ourselves on the back and listen for a



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round of applause for a job well done (well, perhaps just fish around for a few compliments now and then), such a dynamic field moves too quickly for us to stand still long enough to receive the kind of accolades you'll see solicited by our more complacent, static, praise-seeking competitors. Furthermore, we realize that aiding and abetting the kind of radical technological innovation that's currently going on in the telecom industry carries a certain responsibility. Beyond the lower phone bills and exciting, cutting-edge gizmos, the very nature of human communication is changing. People can reach other people whenever they want to, wherever they are, using whatever communicating device is at hand. Our whole previous way of life is undergoing a vast transformation. Communications is even affecting (or in some cases taking the place of) many of society's time-honored institutions.

Beyond the lower phone bills and exciting, cutting-edge gizmos, the very nature of human communication is changing.

Is this all really for the better? Yes, we think so. Could there be any imperfections in the sparkling diamond-like future we portend? We don't know yet. But if there are any, you'll hear about it first at ITEXPO.

So, come to ITEXPO East and join our community - and while you're there, be sure to pick up some free copies of TMC's expertly-crafted (if I do say so myself) magazines: *Internet Telephony (News - Alert), IMS, Unified Communications*, and *Customer Interaction Solutions*.

You'll see and hear more about IP Communications, Unified Communications, and Call Center technology and what they can do for you at ITEXPO than you would anywhere else. You'll leave the show better able to make advanced communications improve your business. And you may even have some fun, to boot…! IT

Richard Grigonis is Executive Editor of TMC's IP Communications Group.

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IP COMMUNICATIONS COMMUNITY

Where Enterprises Service Providers Find Solutions

The IP Communications community, sponsored by Dialogic, has been launched as the latest addition to the TMCnet Global Online Community program.

The IP Communications community promotes effective solutions for enterprise and service providers. Dialogic adds valuable insights on key segments and applications, unified communications, hosted services, contact center applications, value added services, wireless and IP video, product families, enterprise VoIP gateway, signaling software and platforms, high density media processing and PSTN and IP Video. In addition, visitors can find valuable resources such as feature articles, latest news, references, events, marketplace, newsletters and white papers.

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KEY
- **A:** Equipment Vendor
- **B:** Service Provider/Carrier
- **C:** Software Developer
- **D:** Solutions Provider
- **E:** Reseller/Disributor

1Number4U (E)
866-824-8245
www.1number4u.com
Products/Services: 50,54,63,69,70

1SourceVoIP (B, E)
800-777-8197
www.1SourceVoIP.com
Products/Services: 59,65,95,113

3Com (A, D)
508-323-5000
www.3com.com
Products/Services: 93,95,101,103,41

3CX (C)
+35722444032
www.3cx.com
Products/Services: 59,68,23,95,129

911 Enable (B, D)
514-745-2143
www.911enable.com
Products/Services: 911

A

Aastra Intecom (A, D)
800-468-3266
www.aastraintecom.com
Products/Services: 68,70,23,96,95

Aastra Telecom (A)
905-760-4200
www.aastra.com
Products/Services: 93,96,36,74
Other: SIP-DECT Handsets

ABP Technology (E)
972-831-1600 x121
www.abptech.com
Products/Services: 93,94,96,95,97

Accurate Always (A, C)
800-828-9428 x1
www.accuratealways.com
Products/Services: 66,72,31,40
Other: call recorder, video recorder

Acme Packet (A)
781-328-4400
www.acmepacket.com
Products/Services: 40,41,45,46
Other: Session Border Controllers

Acredo Technologies, Inc. (B)
850-266-7121
www.acredo.us
Products/Services: 50,56,68,69
Other: Hosted Internet Phone Service (off premise)

Aculab (A)
781-433-6000
www.aculab.com
Products/Services: 2,6,7,23,94

ACUTA
859-278-3338
www.acuta.org
Other: Higher Education Communications Network User Association

Adaptive Digital Technologies, Inc. (C, D)
610-825-0182
adaptivedigital.com
Products/Services: 16,17,104,123,113

Adax (A)
510-548-7047 x182
www.adax.com
Products/Services: 9,105,44,77
Other: Signaling Systems - SS7, ATM, IP

Adomo (C, D)
408-996-7086
www.adomo.com
Products/Services: 63,67,68,69,93

ADTRAN, Inc. (A)
256-963-8000
www.adtran.com
Products/Services: 90,92,96,103,80

Advanced Network Telephony (A, B)
818-894-9347 xOpt 1
NetworkTelephony.Biz
Products/Services: 93,95,100,111,31

Ai-Logix, Inc (D)
732-469-0880
www.audiocodes.com/blades
Products/Services: 2,6,7,31

Aktino (A)
949-258-0545
www.aktino.com
Other: Broadband over Copper

Alcatel (A, C)
800-995-2612
www.alcatel.com
Products/Services: 49,50,68,23,95

Alexander Resources (B)
972-818-8225
www.alexanderresources.com
Products/Services: 128
Other: Cellular & Wireless Training

Alliance Systems (A, D)
972-633-3400
www.alliancesystems.com
Products/Services: 82,93,94,97,110

Allot Communications (D)
952-944-3100
www.allot.com
Products/Services: 106,38,40,42,43

Allworx (A)
585-421-3850 x124
www.allworx.com
Products/Services: 94,95,100,108
Other: VoIP Key & PBX Phone and Data Network System

AMDEV Communications (A, E)
209-962-4517
www.amdevcomm.com
Products/Services: 54,68,133,123
Other: Voice Mail

American Teleservices Association
317-816-9336
www.ataconnect.org
Other: Teleservices networking, professional & business development, compliance

Americon (A)
707-539-3321
www.controlroomsusa.com
Products/Services: 911,133,134
Other: Custom control room and call center furniture, large screen video display system

Ameritec Corporation (A)
626-915-5441 x135
www.ameritec.com
Products/Services: 24,27,28

AMTELCO (A, D)
608-838-4194
www.amtelco.com
Products/Services: 68,72,2,6,7

AMTELCO XDS (A, D)
800-356-9224
xds.amtelco.com
Products/Services: 2,6,7

AnchorPoint (C)
508-628-4511
www.anchorpoint.com
Products/Services: 911,29,31,32
Other: Telecom Expense Management for VoIP

AnswerNet Network (B, D)
800-411-5777
www.answernet.com
Products/Services: 53,54,68,70
Other: E-mail Management, Live Chat, Web Order Entry, Online Appointment Scheduling

Aonta Technologies Limited (A)
+353 1 4406661
www.aonta.com
Products/Services: 50,82,83

APEX Voice Communications (D)
818-379-8400
www.apexvoice.com
Products/Services: 64,68,82,106,42

Appia Communications (B, D)
231-929-0970
www.appiaservices.com
Products/Services: 59,61,121,123,38

AppTrigger (D)
866-227-7487
www.apptrigger.com
Products/Services: 97,105,104,118
Other: Application Session Controller

Arlinx, Inc. (A)
954-344-7665
www.arlinx.com
Products/Services: 3,93,95,36,41

ARRIS (A, D)
678-473-8327
www.arrisi.com
Products/Services: 81,88,93,40,45

ASC telecom Inc, (C, D)
201-252-3001
www.asctelecom.com
Other: Recording

Asentria (A)
206-344-8800 x144
www.asentria.com
Products/Services: 92,38
Other: Remote site monitoring

Associated Call Centers (B, D)
800-610-5262
www.inboundacc.com
Products/Services: 54,56,68,69,72

Associated Call Centers (B)
800-610-5262
www.inboundacc.com
Products/Services: 53,63,65,68,72

AudioCodes (A)
408-441-1175
www.audiocodes.com
Products/Services: 2,7,94,97,44

Axacore (C, D)
858-427-4301
www.axacore.com
Products/Services: 53,58,89,112

Azimuth Systems (A)
978-263-6610
www.azimuthsystems.com
Products/Services: 25,26,27,28

Azure Communications (A)
408-376-3600
azurecomm.com/
Products/Services: 110,77,78,79,80

B

BASiX Automation Integrators, Inc. (D, E)
603-758-6458
www.basixai.com
Products/Services: 59,68,96,134,31

BCE Elix (B, D)
501-768-1000
www.bceelix.com
Products/Services: 125,31,37,47
Other: Contact center solutions

BEA Systems Inc. (C)
408-570-8701
www.bea.com/wlcom
Products/Services: 21,23,82, 118,119

Brix Networks (A)
978-367-5600
www.brixnet.com
Products/Services: 27,28,38,40,43

Bustronic Corporation (D)
510-490-7388
www.bustronic.com
Products/Services: 136,135,11,137,138

C

Calabrio (C)
763-592-4600
www.calabrio.com
Products/Services: 31
Other: Workforce Optimization

CallingPlaces, Ltd (B)
44-2088106609
www.callingplaces.com
Products/Services: 55,59,63,64,68

CallMiner (C)
239-689-6463 x123
www.callminer.com
Other: Speech analytics

Canecu Trading Inc (D)
416-238-2329
Products/Services: 35,38,45,46

CapRock Communications (B)
832-668-2300
www.caprock.com
Products/Services: 61,66,71,80
Other: satellite communications

Alphabetical Listings

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KEY
- A: Equipment Vendor
- B: Service Provider/Carrier
- C: Software Developer
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- E: Reseller/Disributor

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Carrier Access Corporation (A, D)
303-218-5524
www.carrieraccess.com
Products/Services: 81,84,92,94,79

Carrius Technologies, Inc. (C)
214-572-7800
www.carriustech.com
Products/Services: 106,101
Other: Network Layer Service Delivery Platform

Catapult Communications Corporation (C, D)
650-960-1025
www.catapult.com
Products/Services: 24,25,28

Cbeyond (B)
678-370-2437
cbeyond.net
Products/Services: 68,71,121,111,116

Cellular Specialties, Inc (A, D)
603-626-6677
www.cellularspecialties.com
Products/Services: 110,38,78,80
Other: In-Building Wirless Solutions

CePOINT Networks

CEPOINT Networks, LLC. (A, D)
1W Otterson Street,
Nashua, NH 03060-4500
Contact: Benny Adama
603-883-7979
www.cepoint.com
sales@cepoint.com
Products/Services: 11,3,4,84,134
Cepoint designs and manufactures Telco carrier grade, NEBS compliant industrial computers, VoIP, IPTV, HDTV & VOD (Video-On Demand) servers and RAID/NAS storage systems for video, voice, data communications and RBOC environments.

CIRPACK (A)
+33 141 44 37 60
www.cirpack.com
Products/Services: 59,94,104,44,46

CITEL Technologies (A, C)
877-248-3587 xsales
www.citel.com
Products/Services: 23,94,131,31,36

Citrix Systems, Inc. (A, C)
408-678-3360
www.citrix.com/applicationgateway
Products/Services: 49,56,68,93,94

ClearOne Communications (A)
800-707-6994
www.clearone.com
Products/Services: 50,52,65,67,17

Codima Technologies (C, D)
610-579-9435
www.codimatech.com
Products/Services: 24,26,27,28,38

Comarch (C)
+48 12 646 1504
www.comarch.com
Products/Services: 62,29,37,39,47

Commetrex (C)
770-449-7775 x320
www.commetrex.com
Products/Services: 2,17,18,23,129

Common Voices, Inc (C)
617-286-1600
www.commonvoices.com
Products/Services: 50,58,63,68,42

CommuniGate Systems (D)
415-383-7164 x208
www.communigate.com
Products/Services: 50,56,59,68,23

CompactPCI & AdvancedTCA Systems (E)
586-415-6500
www.compactpci-systems.com
Products/Services: 136,135,11,137,6

Comtico (A, E)
+45 7027 9299
www.comtico.com
Products/Services: 88,92,93,94,96

Comverse (D)
781-246-9000
www.comverse.com
Products/Services: 59,104,134,76
Other: IPTV

Continuous Computing (D)
858-882-8800
www.ccpu.com
Products/Services: 135,137,22,23,41

Converged Access Inc. (A)
978-742-1400
www.convergedaccess.com
Products/Services: 90,92,40,41,46

Converged Access Inc. (A)
978-742-1400 x404
www.convergedaccess.com
Products/Services: 92,107,40,41,46

Convergin (A)
+972-9-951 7771
www.convergin.com
Products/Services: 105,108,79
Other: wireless convergence server, SCIM

Coordinated Systems, Inc. (C, D)
860-289-2151
www.csiworld.com
Products/Services: 31

CosmoCom, Inc. (C)
631-940-4200
www.cosmocom.com
Products/Services: 70,72,31,33
Other: Unified Customer Communications IP Contact Center Technology

Covergence, Inc. (A)
978-823-5200
www.covergence.com
Products/Services: 106,93,38,40,41

Crestel Convergent Billing(Elitecore) (C)
+91-79-26405600
www.crestel.in
Products/Services: 29,39

Crystal Group Inc. (A, D)
319-378-1636
www.crystalpc.com
Products/Services: 11,3,4,134
Other: IP Telephony Developer Platform

CustomCall Data Systems (D)
608-274-3009 x231
www.customcall.com
Products/Services: 29,39
Other: Business Process Management and Workflow solutions

CyberData Corporation

CyberData Corporation
2555 Garden Road,
Monterey, CA 93940
831-373-2601 x107
www.cyberdata.net
sales@cyberdata.com
Founded in 1974 in Monterey, California, CyberData is a vertically integrated design and manufacturing company. CyberData produces peripheral devices for VoIP phone systems that facilitate legacy migration to VoIP, IP equivalents to existing analog devices, and provide application specific endpoints that add new functionality. Our VoIP products, such as Paging Gateways, IP Speakers, IP authentication devices are cost-effective and easy to manage solutions for VoIP phone systems. CyberData is committed to continued excellence in the development of new and innovative products for the VoIP marketplace.

Cypress Communications (B)
404-869-2500
www.cypresscom.net
Products/Services: 59,61,63,66,67

D

Dash Carrier Services (B)
303-228-8809
dashcs.com
Products/Services: 911,113
Other: DIDs, CNAM, Directory Listings

Dialexia Communications Inc. (C, D)
514-693-8500 x214
www.dialexia.com
Products/Services: 59,65,23,95,29

Dialogic (D)
800-755-4444
www.dialogic.com
Products/Services: 61,97,105,44
Other: VoIP

DiamondWare, Ltd. (C)
480-380-1122
www.dw.com
Products/Services: 50,20,129,79
Other: Converged Enterprise Communications Solution, Low Latency Windows/PDA Softphone

Dice (D)
877-386-3323
www.dice.com
Other: Jobs in technology

Digerati Networks (B, E)
210-614-7240
www.digerati-networks.com
Products/Services: 113

Digium, Inc. (A, D)
256-428-6000
www.digium.com
Products/Services: 2,17,95,108
Other: Digium, The Asterisk Company, the creator of Asterisk

Dirigosoft Corporation (A, D)
877-870-1234 x205
www.dirigotelecom.com
Products/Services: 67,69,70,95,36

Diversified Technology (A, D)
800-443-2667
www.dtims.com
Products/Services: 11,3,4,106,94

Doretel Communications, Inc. (A, D)
404-755-5721
www.doretel.com
Products/Services: 105,104,29,44
Other: Cisco Registered Partner, Quintum VoIP Products

DragonWave Inc. (A)
613-599-9991 x2282
www.dragonwaveinc.com
Products/Services: 83,78
Other: Wireless Ethernet Platforms

E

eChange Technology, Inc. (B, E)
678-935-0147 x114
www.echangetechnology.com
Products/Services: 65,96,95,100,74

EchoMail Inc (C)
617-354-8585
www.EchoMail.com
Products/Services: 21

EdenTree Technologies (C)
805-499-4555 x202
www.edentreetech.com
Products/Services: 28
Other: Test and Lab Automation Software

Efonica (B)
212-201-2400
efonica.com
Products/Services: 115

Elma Electronic (A)
510-490-7388 x516
www.elma.com
Products/Services: 135,11,137,138,134

Empirix (D)
781-266-3324
www.empirix.com
Products/Services: 25,27,28

Encore Networks (A)
703-318-4366 x4366
www.encorenetworks.com
Products/Services: 71,92,103,105,41

Endeavor Telecom (B)
678-460-2500
www.endeavortelecom.com
Other: CPE Installations, Inside Wiring, Trouble Tickets, Site Surveys

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KEY
- A: Equipment Vendor
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Envision (C, D)
206-225-0800 x500
www.envisioninc.com
Products/Services: 119
Other: Business Intelligence, Quality Monitoring, Workforce Management and eLearning

eOn Communications (A, C)
408-694-9500
www.eoncc.com
Products/Services: 96,95,100,108,31

Eutectics Inc. (A, C)
973-227-4051 x104
www.eutecticsinc.com
Products/Services: 58,93,96,30
Other: USB Telephones

EventHelix.com (C)
240-274-1453
www.EventHelix.com
Products/Services: 18

Eyeball Networks (C, D)
604-921-5993 x103
www.eyeball.com
Products/Services: 50,61,20,23,30

F

FacetCorp (A, D)
800-235-9901
www.facetcorp.com
Products/Services: 68,95,100,104,36

Fluke Networks (A)
425-446-4519
www.flukenetworks.com
Products/Services: 36,38,39,40,46

Forum Communications International (A, D)
972-680-0700 x1581
www.forum-com.com
Products/Services: 49,50,52,67
Other: Emergency Response/Collaboration

Freeway Communications (B, E)
213-225-2200 x101
freeway.com
Products/Services: 59,104,134,115,29

Futuristic Infosystems, Inc. (B, D)
877-577-5779
www.efuturistic.com
Products/Services: 70,72,121,125,33

Fuze Digital Solutions (C, D)
425-649-1246
www.fuze.com
Products/Services: 119,47

G

Gallery IP Telephony (A, D)
972 9 7486787
www.g-ipt.com
Products/Services: 59,63,65,104,123

General Telecom (D)
646-328-5800
www.gentel.net
Products/Services: 62,123,38
Other: Full-Service TDM And IP Network Management Solutions Provider

GeoTel Communication Services, Inc. (B)
805-650-6884
www.egeotel.com
Products/Services: 111,113,115,116
Other: Wholesale Voice termination services, TDM (SS7/ ISDN) or VoIP (SIP, H.323)

GL Communications, Inc. (D)
301-670-4784 x114
www.gl.com
Products/Services: 24,25,26,27,28

Global Crossing (B)
585-255-1679
www.globalcrossing.com
Products/Services: 49,50,61, 113,35

GlobalTouch Telecom (B)
800-254-3107
www.globaltouchtelecom.com

GM Voices, Inc. (B, D)
770-752-4500
www.gmvoices.com
Products/Services: 69,123,125,113
Other: Voice Branding, Speech Recognition, International Telephony, Corporate Storytelling

GN US Inc (A)
603-598-1100
www.jabra.com
Products/Services: 74

GoHigh Data Networks Technology Co., Ltd. (A)
+8610-62302956
www.datangnetwork.com
Products/Services: 84,96,97,104
Other: ATA

GoSolutions (D)
727-821-6565
gosolutions.com
Products/Services: 50,58,63,68,69

gr8fone.net (B, D)
919898008655
gr8fone.net
Products/Services: 58,61,113, 115,46

Grandstream Networks, Inc. (A)
617-566-9300
www.grandstream.com
Products/Services: 23,93,94,96,97

Grapevine Telephone Network Solutions (A)
847-317-0700 x219
www.grapevinephone.com
Products/Services: 63,68,93, 108,79

GRNVoIP (E)
212-803-1746 x246
www.grnvoip.com
Products/Services: 62,72,113

H

HBF/ 911 Services (D)
512-481-0911
www.hbfgroup.com
Products/Services: 911

HEAD acoustics GmbH (A, D)
+49-2407-5770
www.head-acoustics.de
Products/Services: 24,25,27,28,128

Hermon Labs (A)
972-4-628-8001
www.hermonlabs.com
Products/Services: 25,27,28,129

Hewlett-Packard Company (A)
281-370-0670
www.hp.com/go/infrastructure
Products/Services: 14

High 5 Software (C)
360-393-3000
www.high5software.com
Products/Services: 129
Other: Service Management Software

High Tech High Touch Solutions, Inc. (B)
425-398-9292
www.HTHTS.com
Products/Services: 128,129,134
Other: Help Desk , Call Center & Cust. Sprt. Conferences & Services (Gov. and Private)

HighDeal, Inc. (C)
212-332-2154
www.highdeal.com
Products/Services: 129,29,39
Other: Pricing Strategy Tools

I

I.S. Associates, Inc. (C, D)
800-583-3440 x142
www.isassoc.com
Products/Services: 51,119,29, 39,47

i3 Networks (B)
281-500-8510
www.i3net.us
Products/Services: 911,59,68, 120,123

Ingate Systems (A)
603-883-6569
www.ingate.com
Products/Services: 23,90,93,41
Other: SIP Firewalls and SIParators, NAT traversal, remote connectivity, SIP Trunking

Intec Telecom Systems (C)
404-705-2800 x2982
www.intecbilling.com
Products/Services: 29,39

Intelemedia Communications, Inc. (B, D)
800-300-2150
www.intelemedia.com
Products/Services: 70,72,31,33
Other: Virtual IVR

IntelePeer (B, D)
650-525-9200
www.intelepeer.com
Products/Services: 62,20,118,38

IntelliNet Technologies, Inc. (C, D)
321-726-0686 x284
www.intellinet-tech.com
Products/Services: 20,105,44,75,77

Interaction Metrics (B)
503-345-9437 x01
www.InteractionMetrics.com
Products/Services: 128,40,42,43

Interactive Intelligence Inc. (C)
317-872-3000 x3
www.ININ.com
Products/Services: 63,68,70,93,95

Interactive Networks (B, C)
1-866-436-1128 x113
www.interactiveni.com
Products/Services: 50,128,129,120,37

InterEdge Technologies, LLC (A)
727-536-2700
www.inter-edge.com
Products/Services: 92,94,96,79
Other: Dial-Up VoIP Adapter, Analog Telephone Adapters, VoIP Encryption Server.

International Merchant Solutions (B)
800-313-2265 x105
www.officialims.com
Other: Credit Card Processing for Telephone Industry

International Systems Research Co. (C, D)
650-570-6960
www.isrus.com
Products/Services: 23,134,30,78,79

Intertex Data (A)
508-385-6335
intertexdata.com
Products/Services: 8,90,94,95,103

Intuitive Voice Technology (C, E)
602-249-5750
www.IntuitiveVoice.com
Products/Services: 65,68,7,23,95

Invores Systems, Inc. (B, D)
888-817-1860
www.invores.com
Products/Services: 69,23,119,123,125

ipDialog, Inc. (A)
408-830-0800
www.ipdialog.com
Products/Services: 23,323,,74

IPitomy Communications (A, E)
941-306-2200
www.ipitomy.com
Products/Services: 94,96,95,103

IQ Services (B)
612-243-5124
www.iq-services.com
Products/Services: 25,27,28

Irdeto (A)
425-497-2800
www.irdeto.com
Products/Services: 41

ISI Telemanagement Solutions, Inc. (D)
847-592-3278
www.isi-info.com
Products/Services: 128,29,74,75
Other: IP Network Assessment and Business Case

Alphabetical Listings

KEY
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ISN (B)
541152520072 x1758
www.isncom.com
Products/Services: 51,131,111,114

IVR Technologies, Inc. (C)
213-634-1522
www.ivr.com
Products/Services: 51,55,63,64,29

Ixia (A, C)
818-871-1800
www.ixiacom.com
Products/Services: 25,27,28,40
Other: IP Network Testing

J

JDSU (A)
866-228-3762
www.jdsu.com
Products/Services: 25,27,28,38,40

Junction Networks
215-701-3050
www.junctionnetworks.com
Products/Services: 57,59,63,65,121

K

Kontron AG (A)
+49 81-65 77 0
www.kontron.com
Products/Services:
66,136,135,137,138

KUKA Real-Time Products (D)
714-505-1485
kuka-rtosusa.com
Products/Services: 18

L

Level 3 Communications (B)
877-2LE-VEL3
www.Level3.com
Products/Services:
911,66,111,113,116

LumenVox LLC (C)
877-977-0707 xSales
www.LumenVox.com
Products/Services: 129,119,125

M

M5 Networks (B)
877-88-GET-M5
www.m5net.com
Products/Services: 59,95,123,115,36

M5T (A, D)
819-829-3972
www.m5t.com
Products/Services: 19,20,22,23,96

Majorpower Corporation (A)
919-563-6610
www.majorpower.com
Products/Services: 14
Other: Inverters, DC Chargers, DC Power Supplies

Mavenir Systems (A, D)
469-916-4393
www.mavenir.com
Products/Services: 62,63,23,82,79

MediaRing (B, D)
408-962-1251
www.mediaring.com
Products/Services:
55,64,123,115,117

Mediatrix Telecom, Inc. (A, D)
819-829-8749
www.mediatrix.com
Products/Services: 23,84,92,94,36

MERA Systems, Inc. (A, C)
866-644-3051 x5973
www.mera-systems.com
Products/Services: 84,95,104
Other: Session Border Controller

Meru Networks (A)
408-215-5357
www.merunetworks.com
Products/Services: 80
Other: WLAN Access Points, WLAN Controllers, Radio Switch family

Mindspeed Technologies, Inc. (D)
949-579-3650
www.mindspeed.com
Products/Services: 5,45,46,79
Other: Comcerto carrier-class VoIP processing solutions

Mitel Networks (A, D)
613-592-2122 x2188
www.mitel.com
Products/Services: 50,68,70,96,95

Multi-Tech Systems, Inc. (A)
800-328-9717 x5178
www.multitech.com
Products/Services: 12,8,94,103,77

N

National Quality Assurance, USA (B)
800-649-5289
nqa-usa.com
Products/Services: 40

National Technical Systems Inc (D)
800-270-2516
www.ntscorp.com
Products/Services: 27,28,40
Other: Testing Services

Natural Convergence (C, D)
613-280-2000
www.naturalconvergence.com
Products/Services: 59,21,82,119
Other: Hosted VoIP Applications Software, Channel Marketing Program

NEC Unified Solutions, Inc. (D)
214-262-6384
www.necunifiedsolutions.com
Products/Services: 68,96,95,134,80

NeoPhonetics (C, D)
708-468-4800
www.neophonetics.com
Products/Services: 911,50,68,28,95

Netcordia (A)
415-389-1409
www.netcordia.com
Products/Services: 38

Network General Corporation (A)
972-713-4419
www.networkgeneral.com
Products/Services: 28,38
Other: Application Performance Monitoring and Management

Network Instruments (A, C)
952-932-9899
www.networkinstruments.com
Products/Services: 25,28,38,80

New Global Telecom (D)
303-278-0700
www.ngt.com
Products/Services: 123,113,38
Other: Comprehensive Private Label VoIP for Service Providers

Newport Networks Limited (A)
+44 (0) 1291 635700
www.newport-networks.com
Products/Services: 59,62,23,131
Other: Session Border Controller

NextCentra Integrated Communications Solutions (C, E)
(786) 206-1393
www.nextcentra.com
Products/Services: 128,31,42

NexTone Communications (C, D)
240-912-3141
www.nextone.com
Products/Services: 104,38,40
Other: Session Border Control

NMS Communications (A, D)
800-533-6120
www.nmscommunications.com
Products/Services: 1,2,7,20,44

Noble Systems Corporation (C)
888-866-2538 x300
www.noblesys.com
Products/Services: 70,72,37

Nordia inc. (D)
888-858-2166 x5272
www.nordia
Products/Services: 70,32,37,79
Other: Customer care services (out-sourcing)

NTRglobal (B, C)
214-615-7542
www.ntrsupport.com
Other: Remote support and remote access solutions

Nuvio (B)
816-444-4422
www.nuvio.com
Products/Services: 59,63,68,123,113

O

Omnicor (A, E)
650-572-0122 x112
www.omnicor.biz
Products/Services: 24,25,130,38

Omnitron Systems (A)
949-250-6510
www.omnitron-systems.com
Products/Services: 88,92
Other: Network Interface Devices and Media Converters

On2 Technologies, Inc. (C)
518-724-3872
on2.com
Products/Services: 16
Other: Video for VoIP

One Stop Systems (A, D)
760-745-9883
www.onestopsystems.com
Products/Services: 136,135,11,137,4

OPC Marketing, Inc. (A, C)
972-267-3279 x202
www.opc-marketing.com
Products/Services: 20,87,89,121,119

OpenVox Communication Co., Ltd (A)
+86-755-83410091 x608
www.openvox.com.cn
Products/Services: 7,87,93,95,100

OPTICOM GmbH (D)
+499131530200
www.opticom.de
Products/Services: 25,27,28,40

Optima EPS (A)
510-490-7388 x516
www.elma.com
Products/Services: 135,138
Other: Electronic Packaging Solutions

Ortronics/Legrand (A)
800-934-5432
www.ortronics.com
Products/Services: 80
Other: Copper and Fiber Structured Cabling Systems

OutPost Sentinel (B, C)
678-867-9957
www.outpostsentinel.com
Products/Services: 102,31,38,40
Other: Voice and Data Monitoring & Maintenance

P

PacketStorm Communications (A)
732-254-2434 x206
www.packetstorm.com
Products/Services: 24,25,27,28

Pactolus Communications Software (C)
508-616-0900
www.Pactolus.com
Products/Services: 50,64,68,82,42

Para Systems / Minuteman UPS (A)
972-446-7363 x240
www.minutemanups.com
Other: Uninterruptible Power Supply (UPS) Systems

Parwan Electronics Corporation (C)
732-290-1900 x226
www.voicesaver.com
Products/Services: 63,68,119,29,44

pbxnsip inc. (A)
978-746-2777 x111
www.pbxnsip.com
Products/Services: 20,93,95

PhoenixSoft, Inc. (C, D)
602-788-6100
www.phoenixsoft.com
Products/Services: 64,106,104,29,47

Pipeline Telecom Inc. (B, D)
321-409-9971 x11
www.pipelinetelecom.com
Products/Services: 55,64,65,113,74

Power Systems Direct, Inc. (A, E)
678-226-4300 x114
www.powersystemsdirect.com
Products/Services: 65,96,95,100,133

prairieFyre Software (C)
613-599-0045
www.prairiefyre.com
Products/Services: 70,72,129,33,37

PremCom Canada (E)
416-979-2130
www.premcom.com
Products/Services: 96,95,108,36

Prosodie Interactive (B, D)
954-671-6588
www.prosodieinteractive.com
Products/Services: 68,70,121,123
Other: Interactive Voice Repsonse (IVR)

Psytechnics (C, D)
603-427-6500
www.psytechnics.com
Products/Services: 26,27,28,40

Quickcomm Software

Solutions, Inc. (C, D)
646-708-8500
www.quickcomm.com
Other: Telecom Expense Management

Quintrex Data Systems Corp. (C, D)
319-363-5508
www.quintrex.com
Products/Services: 29,39

QUINTUM
The Perfect Fit

Quintum Technologies, Inc. (A)
732-460-9000 x238
www.quintum.com
Products/Services: 58,91,94,97
Quintum Tenors are The Perfect Fit for business VoIP applications. Quintum's expertise is at the edge of the enterprise network, supporting multi-site businesses, like banking, and hospitality, and for Service providers who are deploying VoIP-based services to businesses requiring customer premises equipment, like SIP trunking, IP Centrex, and hosted call centers.
Quintum Tenors support traditional PBXs and VoIP-based applications, offering real-time, seamless communication between the legacy world, including the Public Switched Telephone Network (PSTN), analog phones and systems, and traditional PBXs to simplify integration of an existing telephony infrastructure with newer unified communication networks.

R.J. Enterprises (A)
212-557-7251
www.rj-enterprises.com
Products/Services: 12,9,99
Other: High Speed Computer Networking Devises--Cat.5/5e/6/6A Jack/Patch Panel etc.

RAD Data Communications, Inc. (A)
201-529-1100 x330
www.radusa.com
Products/Services: 86,88,92,107
Other: Ethernet

RADCOM, Ltd. (A, D)
201-518-0033 x320
www.RADCOM.com
Products/Services: 24,25,27,28,43

RADirect (A, E)
201-512-9697
www.rad-direct.com
Products/Services: 81,84,88,103,107

RadiSys Corporation (A, D)
800-950-0044
www.radisys.com

Raketu Communications Inc. (B, C)
832-239-8527
www.Raketu.com
Products/Services: 49,50,66,68,79

Recollect Recording, LLC (C, D)
972-377-9074
www.RecollectRecording.com
Products/Services: 22,23
Other: Call Recording

Redwood Technologies Limited (A)
+44 1344 304 344
www.redwoodtech.com
Products/Services: 97,101,104,29,31

Reef Point Systems (A)
781-505-8300
www.reefpoint.com
Products/Services: 84,40,41

Rhino Equipment Corp. (A)
480-940-1826 x6311
www.rhinoequipment.com
Products/Services: 87,94,95,100
Other: Channelbanks

Robins Consulting Group (RCG)
718-548-7245
www.robinsconsult.com
Products/Services: 128
Other: Marketing Services

Rodopi Software (C)
858-882-0900
www.rodopi.com
Products/Services: 51,29,38,39
Other: Web-enabled integrated billing and provisioning

S & G Capital LLC (B)
520-495-5099
s-gcapital.com
Other: commercial collection agency

Salesboom.com (B, D)
902-446-4857
www.salesboom.com
Products/Services: 51,29,47
Other: CRM

Samsung BCS (A, D)
972-761-7000
www.samsung.com/bcs
Products/Services: 95,100,108,31,78

SAS Institute (D)
919-677-8000
www.sas.com
Products/Services: 119
Other: Business Intelligence, CRM, Analytics

Scannex (A, B)
866-428-3337
www.scannex.com
Products/Services: 8,29,36
Other: Data Collection Devices

Seawolf Technologies, Inc. (B, D)
516-393-2150 x230
www.seawolftech.com
Products/Services: 64,104,116,117,29

Sennheiser Communications (A)
877-736-6434 x152
sennheiserusa.com
Products/Services: 13
Other: Telephone headsets, PC/IP headsets, Wireless headsets, Bluetooth Mobile headsets

Server Technology Inc. (A)
800-835-1515
servertech.com
Products/Services: 3,14
Other: Power Distribution Units

serVonic (C)
+49 8142 4799 x12
www.servonic.com
Products/Services: 53,54,68,119,31

Siemens Communications (B)
800-765-6123
www.communications.usa.siemens.com/home.html
Products/Services: 62,68,23,104,120

Siemens Information & Communication Networks (C, D)
800-765-6123
communications.usa.siemens.com
Products/Services: 49,59,95,30,36

Simicomm (C, D)
608-807-4047 x104
www.simicomm.com
Products/Services: 119,30,36,40,44

SinglePipe Communications (B, D)
859-721-4200
www.singlepipecom.com
Products/Services: 84,111,45

Sipera Systems (A)
214-206-3210
www.sipera.com
Products/Services: 71,28,90,41

Skip2PBX (Skype Gateway) (C)
0039-075-5011664
www.skip2pbx.com
Products/Services: 72,20,23,94,119

SMART NETWORK SOLUTIONS (D, E)
305-808-7361
www.smartisvoip.com
Products/Services: 104,130,134,29
Other: Integration of projects in IP communications

snom technology AG (A)
978-686-1531
www.snom.com
Products/Services: 23,96,41,74
Other: Manufacturer SIP VoIP Phones

Softel Communications Inc (C, D)
877-525-1987
www.softel.com
Products/Services: 69,72,20,83,129

Solegy LLC (C, D)
212-801-2506
www.solegy.com
Products/Services: 20,106,104,123,29

solution4voip (B, D)
92217019454
www.solution4voip.com
Products/Services: 55,23,121,123,115

Spanlink Communications (C, D)
763-971-2000
www.spanlink.com
Products/Services: 70,95,129,134,31

Speakeasy (B, D)
206-971-5123
www.speakeasy.net
Products/Services: 59,65,114,45,46

SpectraLink (A, D)
303-583-5342
www.spectralink.com
Products/Services: 96,110,74,79

Sphere Communications Inc. (C, D)
847-793-9600 x300
www.spherecom.com
Products/Services: 23,100,104,36
Other: IP PBX & Unified Communications

Spirent Communications (A)
800-927-2660
spirentcom.com
Products/Services: 24,25,27,28,40

SPIRIT (C, D)
1 408 540-6033
www.spiritdsp.com
Products/Services: 61,16,17,37,79

StarTek (D)
303-262-4548
www.StarTek.com
Products/Services: 64,72,31,32

Sterling Commerce (B)
786-423-7436
www.sterlingcommerce.com
Products/Services: 118,39

Stratus Technologies (A, D)
978-461-7619
stratustelecom.com
Products/Services: 3,82,105,104,45

Surf Communication Solutions (C, D)
866-644-3379
www.surf-com.com
Products/Services: 136,1,2,5,6

Swift-Cor Precision, Inc. (A)
310-354-1200
swiftcor.com
Other: Cabinets with electro-mechanical interface

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***** ONLINE BUYERS' GUIDE *****

Sylantro (C, D)
408-626-3049
www.sylantro.com
Products/Services: 59,106,104,36
Other: Application Feature Server

Syntellect (D)
800-788-9733
www.syntellect.com
Products/Services: 70,72,23,125,31

SysMaster Corporation (A, D)
877-900-3993
www.sysmaster.com
Products/Services: 66,94,95,29
Other: VoIP, IPTV, WiFi Solutions

System Engineering International (A)
301-694-9601 x214
www.seipower.com
Products/Services: 14
Other: Mid Span Power over Ethernet

Sytel Limited (C, D)
+441296381200
www.sytelco.com
Products/Services: 70,20,23,95,119

T

TalkSwitch (A)
888-332-9322 x111
www.talkswitch.com
Products/Services: 23,96,95,100
Other: Telephone Handsets

Tango Networks (C, D)
972-301-9300
www.tango-networks.com
Products/Services: 93
Other: Fixed-Mobile Convergence

Target Distributing (A, E)
800-873-5528
www.targetd.com
Products/Services: 13,10,93,94,130

TARGUSinfo (B, D)
703-272-6215
www.targusinfo.com
Products/Services: 62,121,32
Other: Marketing services

Taridium (C, D)
212-461-1600
taridium.com
Products/Services: 51,59,23,95,134

Tekelec (A)
888-628-5521
www.tekelec.com
Products/Services: 59,82,97,105,104

TEKNO TELECOM, L.L.C.

Tekno Telecom LLC (A)
1250 Shore Rd.,
Naperville, IL 60563
Contact: Sam Galler
630-579-9800 x203
www.teknotelecom.com
sgaller@teknotelecom.com
Products/Services:
28,29,38,40,44

Tekno's patented approach provides real-time network intelligence for Inter-Carrier Billing, Quality of Service, Fraud, Troubleshooting, Call/Session Tracing, Protocol Analysis, Billing, Revenue Assurance, Security, Surveillance, Roaming Analysis, Maintenance, and Traffic/Capacity Analysis for the wireline, wireless and next-generation networks. Tekno's unique approach treats SIP, Sigtran, SS7 and IMS topologies in a synergistic and integrated fashion that analyzes each topology and how they interact to/from each other in terms of Performance, Quality of Experience, Interoperability, and Revenue Generating/ Effecting aspects.

Telacquire Marketing Group Inc. (B)
604-677-7780
www.telacquire.com
Products/Services: 128,133

Telanetix (A)
858-362-2250
www.telanetix.com
Products/Services: 50,61,10,40
Other: Telepresence

Telchemy, Incorporated (C, D)
678-387-3000 x108
www.telchemy.com
Products/Services: 38,39,40,43
Other: VoIP/IPTV Performance Monitoring & Measurement

Telco Systems, a BATM Company (A)
800-221-2849 x2250
www.telco.com
Products/Services: 81,88,92,107
Other: VoIP Gateway,VoIP IAD, VDSL, IP/Ethernet Switches / Demarc, TDM, Fiber Transport

TeleBright (C, D)
888-519-1472
www.telebright.com
Products/Services: 20,128,38,75,76

TELECO, Inc. (D, E)
864-297-4401 x2216
www.teleco.com
Products/Services:
95,130,131,133,79

TeleCommunication Systems, Inc. (TCS) (B, C)
410-295-1865
www.telecomsys.com
Products/Services: 911,75,76,78,79

Teleformix (B, D)
847-472-5300
www.teleformix.com
Products/Services: 118

Telenity (C)
203-445-2000 x2019
telenity.com
Products/Services: 68,42,75,76
Other: Service Delivery Platform

Telerx (B, D)
800-2TE-LERX
www.telerx.com
Other: CRM Customer Relationship Management

TeleSoft International, Inc. (C, D)
512-373-4324
Products/Services: 23,92,93,94,96

TeleVoce Inc (C, D)
408-627-4044
www.televoce.com
Products/Services: 49,55,65,20,129

Telkonet, Inc. (A, D)
240-912-1800
www.telkonet.com
Products/Services: 118

TELL/COM RECRUITERS (D)
407-566-2005 x102
www.tellcom.com
Other: Recruitment

Tellabs (A)
630-798-8800
www.tellabs.com
Products/Services: 88,92,103,108
Other: Optical Transport Systems, Digital Cross-Connects, Multiservice Routers, GPON

Telmar Network Technology (A, E)
866-835-6276
www.telmarnt.com
Products/Services:
101,103,107,108,110

TelStrat (C)
972-543-3500
www.TelStrat.com
Products/Services: 67,70,102,36
Other: VoIP Call Recording/Logging

Teltronics, Inc. (A, D)
941-753-5000 x7315
www.teltronics.com
Products/Services: 50,68,72,96,95

The Rankin Group, Ltd. (B)
714-832-4100
rankin-group.com
Products/Services: 128

The Telecom Directory (B, D)
404-797-6633
www.TheTelecomDirectory.com
Products/Services:
128,111,113,114,115

TiVi (C, D)
+371 7881005
www.tivi.com
Products/Services: 66,23,77,79
Other: VoIP on smartphones (Symbian and Windows Mobile) over 3G, EV-DO, GPRS and WiFi

Tone Software Corporation (C)
714-991-9460
www.tonesoft.com
Products/Services: 27,119,38,40,43

Toshiba America Information Systems, Telecom Systems Div. (A)
949-583-3700
www.telecom.toshiba.com
Products/Services: 68,10,96,95
Other: Wireless IP Phones, FeatureFlex, digital phones, softphones, Client Software

TOUBATEL (A, B)
+33172100204
www.toubatel.com
Products/Services: 50,56,59,125

TransNexus (C)
404-526-6060
www.transnexus.com
Products/Services: 62,104,127,29,39

Transtector Systems
800-882-9110
www.transtector.com
Other: surge protection

Trenton Technology, Inc. (A, D)
770-287-3100
www.TrentonTechnology.com
Products/Services: 3,4,139
Other: Backplanes, Single Board Computers, CompactPCI

Trinity Convergence (C)
919-433-7000
www.trinityconvergence.com
Products/Services: 16,17,18,20,23

TriVium Systems, Inc (C, D)
877-439-9338 x320
www.triviumsys.com
Products/Services: 65,23,29,40
Other: Call Accounting, Call Recording, Traffic Analysis

Truphone (B)
07624005631
www.truphone.com
Products/Services: 51,55,131, 115,79

Truphone (B)
+44 1732 864310
www.truphone.com
Products/Services: 63,115,116,117
Other: Converged Mobile VoIP

U4EA Technologies (A, C)
+441173736758

U

www.u4eatech.com
Products/Services: 88,92,97,103,40

UCN, Inc. (B)
888-UCN-0002
www.ucn.net
Products/Services: 70,72,121, 31,33

Unibill (C, D)
337-421-6224
www.unibill.com
Products/Services: 29

Unicoi Systems, Inc. (C)
678-208-2250 x302
www.unicoi.com
Products/Services: 23,37,45,46
Other: VoIP Gateway/TA, IP Phone, & IP Media Reference Designs

Upstream Works Software (C)
905-660-0969 x365
Products/Services: 72,31,37
Other: call center metrics and analytics

Userful (A, B)
866-873-7385
www.userful.com/?tmcbg
Products/Services: 72,3,23,134
Other: Managed Desktops

V

Valid8.com, Inc. (C, D)
781-938-1221
www.valid8.com
Products/Services: 22,23,24,28

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VanAccess (A, E)
86 755 2605 4346 x803
www.vanaccess.com
Products/Services: 93,94,96,95,29

VegaStream (A)
613-489-0569
www.vegastream.com
Products/Services: 58,62,67,94,126

Veraz Networks (A, D)
408-750-9400
www.veraznetworks.com
Products/Services: 19,23,82,84,104

Vertical Communications (A, D)
877-VER-TICA x2
www.vertical.com
Products/Services: 82,87,96,95,100

ViaTalk, LLC. (B, E)
518-631-2360
vtwhite.com
Products/Services: 94,133,45,46
Other: Wholesale/Private Label VoIP Resale

Virtual Hold Technology (D)
330-670-2280
www.virtualhold.com
Products/Services: 55,56,72,119
Other: Virtual Queuing Solution

Visionael Corporation (D)
650-470-8920
www.visionael.com/index.html
Products/Services: 29,38,39

Vital Voice & Data (A, D)
888-558-8855 x301
vitalvoiceanddata.com
Products/Services:
61,63,128,131,132

VLR Communications (A, E)
800-369-8273
www.vlrcommunications.com
Products/Services: 133,31,41
Other: Voice Recording

VOCALCOM (C, D)
514-733-6444 x204
www.vocalcom.com
Products/Services: 70,7,95,104,31

VoEX, Inc. (B, D)
650-525-9200 x2101
www.voex.com
Products/Services:
62,131,123,113,116

Voice Teleservices (B)
207-699-2484
www.voiceteleservices.com
Products/Services: 128

Voiceboard Corporation (A)
805-389-3100 x1245
www.voiceboard.com
Products/Services: 2,137,6,94,97

VoiceStamps.com (B, D)
469-272-4688 x1
www.voicestamps.com
Products/Services: 69,123,117,29
Other: Call Recording, Verbal Contracts, TPV, Pay by Phone

VoIP.com (B)
800-879-8647
www.voip.com/
Other: Residential & Business VOIP Service Provider

Voiplink (A, E)
866-987-8647
www.voiplink.com
Products/Services:
7,94,23,323,,95,79

VoSKY (A, D)
866-341-3285
www.vosky.com
Products/Services: 62,12,36

VoX Communications (B)
813-217-9777
www.voxcorp.net
Products/Services: 104,113,45,46
Other: Residential and Business VoIP

VPI (Voice Print International) (C, D)
800-200-5430
www.VPI-corp.com
Other: VoIP interactions recording solutions

VPI (Voice Print International) (C, D)
800-200-5430
www.VPI-corp.com
Other: VoIP Recording Solutions

W

WiChorus
408-435-0777
www.wichorus.com
Other: Access Service Network (ASN) Gateway

WildPackets (C)
925-937-3200
www.wildpackets.com
Products/Services: 27,28,38,80
Other: Distributed Network Analysis Solutions

WIN Enterprises (A)
978-688-2000 x23
www.win-ent.com
Products/Services: 95

Witness Systems (C, D)
770-754-8651
www.witness.com
Products/Services: 72,40,47
Other: IP Recording

X

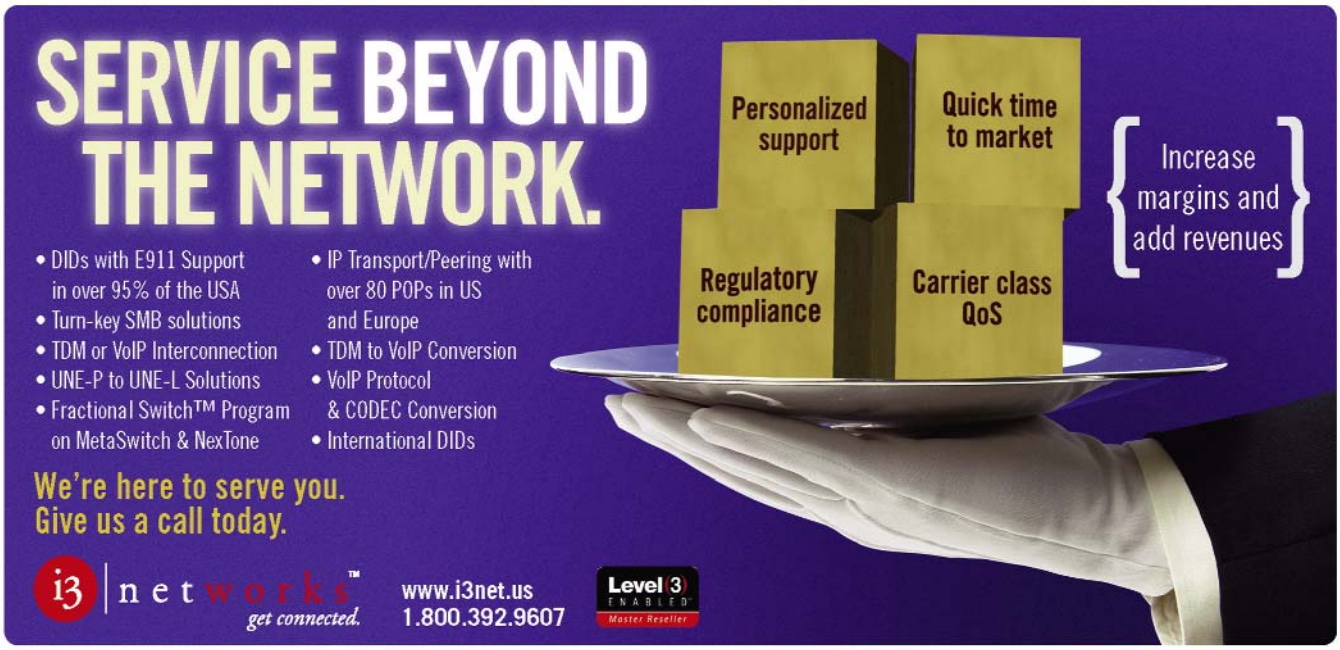
Xceed (B)
+2 02 3776 3000
www.xceedcc.com
Products/Services: 67

XCONNECT (D)
1 914 467 5227
www.xconnect.net
Products/Services: 127,131
Other: ENUM and VoIP Peering

XO Communications (B)
800-474-1763
www.XO.com
Products/Services: 111,113

Z

Zoom Technologies, Inc. (A, B)
617-535-9383
www.zoom.com
Products/Services: 7,8,93,96
Other: Analog Telephone Adapters



Packet8
Internet Phone Service

Join the Packet8 VoIP Services Community!

VoIP Services For SMB & Residential

Whether you are a start up or an established company, a one-person business or an organization of 100 employees, a VoIP-hosted phone solution with a lower TCO, reduced complexity and more advanced communication features is the obvious and smart choice.

But, one size does NOT fit all! As such, TMCnet has joined together with one of the industry's leading IP communications service providers, 8x8, Inc., originator of Packet8 Internet Phone Service, to educate the business and residential communities on the advantages and efficiencies of VoIP-hosted phone service.

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voipservices.tmcnet.com

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HARDWARE

1. Boards Video Conferencing

NMS Communications
800-533-6120
www.nmscommunications.com

Surf Communication Solutions
866-644-3379
www.surf-com.com

2. Boards Voice/Fax

Aculab
781-433-6000
www.aculab.com

Ai-Logix, Inc
732-469-0880
www.audiocodes.com/blades

AMTELCO
608-838-4194
www.amtelco.com

AMTELCO XDS
800-356-9224
xds.amtelco.com

AudioCodes
408-441-1175
www.audiocodes.com

Commetrex
770-449-7775 x320
www.commetrex.com

Digium, Inc.
256-428-6000
www.digium.com

NMS Communications
800-533-6120
www.nmscommunications.com

Surf Communication Solutions
866-644-3379
www.surf-com.com

Voiceboard Corporation
805-389-3100 x1245
www.voiceboard.com

3. Computers/Fault Tolerant/NEBS

Arlinx, Inc.
954-344-7665
www.arlinx.com

CEPOINT Networks, LLC.
603-883-7979
www.cepoint.com
(See our enhanced listing in the alphabetical section.)

Crystal Group Inc.
319-378-1636
www.crystalpc.com

Diversified Technology
800-443-2667
www.dtims.com

Server Technology Inc.
800-835-1515
servertech.com

Stratus Technologies
978-461-7619
stratustelecom.com

Trenton Technology, Inc.
770-287-3100
www.TrentonTechnology.com

Userful
866-873-7385
www.userful.com/?tmcbg

4. Computers/Industrial

CEPOINT Networks, LLC.
603-883-7979
www.cepoint.com
(See our enhanced listing in the alphabetical section.)

Crystal Group Inc.
319-378-1636
www.crystalpc.com

Diversified Technology
800-443-2667
www.dtims.com

One Stop Systems
760-745-9883
www.onestopsystems.com

Trenton Technology, Inc.
770-287-3100
www.TrentonTechnology.com

5. DSP Chips

Mindspeed Technologies, Inc.
949-579-3650
www.mindspeed.com

Surf Communication Solutions
866-644-3379
www.surf-com.com

6. DSP Resource Boards

Aculab
781-433-6000
www.aculab.com

Ai-Logix, Inc
732-469-0880
www.audiocodes.com/blades

AMTELCO
608-838-4194
www.amtelco.com

AMTELCO XDS
800-356-9224
xds.amtelco.com

CompactPCI & AdvancedTCA Systems
586-415-6500
www.compactpci-systems.com

Surf Communication Solutions
866-644-3379
www.surf-com.com

Voiceboard Corporation
805-389-3100 x1245
www.voiceboard.com

7. Internet Telephony Boards

Aculab
781-433-6000
www.aculab.com

Ai-Logix, Inc
732-469-0880
www.audiocodes.com/blades

AMTELCO
608-838-4194
www.amtelco.com

AMTELCO XDS
800-356-9224
xds.amtelco.com

AudioCodes
408-441-1175
www.audiocodes.com

Intuitive Voice Technology
602-249-5750
www.IntuitiveVoice.com

NMS Communications
800-533-6120
www.nmscommunications.com

OpenVox Communication Co., Ltd
+86-755-83410091 x608
www.openvox.com.cn

VOCALCOM
514-733-6444 x204
www.vocalcom.com

Voiplink
866-987-8647
www.voiplink.com

Zoom Technologies, Inc.
617-535-9383
www.zoom.com

8. Modems

Intertex Data
508-385-6335
intertexdata.com

Multi-Tech Systems, Inc.
800-328-9717 x5178
www.multitech.com

See the INDEX Located on pages 44-45.

Scannex
866-428-3337
www.scannex.com

Zoom Technologies, Inc.
617-535-9383
www.zoom.com

9. Network Interface Cards

Adax
510-548-7047 x182
www.adax.com

R.J. Enterprises
212-557-7251
www.rj-enterprises.com

10. Video Conferencing Equipment

Target Distributing
800-873-5528
www.targetd.com

Telanetix
858-362-2250
www.telanetix.com

Toshiba America Information Systems, Telecom Systems Div.
949-583-3700
www.telecom.toshiba.com

11. Chassis/Enclosures

Bustronic Corporation
510-490-7388
www.bustronic.com

CEPOINT Networks, LLC.
603-883-7979
www.cepoint.com
(See our enhanced listing in the alphabetical section.)

CompactPCI & AdvancedTCA Systems
586-415-6500
www.compactpci-systems.com

Crystal Group Inc.
319-378-1636
www.crystalpc.com

Diversified Technology
800-443-2667
www.dtims.com

Elma Electronic
510-490-7388 x516
www.elma.com

One Stop Systems
760-745-9883
www.onestopsystems.com

12. Computer-less IP Telephony Devices

Multi-Tech Systems, Inc.
800-328-9717 x5178
www.multitech.com

R.J. Enterprises
212-557-7251
www.rj-enterprises.com

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VoSKY
866-341-3285
www.vosky.com

13. Multimedia Headsets/Phonesets

Sennheiser Communications
877-736-6434 x152
sennheiserusa.com

Target Distributing
800-873-5528
www.targetd.com

14. UPS/Power Protection/Management

Hewlett-Packard Company
281-370-0670
www.hp.com/go/infrastructure

Majorpower Corporation
919-563-6610
www.majorpower.com

Server Technology Inc.
800-835-1515
servertech.com

System Engineering International
301-694-9601 x214
www.seipower.com

SOFTWARE

16. Compression Algorithms

Adaptive Digital Technologies, Inc.
610-825-0182
adaptivedigital.com

On2 Technologies, Inc.
518-724-3872
on2.com

SPIRIT
1 408 540-6033
www.spiritdsp.com

Trinity Convergence
919-433-7000
www.trinityconvergence.com

17. Echo Cancellation

Adaptive Digital Technologies, Inc.
610-825-0182
adaptivedigital.com

ClearOne Communications
800-707-6994
www.clearone.com

Commetrex
770-449-7775 x320
www.commetrex.com

Digium, Inc.
256-428-6000
www.digium.com

SPIRIT
1 408 540-6033
www.spiritdsp.com

Trinity Convergence
919-433-7000
www.trinityconvergence.com

18. Embedded Software Tools

Commetrex
770-449-7775 x320
www.commetrex.com

EventHelix.com
240-274-1453
www.EventHelix.com

KUKA Real-Time Products
714-505-1485
kuka-rtosusa.com

Trinity Convergence
919-433-7000
www.trinityconvergence.com

Voiyager
602-798-2702
www.voiyager.com
(See our enhanced listing in the alphabetical section.)

19. H.323 Protocol Stack

M5T
819-829-3972
www.m5t.com

Veraz Networks
408-750-9400
www.veraznetworks.com

20. Internet Telephony API

DiamondWare, Ltd.
480-380-1122
www.dw.com

Eyeball Networks
604-921-5993 x103
www.eyeball.com

IntelePeer
650-525-9200
www.intelepeer.com

IntelliNet Technologies, Inc.
321-726-0686 x284
www.intellinet-tech.com

M5T
819-829-3972
www.m5t.com

NMS Communications
800-533-6120
www.nmscommunications.com

OPC Marketing, Inc.
972-267-3279 x202
www.opc-marketing.com

pbxnsip inc.
978-746-2777 x111
www.pbxnsip.com

Skip2PBX (Skype Gateway)
0039-075-5011664
www.skip2pbx.com

Softel Communications Inc
877-525-1987
www.softel.com

Solegy LLC
212-801-2506
www.solegy.com

Sytel Limited
+441296381200
www.sytelco.com

TeleBright
888-519-1472
www.telebright.com

TeleVoce Inc
408-627-4044
www.televoce.com

Trinity Convergence
919-433-7000
www.trinityconvergence.com

21. Java/Java Telephony

BEA Systems Inc.
408-570-8701
www.bea.com/wlcom

EchoMail Inc
617-354-8585
www.EchoMail.com

Natural Convergence
613-280-2000
www.naturalconvergence.com

22. MGCP/MEGACO

Continuous Computing
858-882-8800
www.ccpu.com

M5T
819-829-3972
www.m5t.com

Recollect Recording, LLC
972-377-9074
www.RecollectRecording.com

Valid8.com, Inc.
781-938-1221
www.valid8.com

23. SIP

3CX
+35722444032
www.3cx.com

Aastra Intecom
800-468-3266
www.aastraintecom.com

Aculab
781-433-6000
www.aculab.com

Alcatel
800-995-2612
www.alcatel.com

BEA Systems Inc.
408-570-8701
www.bea.com/wlcom

CITEL Technologies
877-248-3587 xsales
www.citel.com

Commetrex
770-449-7775 x320
www.commetrex.com

CommuniGate Systems
415-383-7164 x208
www.communigate.com

Continuous Computing
858-882-8800
www.ccpu.com

Dialexia Communications Inc.
514-693-8500 x214
www.dialexia.com

Eyeball Networks
604-921-5993 x103
www.eyeball.com

Grandstream Networks, Inc.
617-566-9300
www.grandstream.com

Ingate Systems
603-883-6569
www.ingate.com

International Systems Research Co.
650-570-6960
www.isrus.com

Intuitive Voice Technology
602-249-5750
www.IntuitiveVoice.com

Invores Systems, Inc.
888-817-1860
www.invores.com

M5T
819-829-3972
www.m5t.com

Mavenir Systems
469-916-4393
www.mavenir.com
Mediatrix Telecom, Inc.
819-829-8749
www.mediatrix.com

Newport Networks Limited
+44 (0) 1291 635700
www.newport-networks.com

Recollect Recording, LLC
972-377-9074
www.RecollectRecording.com

Siemens Communications
800-765-6123
www.communications.usa.siemens.com/home.html

Development Tools

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SOFTWARE

Skip2PBX (Skype Gateway)
0039-075-5011664
www.skip2pbx.com

snom technology AG
978-686-1531
www.snom.com

solution4voip
92217019454
www.solution4voip.com

Sphere Communications Inc.
847-793-9600 x300
www.spherecom.com

Syntellect
800-788-9733
www.syntellect.com

Sytel Limited
+441296381200
www.sytelco.com

TalkSwitch
888-332-9322 x111
www.talkswitch.com

Taridium
212-461-1600
taridium.com

TeleSoft International, Inc.
512-373-4324

TiVi
+371 7881005
www.tivi.com

Trinity Convergence
919-433-7000
www.trinityconvergence.com

TriVium Systems, Inc
877-439-9338 x320
www.triviumsys.com

Unicoi Systems, Inc.
678-208-2250 x302
www.unicoi.com

Userful
866-873-7385
www.userful.com/?tmcbg
Valid8.com, Inc.
781-938-1221
www.valid8.com

Veraz Networks
408-750-9400
www.veraznetworks.com

TESTING

24. Simulators

Ameritec Corporation
626-915-5441 x135
www.ameritec.com

Catapult Communications Corporation
650-960-1025
www.catapult.com

Codima Technologies
610-579-9435
www.codimatech.com

GL Communications, Inc.
301-670-4784 x114
www.gl.com

HEAD acoustics GmbH
+49-2407-5770
www.head-acoustics.de

Omnicor
650-572-0122 x112
www.omnicor.biz

PacketStorm Communications
732-254-2434 x206
www.packetstorm.com

RADCOM, Ltd.
201-518-0033 x320
www.RADCOM.com

Spirent Communications
800-927-2660
spirentcom.com

Valid8.com, Inc.
781-938-1221
www.valid8.com

Voiyager
602-798-2702
www.voiyager.com
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25. Testing Hardware

Azimuth Systems
978-263-6610
www.azimuthsystems.com

Catapult Communications Corporation
650-960-1025
www.catapult.com

Empirix
781-266-3324
www.empirix.com

GL Communications, Inc.
301-670-4784 x114
www.gl.com
HEAD acoustics GmbH
+49-2407-5770
www.head-acoustics.de

Hermon Labs
972-4-628-8001
www.hermonlabs.com

IQ Services
612-243-5124
www.iq-services.com

Ixia
818-871-1800
www.ixiacom.com

JDSU
866-228-3762
www.jdsu.com

Network Instruments
952-932-9899
www.networkinstruments.com

Omnicor
650-572-0122 x112
www.omnicor.biz

OPTICOM GmbH
+499131530200
www.opticom.de

PacketStorm Communications
732-254-2434 x206
www.packetstorm.com

RADCOM, Ltd.
201-518-0033 x320
www.RADCOM.com

Spirent Communications
800-927-2660
spirentcom.com

Voiyager
602-798-2702
www.voiyager.com
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26. Toolkits

Azimuth Systems
978-263-6610
www.azimuthsystems.com

Codima Technologies
610-579-9435
www.codimatech.com

GL Communications, Inc.
301-670-4784 x114
www.gl.com

Psytechnics
603-427-6500
www.psytechnics.com

Voiyager
602-798-2702
www.voiyager.com
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27. Voice Quality Measurement

Ameritec Corporation
626-915-5441 x135
www.ameritec.com

Azimuth Systems
978-263-6610
www.azimuthsystems.com

Brix Networks
978-367-5600
www.brixnet.com
Codima Technologies
610-579-9435
www.codimatech.com

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www.empirix.com

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301-670-4784 x114
www.gl.com

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www.head-acoustics.de

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www.hermonlabs.com

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www.iq-services.com

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818-871-1800
www.ixiacom.com

JDSU
866-228-3762
www.jdsu.com

National Technical Systems Inc
800-270-2516
www.ntscorp.com

OPTICOM GmbH
+499131530200
www.opticom.de

PacketStorm Communications
732-254-2434 x206
www.packetstorm.com

Psytechnics
603-427-6500
www.psytechnics.com

RADCOM, Ltd.
201-518-0033 x320
www.RADCOM.com

Spirent Communications
800-927-2660
spirentcom.com

Tone Software Corporation
714-991-9460
www.tonesoft.com

Voiyager
602-798-2702
www.voiyager.com
(See our enhanced listing in the alphabetical section.)

WildPackets
925-937-3200
www.wildpackets.com

28. VoIP Testing

Ameritec Corporation
626-915-5441 x135
www.ameritec.com

Azimuth Systems
978-263-6610
www.azimuthsystems.com

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Brix Networks
978-367-5600
www.brixnet.com

Catapult Communications Corporation
650-960-1025
www.catapult.com

Codima Technologies
610-579-9435
www.codimatech.com

EdenTree Technologies
805-499-4555 x202
www.edentreetech.com

Empirix
781-266-3324
www.empirix.com

GL Communications, Inc.
301-670-4784 x114
www.gl.com

HEAD acoustics GmbH
+49-2407-5770
www.head-acoustics.de

Hermon Labs
972-4-628-8001
www.hermonlabs.com

IQ Services
612-243-5124
www.iq-services.com

Ixia
818-871-1800
www.ixiacom.com

JDSU
866-228-3762
www.jdsu.com

National Technical Systems Inc
800-270-2516
www.ntscorp.com

NeoPhonetics
708-468-4800
www.neophonetics.com

Network General Corporation
972-713-4419
www.networkgeneral.com

Network Instruments
952-932-9899
www.networkinstruments.com

OPTICOM GmbH
+499131530200
www.opticom.de

PacketStorm Communications
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www.packetstorm.com

Psytechnics
603-427-6500
www.psytechnics.com

RADCOM, Ltd.
201-518-0033 x320
www.RADCOM.com

Sipera Systems
214-206-3210
www.sipera.com

Spirent Communications
800-927-2660
spirentcom.com

Tekno Telecom LLC
630-579-9800 x203
www.teknotelecom.com
(See our enhanced listing in the alphabetical section.)

Valid8.com, Inc.
781-938-1221
www.valid8.com

WildPackets
925-937-3200
www.wildpackets.com

SOLUTIONS

29. Billing/Convergent Billing

AnchorPoint
508-628-4511
www.anchorpoint.com

Comarch
+48 12 646 1504
www.comarch.com

Crestel Convergent Billing(Elitecore)
+91-79-26405600
www.crestel.in

CustomCall Data Systems
608-274-3009 x231
www.customcall.com

Dialexia Communications Inc.
514-693-8500 x214
www.dialexia.com

Doretel Communications, Inc.
404-755-5721
www.doretel.com

Freeway Communications
213-225-2200 x101
freeway.com

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HighDeal, Inc.
212-332-2154
www.highdeal.com

I.S. Associates, Inc.
800-583-3440 x142
www.isassoc.com

Intec Telecom Systems
404-705-2800 x2982
www.intecbilling.com

ISI Telemanagement Solutions, Inc.
847-592-3278
www.isi-info.com

IVR Technologies, Inc.
213-634-1522
www.ivr.com

Parwan Electronics Corporation
732-290-1900 x226
www.voicesaver.com

PhoenixSoft, Inc.
602-788-6100
www.phoenixsoft.com

Quintrex Data Systems Corp.
319-363-5508
www.quintrex.com

Redwood Technologies Limited
+44 1344 304 344
www.redwoodtech.com

Rodopi Software
858-882-0900
www.rodopi.com

Salesboom.com
902-446-4857
www.salesboom.com

Scannex
866-428-3337
www.scannex.com

Seawolf Technologies, Inc.
516-393-2150 x230
www.seawolftech.com

SMART NETWORK SOLUTIONS
305-808-7361
www.smartisvoip.com

Solegy LLC
212-801-2506
www.solegy.com

SysMaster Corporation
877-900-3993
www.sysmaster.com

Tekno Telecom LLC
630-579-9800 x203
www.teknotelecom.com
(See our enhanced listing in the alphabetical section.)

TransNexus
404-526-6060
www.transnexus.com

TriVium Systems, Inc
877-439-9338 x320
www.triviumsys.com

Unibill
337-421-6224
www.unibill.com

VanAccess
86 755 2605 4346 x803
www.vanaccess.com

Visionael Corporation
650-470-8920
www.visionael.com/index.html

VoiceStamps.com
469-272-4688 x1
www.voicestamps.com

30. Client Software (Internet Phones)

Eutectics Inc.
973-227-4051 x104
www.eutecticsinc.com

Eyeball Networks
604-921-5993 x103
www.eyeball.com

International Systems Research Co.
650-570-6960
www.isrus.com

Siemens Information & Communication Networks
800-765-6123
communications.usa.siemens.com

Simicomm
608-807-4047 x104
www.simicomm.com

31. CTI

Accurate Always
800-828-9428 x1
www.accuratealways.com

Advanced Network Telephony
818-894-9347 xOpt 1
NetworkTelephony.Biz

Ai-Logix, Inc
732-469-0880
www.audiocodes.com/blades

AnchorPoint
508-628-4511
www.anchorpoint.com

BASiX Automation Integrators, Inc.
603-758-6458
www.basixai.com

BCE Elix
501-768-1000
www.bceelix.com

Calabrio
763-592-4600
www.calabrio.com

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CITEL Technologies
877-248-3587 xsales
www.citel.com

Coordinated Systems, Inc.
860-289-2151
www.csiworld.com

CosmoCom, Inc.
631-940-4200
www.cosmocom.com

eOn Communications
408-694-9500
www.eoncc.com

Intelemedia Communications, Inc.
800-300-2150
www.intelemedia.com

NextCentra Integrated Communications Solutions
(786) 206-1393
www.nextcentra.com

OutPost Sentinel
678-867-9957
www.outpostsentinel.com

Redwood Technologies Limited
+44 1344 304 344
www.redwoodtech.com

Samsung BCS
972-761-7000
www.samsung.com/bcs

serVonic
+49 8142 4799 x12
www.servonic.com

Spanlink Communications
763-971-2000
www.spanlink.com

StarTek
303-262-4548
www.StarTek.com

Syntellect
800-788-9733
www.syntellect.com

UCN, Inc.
888-UCN-0002
www.ucn.net

Upstream Works Software
905-660-0969 x365

VLR Communications
800-369-8273
www.vlrcommunications.com

VOCALCOM
514-733-6444 x204
www.vocalcom.com

32. Directory Services

AnchorPoint
508-628-4511
www.anchorpoint.com

Nordia inc.
888-858-2166 x5272
www.nordia

StarTek
303-262-4548
www.StarTek.com

TARGUSinfo
703-272-6215
www.targusinfo.com

33. Internet ACD

CosmoCom, Inc.
631-940-4200
www.cosmocom.com

Futuristic Infosystems, Inc.
877-577-5779
www.efuturistic.com

Intelemedia Communications, Inc.
800-300-2150
www.intelemedia.com

prairieFyre Software
613-599-0045
www.prairiefyre.com

UCN, Inc.
888-UCN-0002
www.ucn.net

35. Internetworking

Canecu Trading Inc
416-238-2329

Global Crossing
585-255-1679
www.globalcrossing.com

36. LAN-Based Telephony

Aastra Telecom
905-760-4200
www.aastra.com

Arlinx, Inc.
954-344-7665
www.arlinx.com

CITEL Technologies
877-248-3587 xsales
www.citel.com

Dirigosoft Corporation
877-870-1234 x205
www.dirigotelecom.com

FacetCorp
800-235-9901
www.facetcorp.com

Fluke Networks
425-446-4519
www.flukenetworks.com

M5 Networks
877-88-GET-M5
www.m5net.com

Mediatrix Telecom, Inc.
819-829-8749
www.mediatrix.com

PremCom Canada
416-979-2130
www.premcom.com

Scannex
866-428-3337
www.scannex.com

Siemens Information & Communication Networks
800-765-6123
communications.usa.siemens.com

Simicomm
608-807-4047 x104
www.simicomm.com

Sphere Communications Inc.
847-793-9600 x300
www.spherecom.com

Sylantro
408-626-3049
www.sylantro.com

TelStrat
972-543-3500
www.TelStrat.com

VoSKY
866-341-3285
www.vosky.com

37. Multimedia

BCE Elix
501-768-1000
www.bceelix.com

Comarch
+48 12 646 1504
www.comarch.com

Interactive Networks
1-866-436-1128 x113
www.interactiveni.com

Noble Systems Corporation
888-866-2538 x300
www.noblesys.com

Nordia inc.
888-858-2166 x5272
www.nordia

prairieFyre Software
613-599-0045
www.prairiefyre.com

SPIRIT
1 408 540-6033
www.spiritdsp.com

Unicoi Systems, Inc.
678-208-2250 x302
www.unicoi.com

Upstream Works Software
905-660-0969 x365

38. Network Management

Allot Communications
952-944-3100
www.allot.com

Appia Communications
231-929-0970
www.appiaservices.com

Asentria
206-344-8800 x144
www.asentria.com

Brix Networks
978-367-5600
www.brixnet.com

Canecu Trading Inc
416-238-2329

Cellular Specialties, Inc
603-626-6677
www.cellularspecialties.com

Codima Technologies
610-579-9435
www.codimatech.com

Covergence, Inc.
978-823-5200
www.covergence.com

Fluke Networks
425-446-4519
www.flukenetworks.com

General Telecom
646-328-5800
www.gentel.net

IntelePeer
650-525-9200
www.intelepeer.com

JDSU
866-228-3762
www.jdsu.com

Netcordia
415-389-1409
www.netcordia.com

Network General Corporation
972-713-4419
www.networkgeneral.com

Network Instruments
952-932-9899
www.networkinstruments.com

New Global Telecom
303-278-0700
www.ngt.com

NexTone Communications
240-912-3141
www.nextone.com

Omnicor
650-572-0122 x112
www.omnicor.biz

OutPost Sentinel
678-867-9957
www.outpostsentinel.com

Rodopi Software
858-882-0900
www.rodopi.com

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Tekno Telecom LLC
630-579-9800 x203
www.teknotelecom.com
(See our enhanced listing in the alphabetical section.)

Telchemy, Incorporated
678-387-3000 x108
www.telchemy.com

TeleBright
888-519-1472
www.telebright.com

Tone Software Corporation
714-991-9460
www.tonesoft.com

Visionael Corporation
650-470-8920
www.visionael.com/index.html

WildPackets
925-937-3200
www.wildpackets.com

39. OSS

Comarch
+48 12 646 1504
www.comarch.com

Crestel Convergent Billing(Elitecore)
+91-79-26405600
www.crestel.in

CustomCall Data Systems
608-274-3009 x231
www.customcall.com

Fluke Networks
425-446-4519
www.flukenetworks.com

HighDeal, Inc.
212-332-2154
www.highdeal.com

I.S. Associates, Inc.
800-583-3440 x142
www.isassoc.com

Intec Telecom Systems
404-705-2800 x2982
www.intecbilling.com

Quintrex Data Systems Corp.
319-363-5508
www.quintrex.com

Rodopi Software
858-882-0900
www.rodopi.com

Sterling Commerce
786-423-7436
www.sterlingcommerce.com

Telchemy, Incorporated
678-387-3000 x108
www.telchemy.com

TransNexus
404-526-6060
www.transnexus.com

Visionael Corporation
650-470-8920
www.visionael.com/index.html

40. Quality of Service

Accurate Always
800-828-9428 x1
www.accuratealways.com

Acme Packet
781-328-4400
www.acmepacket.com

Allot Communications
952-944-3100
www.allot.com

ARRIS
678-473-8327
www.arrisi.com

Brix Networks
978-367-5600
www.brixnet.com

Converged Access Inc.
978-742-1400 x404
www.convergedaccess.com

Converged Access Inc.
978-742-1400
www.convergedaccess.com

Covergence, Inc.
978-823-5200
www.covergence.com

Fluke Networks
425-446-4519
www.flukenetworks.com

Interaction Metrics
503-345-9437 x01
www.InteractionMetrics.com

Ixia
818-871-1800
www.ixiacom.com

JDSU
866-228-3762
www.jdsu.com

National Quality Assurance, USA
800-649-5289
nqa-usa.com

National Technical Systems Inc
800-270-2516
www.ntscorp.com

NexTone Communications
240-912-3141
www.nextone.com

OPTICOM GmbH
+499131530200
www.opticom.de

OutPost Sentinel
678-867-9957
www.outpostsentinel.com

Psytechnics
603-427-6500
www.psytechnics.com

Reef Point Systems
781-505-8300
www.reefpoint.com

Simicomm
608-807-4047 x104
www.simicomm.com

Spirent Communications
800-927-2660
spirentcom.com

Tekno Telecom LLC
630-579-9800 x203
www.teknotelecom.com
(See our enhanced listing in the alphabetical section.)

Telanetix
858-362-2250
www.telanetix.com

Telchemy, Incorporated
678-387-3000 x108
www.telchemy.com

Tone Software Corporation
714-991-9460
www.tonesoft.com

TriVium Systems, Inc
877-439-9338 x320
www.triviumsys.com

U4EA Technologies
+441173736758
www.u4eatech.com

Witness Systems
770-754-8651
www.witness.com

See the INDEX Located on pages 44-45.

41. Security

3Com
508-323-5000
www.3com.com

Acme Packet
781-328-4400
www.acmepacket.com

Arlinx, Inc.
954-344-7665
www.arlinx.com

Continuous Computing
858-882-8800
www.ccpu.com

Converged Access Inc.
978-742-1400
www.convergedaccess.com

Converged Access Inc.
978-742-1400 x404
www.convergedaccess.com

Covergence, Inc.
978-823-5200
www.covergence.com

Encore Networks
703-318-4366 x4366
www.encorenetworks.com

Ingate Systems
603-883-6569
www.ingate.com

Irdeto
425-497-2800
www.irdeto.com

Reef Point Systems
781-505-8300
www.reefpoint.com

Sipera Systems
214-206-3210
www.sipera.com

snom technology AG
978-686-1531
www.snom.com

VLR Communications
800-369-8273
www.vlrcommunications.com

42. Service Creation Environment

Allot Communications
952-944-3100
www.allot.com

APEX Voice Communications
818-379-8400
www.apexvoice.com

Common Voices, Inc
617-286-1600
www.commonvoices.com

Interaction Metrics
503-345-9437 x01
www.InteractionMetrics.com

NextCentra Integrated Communications Solutions
(786) 206-1393
www.nextcentra.com

Pactolus Communications Software
508-616-0900
www.Pactolus.com

Telenity
203-445-2000 x2019
telenity.com

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43. Service Level Management

Allot Communications
952-944-3100
www.allot.com

Brix Networks
978-367-5600
www.brixnet.com

Interaction Metrics
503-345-9437 x01
www.InteractionMetrics.com

RADCOM, Ltd.
201-518-0033 x320
www.RADCOM.com

Telchemy, Incorporated
678-387-3000 x108
www.telchemy.com

Tone Software Corporation
714-991-9460
www.tonesoft.com

44. SS7 Solution

Adax
510-548-7047 x182
www.adax.com

AudioCodes
408-441-1175
www.audiocodes.com

CIRPACK
+33 141 44 37 60
www.cirpack.com

Dialogic
800-755-4444
www.dialogic.com

Doretel Communications, Inc.
404-755-5721
www.doretel.com

IntelliNet Technologies, Inc.
321-726-0686 x284
www.intellinet-tech.com

NMS Communications
800-533-6120
www.nmscommunications.com

Parwan Electronics Corporation
732-290-1900 x226
www.voicesaver.com

Simicomm
608-807-4047 x104
www.simicomm.com

Tekno Telecom LLC
630-579-9800 x203
www.teknotelecom.com
(See our enhanced listing in the alphabetical section.)

45. Voice Over Cable

Acme Packet
781-328-4400
www.acmepacket.com

ARRIS
678-473-8327
www.arrisi.com

Canecu Trading Inc
416-238-2329

Mindspeed Technologies, Inc.
949-579-3650
www.mindspeed.com

SinglePipe Communications
859-721-4200
www.singlepipecom.com

Speakeasy
206-971-5123
www.speakeasy.net

Stratus Technologies
978-461-7619
stratustelecom.com

Unicoi Systems, Inc.
678-208-2250 x302
www.unicoi.com

ViaTalk, LLC.
518-631-2360
vtwhite.com

VoX Communications
813-217-9777
www.voxcorp.net

46. Voice Over DSL

Acme Packet
781-328-4400
www.acmepacket.com

Canecu Trading Inc
416-238-2329

CIRPACK
+33 141 44 37 60
www.cirpack.com

Converged Access Inc.
978-742-1400
www.convergedaccess.com

Converged Access Inc.
978-742-1400 x404
www.convergedaccess.com

Fluke Networks
425-446-4519
www.flukenetworks.com

gr8fone.net
919898008655
gr8fone.net

Mindspeed Technologies, Inc.
949-579-3650
www.mindspeed.com

Speakeasy
206-971-5123
www.speakeasy.net

Unicoi Systems, Inc.
678-208-2250 x302
www.unicoi.com

ViaTalk, LLC.
518-631-2360
vtwhite.com

VoX Communications
813-217-9777
www.voxcorp.net

47. Web-Based Customer Service

BCE Elix
501-768-1000
www.bceelix.com

Comarch
+48 12 646 1504
www.comarch.com

Fuze Digital Solutions
425-649-1246
www.fuze.com

I.S. Associates, Inc.
800-583-3440 x142
www.isassoc.com

PhoenixSoft, Inc.
602-788-6100
www.phoenixsoft.com

Salesboom.com
902-446-4857
www.salesboom.com

Witness Systems
770-754-8651
www.witness.com

APPS & SVCS

49. Application Sharing/Collaborative Computing

Alcatel
800-995-2612
www.alcatel.com

Citrix Systems, Inc.
408-678-3360
www.citrix.com/applicationgateway

Forum Communications International
972-680-0700 x1581
www.forum-com.com

Global Crossing
585-255-1679
www.globalcrossing.com

Raketu Communications Inc.
832-239-8527
www.Raketu.com

Siemens Information & Communication Networks
800-765-6123
communications.usa.siemens.com

TeleVoce Inc
408-627-4044
www.televoce.com

50. Audio Conferencing

1Number4U
866-824-8245
www.1number4u.com

Acredo Technologies, Inc.
850-266-7121
www.acredo.us

Alcatel
800-995-2612
www.alcatel.com

Aonta Technologies Limited
+353 1 4406661
www.aonta.com

ClearOne Communications
800-707-6994
www.clearone.com

Common Voices, Inc
617-286-1600
www.commonvoices.com

CommuniGate Systems
415-383-7164 x208
www.communigate.com

DiamondWare, Ltd.
480-380-1122
www.dw.com

Eyeball Networks
604-921-5993 x103
www.eyeball.com

Forum Communications International
972-680-0700 x1581
www.forum-com.com

Global Crossing
585-255-1679
www.globalcrossing.com

GoSolutions
727-821-6565
gosolutions.com

Interactive Networks
1-866-436-1128 x113
www.interactiveni.com

Mitel Networks
613-592-2122 x2188
www.mitel.com

NeoPhonetics
708-468-4800
www.neophonetics.com

Pactolus Communications Software
508-616-0900
www.Pactolus.com

Raketu Communications Inc.
832-239-8527
www.Raketu.com

Telanetix
858-362-2250
www.telanetix.com

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Teltronics, Inc.
941-753-5000 x7315
www.teltronics.com

TOUBATEL
+33172100204
www.toubatel.com

51. Customer Self-Provisioning

I.S. Associates, Inc.
800-583-3440 x142
www.isassoc.com

ISN
541152520072 x1758
www.isncom.com

IVR Technologies, Inc.
213-634-1522
www.ivr.com

Rodopi Software
858-882-0900
www.rodopi.com

Salesboom.com
902-446-4857
www.salesboom.com

Taridium
212-461-1600
taridium.com

Truphone
07624005631
www.truphone.com

52. Distance Learning

ClearOne Communications
800-707-6994
www.clearone.com

Forum Communications International
972-680-0700 x1581
www.forum-com.com

53. Fax Broadcasting

AnswerNet Network
800-411-5777
www.answernet.com

Associated Call Centers
800-610-5262
www.inboundacc.com

Axacore
858-427-4301
www.axacore.com

serVonic
+49 8142 4799 x12
www.servonic.com

54. Fax On Demand

1Number4U
866-824-8245
www.1number4u.com

AMDEV Communications
209-962-4517
www.amdevcomm.com

AnswerNet Network
800-411-5777
www.answernet.com

Associated Call Centers
800-610-5262
www.inboundacc.com

serVonic
+49 8142 4799 x12
www.servonic.com

55. International Callback

CallingPlaces, Ltd
44-2088106609
www.callingplaces.com

IVR Technologies, Inc.
213-634-1522
www.ivr.com

MediaRing
408-962-1251
www.mediaring.com

Pipeline Telecom Inc.
321-409-9971 x11
www.pipelinetelecom.com

solution4voip
92217019454
www.solution4voip.com

TeleVoce Inc
408-627-4044
www.televoce.com

Truphone
07624005631
www.truphone.com

Virtual Hold Technology
330-670-2280
www.virtualhold.com

56. Internet Access To Live Agents (Click to Talk)

Acredo Technologies, Inc.
850-266-7121
www.acredo.us

Associated Call Centers
800-610-5262
www.inboundacc.com

Citrix Systems, Inc.
408-678-3360
www.citrix.com/applicationgateway

CommuniGate Systems
415-383-7164 x208
www.communigate.com

TOUBATEL
+33172100204
www.toubatel.com

Virtual Hold Technology
330-670-2280
www.virtualhold.com

57. Internet Call Waiting

Junction Networks
215-701-3050
www.junctionnetworks.com

58. Internet Fax

Axacore
858-427-4301
www.axacore.com

Common Voices, Inc
617-286-1600
www.commonvoices.com

Eutectics Inc.
973-227-4051 x104
www.eutecticsinc.com

GoSolutions
727-821-6565
gosolutions.com

gr8fone.net
919898008655
gr8fone.net

Quintum Technologies, Inc.
732-460-9000 x238
www.quintum.com

VegaStream
613-489-0569
www.vegastream.com

59. IP Centrex

1SourceVoIP
800-777-8197
www.1SourceVoIP.com

3CX
+35722444032
www.3cx.com

Appia Communications
231-929-0970
www.appiaservices.com

BASiX Automation Integrators, Inc.
603-758-6458
www.basixai.com

CallingPlaces, Ltd
44-2088106609
www.callingplaces.com

CIRPACK
+33 141 44 37 60
www.cirpack.com

CommuniGate Systems
415-383-7164 x208
www.communigate.com

Comverse
781-246-9000
www.comverse.com

Cypress Communications
404-869-2500
www.cypresscom.net

Dialexia Communications Inc.
514-693-8500 x214
www.dialexia.com

Freeway Communications
213-225-2200 x101
freeway.com

Gallery IP Telephony
972 9 7486787
www.g-ipt.com

i3 Networks
281-500-8510
www.i3net.us

Junction Networks
215-701-3050
www.junctionnetworks.com

M5 Networks
877-88-GET-M5
www.m5net.com

Natural Convergence
613-280-2000
www.naturalconvergence.com

Newport Networks Limited
+44 (0) 1291 635700
www.newport-networks.com

Nuvio
816-444-4422
www.nuvio.com

Siemens Information & Communication Networks
800-765-6123
communications.usa.siemens.com

Speakeasy
206-971-5123
www.speakeasy.net

Sylantro
408-626-3049
www.sylantro.com

Taridium
212-461-1600
taridium.com

Tekelec
888-628-5521
www.tekelec.com

TOUBATEL
+33172100204
www.toubatel.com

61. IP Video Conferencing

Appia Communications
231-929-0970
www.appiaservices.com

CapRock Communications
832-668-2300
www.caprock.com

Cypress Communications
404-869-2500
www.cypresscom.net

Dialogic
800-755-4444
www.dialogic.com

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Eyeball Networks
604-921-5993 x103
www.eyeball.com

Global Crossing
585-255-1679
www.globalcrossing.com

gr8fone.net
919898008655
gr8fone.net

SPIRIT
1 408 540-6033
www.spiritdsp.com

Telanetix
858-362-2250
www.telanetix.com

Vital Voice & Data
888-558-8855 x301
vitalvoiceanddata.com

62. Least-Cost Routing

Comarch
+48 12 646 1504
www.comarch.com

General Telecom
646-328-5800
www.gentel.net

GRNVoIP
212-803-1746 x246
www.grnvoip.com

IntelePeer
650-525-9200
www.intelepeer.com

Mavenir Systems
469-916-4393
www.mavenir.com

Newport Networks Limited
+44 (0) 1291 635700
www.newport-networks.com

Siemens Communications
800-765-6123
www.communications.usa.siemens.com/home.html

TARGUSinfo
703-272-6215
www.targusinfo.com

TransNexus
404-526-6060
www.transnexus.com

VegaStream
613-489-0569
www.vegastream.com

VoEX, Inc.
650-525-9200 x2101
www.voex.com

VoSKY
866-341-3285
www.vosky.com

63. One Number/Follow Me

1Number4U
866-824-8245
www.1number4u.com

Adomo
408-996-7086
www.adomo.com

Associated Call Centers
800-610-5262
www.inboundacc.com

CallingPlaces, Ltd
44-2088106609
www.callingplaces.com

Common Voices, Inc
617-286-1600
www.commonvoices.com

Cypress Communications
404-869-2500
www.cypresscom.net

Gallery IP Telephony
972 9 7486787
www.g-ipt.com

GoSolutions
727-821-6565
gosolutions.com

Grapevine Telephone Network Solutions
847-317-0700 x219
www.grapevinephone.com

Interactive Intelligence Inc.
317-872-3000 x3
www.ININ.com

IVR Technologies, Inc.
213-634-1522
www.ivr.com

Junction Networks
215-701-3050
www.junctionnetworks.com

Mavenir Systems
469-916-4393
www.mavenir.com

Nuvio
816-444-4422
www.nuvio.com

Parwan Electronics Corporation
732-290-1900 x226
www.voicesaver.com

Truphone
+44 1732 864310
www.truphone.com

Vital Voice & Data
888-558-8855 x301
vitalvoiceanddata.com

64. Prepaid Calling Cards

APEX Voice Communications
818-379-8400
www.apexvoice.com

CallingPlaces, Ltd
44-2088106609
www.callingplaces.com

IVR Technologies, Inc.
213-634-1522
www.ivr.com

MediaRing
408-962-1251
www.mediaring.com

Pactolus Communications Software
508-616-0900
www.Pactolus.com

PhoenixSoft, Inc.
602-788-6100
www.phoenixsoft.com

Pipeline Telecom Inc.
321-409-9971 x11
www.pipelinetelecom.com

Seawolf Technologies, Inc.
516-393-2150 x230
www.seawolftech.com

StarTek
303-262-4548
www.StarTek.com

65. SOHO

1SourceVoIP
800-777-8197
www.1SourceVoIP.com

Associated Call Centers
800-610-5262
www.inboundacc.com

ClearOne Communications
800-707-6994
www.clearone.com

Dialexia Communications Inc.
514-693-8500 x214
www.dialexia.com

eChange Technology, Inc.
678-935-0147 x114
www.echangetechnology.com

Gallery IP Telephony
972 9 7486787
www.g-ipt.com

Intuitive Voice Technology
602-249-5750
www.IntuitiveVoice.com

Junction Networks
215-701-3050
www.junctionnetworks.com

Pipeline Telecom Inc.
321-409-9971 x11
www.pipelinetelecom.com

Power Systems Direct, Inc.
678-226-4300 x114
www.powersystemsdirect.com

Speakeasy
206-971-5123
www.speakeasy.net

TeleVoce Inc
408-627-4044
www.televoce.com

TriVium Systems, Inc
877-439-9338 x320
www.triviumsys.com

66. Streaming Audio/Video

Accurate Always
800-828-9428 x1
www.accuratealways.com

CapRock Communications
832-668-2300
www.caprock.com

Cypress Communications
404-869-2500
www.cypresscom.net

Kontron AG
+49 81-65 77 0
www.kontron.com

Level 3 Communications
877-2LE-VEL3
www.Level3.com

Raketu Communications Inc.
832-239-8527
www.Raketu.com

SysMaster Corporation
877-900-3993
www.sysmaster.com

TiVi
+371 7881005
www.tivi.com

67. Telecommuting

Adomo
408-996-7086
www.adomo.com

ClearOne Communications
800-707-6994
www.clearone.com

Cypress Communications
404-869-2500
www.cypresscom.net

Dirigosoft Corporation
877-870-1234 x205
www.dirigotelecom.com

Forum Communications International
972-680-0700 x1581
www.forum-com.com

TelStrat
972-543-3500
www.TelStrat.com

VegaStream
613-489-0569
www.vegastream.com

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Xceed
+2 02 3776 3000
www.xceedcc.com

68. Unified/Integrated Messaging

3CX
+35722444032
www.3cx.com

Aastra Intecom
800-468-3266
www.aastraintecom.com

Acredo Technologies, Inc.
850-266-7121
www.acredo.us

Adomo
408-996-7086
www.adomo.com

Alcatel
800-995-2612
www.alcatel.com

AMDEV Communications
209-962-4517
www.amdevcomm.com

AMTELCO
608-838-4194
www.amtelco.com

AnswerNet Network
800-411-5777
www.answernet.com

APEX Voice Communications
818-379-8400
www.apexvoice.com

Associated Call Centers
800-610-5262
www.inboundacc.com

Associated Call Centers
800-610-5262
www.inboundacc.com

See the INDEX Located on pages 44-45.

BASiX Automation Integrators, Inc.
603-758-6458
www.basixai.com

CallingPlaces, Ltd
44-2088106609
www.callingplaces.com

Cbeyond
678-370-2437
cbeyond.net

Citrix Systems, Inc.
408-678-3360
www.citrix.com/applicationgateway

Common Voices, Inc
617-286-1600
www.commonvoices.com

CommuniGate Systems
415-383-7164 x208
www.communigate.com

FacetCorp
800-235-9901
www.facetcorp.com

GoSolutions
727-821-6565
gosolutions.com

Grapevine Telephone Network Solutions
847-317-0700 x219
www.grapevinephone.com

i3 Networks
281-500-8510
www.i3net.us

Interactive Intelligence Inc.
317-872-3000 x3
www.ININ.com

Intuitive Voice Technology
602-249-5750
www.IntuitiveVoice.com

Mitel Networks
613-592-2122 x2188
www.mitel.com

NEC Unified Solutions, Inc.
214-262-6384
www.necunifiedsolutions.com

NeoPhonetics
708-468-4800
www.neophonetics.com

Nuvio
816-444-4422
www.nuvio.com

Pactolus Communications Software
508-616-0900
www.Pactolus.com

Parwan Electronics Corporation
732-290-1900 x226
www.voicesaver.com

Prosodie Interactive
954-671-6588
www.prosodieinteractive.com

Raketu Communications Inc.
832-239-8527
www.Raketu.com

serVonic
+49 8142 4799 x12
www.servonic.com

Siemens Communications
800-765-6123
www.communications.usa.siemens.com/home.html

Telenity
203-445-2000 x2019
telenity.com

Teltronics, Inc.
941-753-5000 x7315
www.teltronics.com

Toshiba America Information Systems, Telecom Systems Div.
949-583-3700
www.telecom.toshiba.com

69. Virtual Assistant

1Number4U
866-824-8245
www.1number4u.com

Acredo Technologies, Inc.
850-266-7121
www.acredo.us

Adomo
408-996-7086
www.adomo.com

Associated Call Centers
800-610-5262
www.inboundacc.com

Dirigosoft Corporation
877-870-1234 x205
www.dirigotelecom.com

GM Voices, Inc.
770-752-4500
www.gmvoices.com

GoSolutions
727-821-6565
gosolutions.com

Invores Systems, Inc.
888-817-1860
www.invores.com

Softel Communications Inc
877-525-1987
www.softel.com

VoiceStamps.com
469-272-4688 x1
www.voicestamps.com

70. Virtual/Distributed Call Center

1Number4U
866-824-8245
www.1number4u.com

Aastra Intecom
800-468-3266
www.aastraintecom.com

AnswerNet Network
800-411-5777
www.answernet.com

CosmoCom, Inc.
631-940-4200
www.cosmocom.com

Dirigosoft Corporation
877-870-1234 x205
www.dirigotelecom.com

Futuristic Infosystems, Inc.
877-577-5779
www.efuturistic.com

Intelemedia Communications, Inc.
800-300-2150
www.intelemedia.com

Interactive Intelligence Inc.
317-872-3000 x3
www.ININ.com

Mitel Networks
613-592-2122 x2188
www.mitel.com

Noble Systems Corporation
888-866-2538 x300
www.noblesys.com

Nordia inc.
888-858-2166 x5272
www.nordia

prairieFyre Software
613-599-0045
www.prairiefyre.com

Prosodie Interactive
954-671-6588
www.prosodieinteractive.com

Spanlink Communications
763-971-2000
www.spanlink.com

Syntellect
800-788-9733
www.syntellect.com

Sytel Limited
+441296381200
www.sytelco.com

TelStrat
972-543-3500
www.TelStrat.com

UCN, Inc.
888-UCN-0002
www.ucn.net

VOCALCOM
514-733-6444 x204
www.vocalcom.com

71. Virtual Private Networks

CapRock Communications
832-668-2300
www.caprock.com

Cbeyond
678-370-2437
cbeyond.net

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APPS & SVCS

Encore Networks
703-318-4366 x4366
www.encorenetworks.com

Sipera Systems
214-206-3210
www.sipera.com

72. Web/Call Center Integration

Accurate Always
800-828-9428 x1
www.accuratealways.com

AMTELCO
608-838-4194
www.amtelco.com

Associated Call Centers
800-610-5262
www.inboundacc.com

Associated Call Centers
800-610-5262
www.inboundacc.com

CosmoCom, Inc.
631-940-4200
www.cosmocom.com

Futuristic Infosystems, Inc.
877-577-5779
www.efuturistic.com

GRNVoIP
212-803-1746 x246
www.grnvoip.com

Intelemedia Communications, Inc.
800-300-2150
www.intelemedia.com

Noble Systems Corporation
888-866-2538 x300
www.noblesys.com

prairieFyre Software
613-599-0045
www.prairiefyre.com

Skip2PBX (Skype Gateway)
0039-075-5011664
www.skip2pbx.com

Softel Communications Inc
877-525-1987
www.softel.com

StarTek
303-262-4548
www.StarTek.com

Syntellect
800-788-9733
www.syntellect.com

Teltronics, Inc.
941-753-5000 x7315
www.teltronics.com

UCN, Inc.
888-UCN-0002
www.ucn.net

Upstream Works Software
905-660-0969 x365

Userful
866-873-7385
www.userful.com/?tmcbg

Virtual Hold Technology
330-670-2280
www.virtualhold.com

Witness Systems
770-754-8651
www.witness.com

73. E911

911 Enable
514-745-2143
www.911enable.com

Americon
707-539-3321
www.controlroomsusa.com

AnchorPoint
508-628-4511
www.anchorpoint.com

Dash Carrier Services
303-228-8809
dashcs.com

HBF/ 911 Services
512-481-0911
www.hbfgroup.com

i3 Networks
281-500-8510
www.i3net.us

Level 3 Communications
877-2LE-VEL3
www.Level3.com

NeoPhonetics
708-468-4800
www.neophonetics.com

TeleCommunication Systems, Inc. (TCS)
410-295-1865
www.telecomsys.com

WIRELESS

74. Handsets/PDAs

Aastra Telecom
905-760-4200
www.aastra.com

eChange Technology, Inc.
678-935-0147 x114
www.echangetechnology.com

GN US Inc
603-598-1100
www.jabra.com

ipDialog, Inc.
408-830-0800
www.ipdialog.com

ISI Telemanagement Solutions, Inc.
847-592-3278
www.isi-info.com

Pipeline Telecom Inc.
321-409-9971 x11
www.pipelinetelecom.com

snom technology AG
978-686-1531
www.snom.com

SpectraLink
303-583-5342
www.spectralink.com

75. Location-Based Services (Mobile e-commerce)

IntelliNet Technologies, Inc.
321-726-0686 x284
www.intellinet-tech.com

ISI Telemanagement Solutions, Inc.
847-592-3278
www.isi-info.com

TeleBright
888-519-1472
www.telebright.com

TeleCommunication Systems, Inc. (TCS)
410-295-1865
www.telecomsys.com

Telenity
203-445-2000 x2019
telenity.com

76. Short Message Service

Comverse
781-246-9000
www.comverse.com

TeleBright
888-519-1472
www.telebright.com

TeleCommunication Systems, Inc. (TCS)
410-295-1865
www.telecomsys.com

Telenity
203-445-2000 x2019
telenity.com

77. Third-Generation Wireless (3G)

Adax
510-548-7047 x182
www.adax.com

Azure Communications
408-376-3600
azurecomm.com/

IntelliNet Technologies, Inc.
321-726-0686 x284
www.intellinet-tech.com

Multi-Tech Systems, Inc.
800-328-9717 x5178
www.multitech.com

TiVi
+371 7881005
www.tivi.com

78. Wireless Data/Internet/WAP

Azure Communications
408-376-3600
azurecomm.com/

Cellular Specialties, Inc
603-626-6677
www.cellularspecialties.com

DragonWave Inc.
613-599-9991 x2282
www.dragonwaveinc.com

International Systems Research Co.
650-570-6960
www.isrus.com

Samsung BCS
972-761-7000
www.samsung.com/bcs

TeleCommunication Systems, Inc. (TCS)
410-295-1865
www.telecomsys.com

79. Wireless Internet Telephony

Azure Communications
408-376-3600
azurecomm.com/

Carrier Access Corporation
303-218-5524
www.carrieraccess.com

Convergin
+972-9-951 7771
www.convergin.com

DiamondWare, Ltd.
480-380-1122
www.dw.com

Grapevine Telephone Network Solutions
847-317-0700 x219
www.grapevinephone.com

InterEdge Technologies, LLC
727-536-2700
www.inter-edge.com

International Systems Research Co.
650-570-6960
www.isrus.com

Mavenir Systems
469-916-4393
www.mavenir.com

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Mindspeed Technologies, Inc.
949-579-3650
www.mindspeed.com

Nordia inc.
888-858-2166 x5272
www.nordia

Raketu Communications Inc.
832-239-8527
www.Raketu.com

SpectraLink
303-583-5342
www.spectralink.com

SPIRIT
1 408 540-6033
www.spiritdsp.com

TELECO, Inc.
864-297-4401 x2216
www.teleco.com

TeleCommunication Systems, Inc. (TCS)
410-295-1865
www.telecomsys.com

TiVi
+371 7881005
www.tivi.com

Truphone
07624005631
www.truphone.com

Voiplink
866-987-8647
www.voiplink.com

80. Wireless LAN

ADTRAN, Inc.
256-963-8000
www.adtran.com

Azure Communications
408-376-3600
azurecomm.com/

CapRock Communications
832-668-2300
www.caprock.com

Cellular Specialties, Inc
603-626-6677
www.cellularspecialties.com

Meru Networks
408-215-5357
www.merunetworks.com

NEC Unified Solutions, Inc.
214-262-6384
www.necunifiedsolutions.com

Network Instruments
952-932-9899
www.networkinstruments.com

Ortronics/Legrand
800-934-5432
www.ortronics.com

WildPackets
925-937-3200
www.wildpackets.com

NET EQUIP

81. Aggregator/Concentrator

ARRIS
678-473-8327
www.arrisi.com

Carrier Access Corporation
303-218-5524
www.carrieraccess.com

RADirect
201-512-9697
www.rad-direct.com

Telco Systems, a BATM Company
800-221-2849 x2250
www.telco.com

82. Applications Server

Alliance Systems
972-633-3400
www.alliancesystems.com

Aonta Technologies Limited
+353 1 4406661
www.aonta.com

APEX Voice Communications
818-379-8400
www.apexvoice.com

BEA Systems Inc.
408-570-8701
www.bea.com/wlcom

Mavenir Systems
469-916-4393
www.mavenir.com

Natural Convergence
613-280-2000
www.naturalconvergence.com

Pactolus Communications Software
508-616-0900
www.Pactolus.com

Stratus Technologies
978-461-7619
stratustelecom.com

Tekelec
888-628-5521
www.tekelec.com

Veraz Networks
408-750-9400
www.veraznetworks.com

Vertical Communications
877-VER-TICA x2
www.vertical.com

83. Bridges

Aonta Technologies Limited
+353 1 4406661
www.aonta.com

DragonWave Inc.
613-599-9991 x2282
www.dragonwaveinc.com

Softel Communications Inc
877-525-1987
www.softel.com

84. Carrier Class Gateways

Carrier Access Corporation
303-218-5524
www.carrieraccess.com

CEPOINT Networks, LLC.
603-883-7979
www.cepoint.com
(See our enhanced listing in the alphabetical section.)

GoHigh Data Networks Technology Co., Ltd.
+8610-62302956
www.datangnetwork.com

Mediatrix Telecom, Inc.
819-829-8749
www.mediatrix.com

MERA Systems, Inc.
866-644-3051 x5973
www.mera-systems.com

RADirect
201-512-9697
www.rad-direct.com

Reef Point Systems
781-505-8300
www.reefpoint.com

SinglePipe Communications
859-721-4200
www.singlepipecom.com

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Veraz Networks
408-750-9400
www.veraznetworks.com

86. CSU/DSU

RAD Data Communications, Inc.
201-529-1100 x330
www.radusa.com

87. Data-Enabled PBX

OPC Marketing, Inc.
972-267-3279 x202
www.opc-marketing.com

OpenVox Communication Co., Ltd
+86-755-83410091 x608
www.openvox.com.cn

Rhino Equipment Corp.
480-940-1826 x6311
www.rhinoequipment.com

Vertical Communications
877-VER-TICA x2
www.vertical.com

88. Edge Access Device

ARRIS
678-473-8327
www.arrisi.com

Comtico
+45 7027 9299
www.comtico.com

Omnitron Systems
949-250-6510
www.omnitron-systems.com

RAD Data Communications, Inc.
201-529-1100 x330
www.radusa.com

RADirect
201-512-9697
www.rad-direct.com

Telco Systems, a BATM Company
800-221-2849 x2250
www.telco.com

Tellabs
630-798-8800
www.tellabs.com

U4EA Technologies
+441173736758
www.u4eatech.com

89. Fax Servers

Axacore
858-427-4301
www.axacore.com

OPC Marketing, Inc.
972-267-3279 x202
www.opc-marketing.com

90. Firewalls

ADTRAN, Inc.
256-963-8000
www.adtran.com

Converged Access Inc.
978-742-1400
www.convergedaccess.com

Ingate Systems
603-883-6569
www.ingate.com

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Intertex Data
508-385-6335
intertexdata.com

Sipera Systems
214-206-3210
www.sipera.com

91. Gatekeeper

Quintum Technologies, Inc.
732-460-9000 x238
www.quintum.com

92. Integrated Access Device

ADTRAN, Inc.
256-963-8000
www.adtran.com

Asentria
206-344-8800 x144
www.asentria.com

Carrier Access Corporation
303-218-5524
www.carrieraccess.com

Comtico
+45 7027 9299
www.comtico.com

Converged Access Inc.
978-742-1400
www.convergedaccess.com

Converged Access Inc.
978-742-1400 x404
www.convergedaccess.com

Encore Networks
703-318-4366 x4366
www.encorenetworks.com

InterEdge Technologies, LLC
727-536-2700
www.inter-edge.com

Mediatrix Telecom, Inc.
819-829-8749
www.mediatrix.com

Omnitron Systems
949-250-6510
www.omnitron-systems.com

RAD Data Communications, Inc.
201-529-1100 x330
www.radusa.com

Telco Systems, a BATM Company
800-221-2849 x2250
www.telco.com

TeleSoft International, Inc.
512-373-4324

Tellabs
630-798-8800
www.tellabs.com

U4EA Technologies
+441173736758
www.u4eatech.com

93. Internet Telephony Appliances

3Com
508-323-5000
www.3com.com

Aastra Telecom
905-760-4200
www.aastra.com

ABP Technology
972-831-1600 x121
www.abptech.com

Adomo
408-996-7086
www.adomo.com

Advanced Network Telephony
818-894-9347 xOpt 1
NetworkTelephony.Biz

Alliance Systems
972-633-3400
www.alliancesystems.com

Arlinx, Inc.
954-344-7665
www.arlinx.com

ARRIS
678-473-8327
www.arrisi.com

Citrix Systems, Inc.
408-678-3360
www.citrix.com/applicationgateway

Comtico
+45 7027 9299
www.comtico.com

Covergence, Inc.
978-823-5200
www.covergence.com

Eutectics Inc.
973-227-4051 x104
www.eutecticsinc.com

Grandstream Networks, Inc.
617-566-9300
www.grandstream.com

Grapevine Telephone Network Solutions
847-317-0700 x219
www.grapevinephone.com

Ingate Systems
603-883-6569
www.ingate.com

Interactive Intelligence Inc.
317-872-3000 x3
www.ININ.com

OpenVox Communication Co., Ltd
+86-755-83410091 x608
www.openvox.com.cn

pbxnsip inc.
978-746-2777 x111
www.pbxnsip.com

Tango Networks
972-301-9300
www.tango-networks.com

Target Distributing
800-873-5528
www.targetd.com

TeleSoft International, Inc.
512-373-4324

VanAccess
86 755 2605 4346 x803
www.vanaccess.com

Zoom Technologies, Inc.
617-535-9383
www.zoom.com

94. Internet Telephony Gateways

ABP Technology
972-831-1600 x121
www.abptech.com

Aculab
781-433-6000
www.aculab.com

Alliance Systems
972-633-3400
www.alliancesystems.com

Allworx
585-421-3850 x124
www.allworx.com

AudioCodes
408-441-1175
www.audiocodes.com

Carrier Access Corporation
303-218-5524
www.carrieraccess.com

CIRPACK
+33 141 44 37 60
www.cirpack.com

CITEL Technologies
877-248-3587 xsales
www.citel.com

Citrix Systems, Inc.
408-678-3360
www.citrix.com/applicationgateway

Comtico
+45 7027 9299
www.comtico.com

Diversified Technology
800-443-2667
www.dtims.com

Grandstream Networks, Inc.
617-566-9300
www.grandstream.com

InterEdge Technologies, LLC
727-536-2700
www.inter-edge.com

Intertex Data
508-385-6335
intertexdata.com

IPitomy Communications
941-306-2200
www.ipitomy.com

Mediatrix Telecom, Inc.
819-829-8749
www.mediatrix.com

Multi-Tech Systems, Inc.
800-328-9717 x5178
www.multitech.com

Quintum Technologies, Inc.
732-460-9000 x238
www.quintum.com

Rhino Equipment Corp.
480-940-1826 x6311
www.rhinoequipment.com

Skip2PBX (Skype Gateway)
0039-075-5011664
www.skip2pbx.com

SysMaster Corporation
877-900-3993
www.sysmaster.com

Target Distributing
800-873-5528
www.targetd.com

TeleSoft International, Inc.
512-373-4324

VanAccess
86 755 2605 4346 x803
www.vanaccess.com

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VegaStream
613-489-0569
www.vegastream.com

ViaTalk, LLC.
518-631-2360
vtwhite.com

Voiceboard Corporation
805-389-3100 x1245
www.voiceboard.com

Voiplink
866-987-8647
www.voiplink.com

95. IP-Enabled PBX

1SourceVoIP
800-777-8197
www.1SourceVoIP.com

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3Com
508-323-5000
www.3com.com

3CX
+35722444032
www.3cx.com

Aastra Intecom
800-468-3266
www.aastraintecom.com

ABP Technology
972-831-1600 x121
www.abptech.com

Advanced Network Telephony
818-894-9347 xOpt 1
NetworkTelephony.Biz

Alcatel
800-995-2612
www.alcatel.com

Allworx
585-421-3850 x124
www.allworx.com

Arlinx, Inc.
954-344-7665
www.arlinx.com

Dialexia Communications Inc.
514-693-8500 x214
www.dialexia.com

Digium, Inc.
256-428-6000
www.digium.com

Dirigosoft Corporation
877-870-1234 x205
www.dirigotelecom.com

eChange Technology, Inc.
678-935-0147 x114
www.echangetechnology.com

eOn Communications
408-694-9500
www.eoncc.com

FacetCorp
800-235-9901
www.facetcorp.com

Interactive Intelligence Inc.
317-872-3000 x3
www.ININ.com

Intertex Data
508-385-6335
intertexdata.com

Intuitive Voice Technology
602-249-5750
www.IntuitiveVoice.com

IPitomy Communications
941-306-2200
www.ipitomy.com

M5 Networks
877-88-GET-M5
www.m5net.com

MERA Systems, Inc.
866-644-3051 x5973
www.mera-systems.com

Mitel Networks
613-592-2122 x2188
www.mitel.com

NEC Unified Solutions, Inc.
214-262-6384
www.necunifiedsolutions.com

NeoPhonetics
708-468-4800
www.neophonetics.com

OpenVox Communication Co., Ltd
+86-755-83410091 x608
www.openvox.com.cn

pbxnsip inc.
978-746-2777 x111
www.pbxnsip.com

Power Systems Direct, Inc.
678-226-4300 x114
www.powersystemsdirect.com

PremCom Canada
416-979-2130
www.premcom.com

Rhino Equipment Corp.
480-940-1826 x6311
www.rhinoequipment.com

Samsung BCS
972-761-7000
www.samsung.com/bcs

Siemens Information & Communication Networks
800-765-6123
communications.usa.siemens.com

Spanlink Communications
763-971-2000
www.spanlink.com

SysMaster Corporation
877-900-3993
www.sysmaster.com

Sytel Limited
+441296381200
www.sytelco.com

TalkSwitch
888-332-9322 x111
www.talkswitch.com

Taridium
212-461-1600
taridium.com

TELECO, Inc.
864-297-4401 x2216
www.teleco.com

Teltronics, Inc.
941-753-5000 x7315
www.teltronics.com

Toshiba America Information Systems, Telecom Systems Div.
949-583-3700
www.telecom.toshiba.com

VanAccess
86 755 2605 4346 x803
www.vanaccess.com

Vertical Communications
877-VER-TICA x2
www.vertical.com

VOCALCOM
514-733-6444 x204
www.vocalcom.com

Voiplink
866-987-8647
www.voiplink.com

WIN Enterprises
978-688-2000 x23
www.win-ent.com

96. IP Phone (SIP, H.323, Ethernet…)

Aastra Intecom
800-468-3266
www.aastraintecom.com

Aastra Telecom
905-760-4200
www.aastra.com

ABP Technology
972-831-1600 x121
www.abptech.com

ADTRAN, Inc.
256-963-8000
www.adtran.com

BASiX Automation Integrators, Inc.
603-758-6458
www.basixai.com

Comtico
+45 7027 9299
www.comtico.com

eChange Technology, Inc.
678-935-0147 x114
www.echangetechnology.com

eOn Communications
408-694-9500
www.eoncc.com

Eutectics Inc.
973-227-4051 x104
www.eutecticsinc.com

GoHigh Data Networks Technology Co., Ltd.
+8610-62302956
www.datangnetwork.com

Grandstream Networks, Inc.
617-566-9300
www.grandstream.com

InterEdge Technologies, LLC
727-536-2700
www.inter-edge.com

IPitomy Communications
941-306-2200
www.ipitomy.com

M5T
819-829-3972
www.m5t.com

Mitel Networks
613-592-2122 x2188
www.mitel.com

NEC Unified Solutions, Inc.
214-262-6384
www.necunifiedsolutions.com

Power Systems Direct, Inc.
678-226-4300 x114
www.powersystemsdirect.com

PremCom Canada
416-979-2130
www.premcom.com

snom technology AG
978-686-1531
www.snom.com

SpectraLink
303-583-5342
www.spectralink.com

TalkSwitch
888-332-9322 x111
www.talkswitch.com

TeleSoft International, Inc.
512-373-4324

Teltronics, Inc.
941-753-5000 x7315
www.teltronics.com

Toshiba America Information Systems, Telecom Systems Div.
949-583-3700
www.telecom.toshiba.com

VanAccess
86 755 2605 4346 x803
www.vanaccess.com

Vertical Communications
877-VER-TICA x2
www.vertical.com

Zoom Technologies, Inc.
617-535-9383
www.zoom.com

97. Media Gateway

ABP Technology
972-831-1600 x121
www.abptech.com

Alliance Systems
972-633-3400
www.alliancesystems.com

AppTrigger
866-227-7487
www.apptrigger.com

Network Equipment

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*** ONLINE BUYERS' GUIDE ***

AudioCodes
408-441-1175
www.audiocodes.com

Dialogic
800-755-4444
www.dialogic.com

GoHigh Data Networks Technology Co., Ltd.
+8610-62302956
www.datangnetwork.com

Grandstream Networks, Inc.
617-566-9300
www.grandstream.com

Quintum Technologies, Inc.
732-460-9000 x238
www.quintum.com

Redwood Technologies Limited
+44 1344 304 344
www.redwoodtech.com

Tekelec
888-628-5521
www.tekelec.com

U4EA Technologies
+441173736758
www.u4eatech.com

Voiceboard Corporation
805-389-3100 x1245
www.voiceboard.com

99. Network Hubs

R.J. Enterprises
212-557-7251
www.rj-enterprises.com

100. Network PBX

Advanced Network Telephony
818-894-9347 xOpt 1
NetworkTelephony.Biz

Allworx
585-421-3850 x124
www.allworx.com

eChange Technology, Inc.
678-935-0147 x114
www.echangetechnology.com

eOn Communications
408-694-9500
www.eoncc.com

FacetCorp
800-235-9901
www.facetcorp.com

OpenVox Communication Co., Ltd
+86-755-83410091 x608
www.openvox.com.cn

Power Systems Direct, Inc.
678-226-4300 x114
www.powersystemsdirect.com

Rhino Equipment Corp.
480-940-1826 x6311
www.rhinoequipment.com

Samsung BCS
972-761-7000
www.samsung.com/bcs

Sphere Communications Inc.
847-793-9600 x300
www.spherecom.com

TalkSwitch
888-332-9322 x111
www.talkswitch.com

Vertical Communications
877-VER-TICA x2
www.vertical.com

101. Programmable Switches

3Com
508-323-5000
www.3com.com

Carrius Technologies, Inc.
214-572-7800
www.carriustech.com

Redwood Technologies Limited
+44 1344 304 344
www.redwoodtech.com

Telmar Network Technology
866-835-6276
www.telmarnt.com

102. Remote Access Concentrators

OutPost Sentinel
678-867-9957
www.outpostsentinel.com

TelStrat
972-543-3500
www.TelStrat.com

103. Routers

3Com
508-323-5000
www.3com.com

ADTRAN, Inc.
256-963-8000
www.adtran.com

Encore Networks
703-318-4366 x4366
www.encorenetworks.com

Intertex Data
508-385-6335
intertexdata.com

IPitomy Communications
941-306-2200
www.ipitomy.com

Multi-Tech Systems, Inc.
800-328-9717 x5178
www.multitech.com

RADirect
201-512-9697
www.rad-direct.com

Tellabs
630-798-8800
www.tellabs.com

Telmar Network Technology
866-835-6276
www.telmarnt.com

U4EA Technologies
+441173736758
www.u4eatech.com

104. Softswitch

Adaptive Digital Technologies, Inc.
610-825-0182
adaptivedigital.com

AppTrigger
866-227-7487
www.apptrigger.com

CIRPACK
+33 141 44 37 60
www.cirpack.com

Comverse
781-246-9000
www.comverse.com

Doretel Communications, Inc.
404-755-5721
www.doretel.com

FacetCorp
800-235-9901
www.facetcorp.com

Freeway Communications
213-225-2200 x101
freeway.com

Gallery IP Telephony
972 9 7486787
www.g-ipt.com

GoHigh Data Networks Technology Co., Ltd.
+8610-62302956
www.datangnetwork.com

MERA Systems, Inc.
866-644-3051 x5973
www.mera-systems.com

NexTone Communications
240-912-3141
www.nextone.com

PhoenixSoft, Inc.
602-788-6100
www.phoenixsoft.com

Redwood Technologies Limited
+44 1344 304 344
www.redwoodtech.com

Seawolf Technologies, Inc.
516-393-2150 x230
www.seawolftech.com

Siemens Communications
800-765-6123
www.communications.usa.siemens.com/home.html

SMART NETWORK SOLUTIONS
305-808-7361
www.smartisvoip.com

Solegy LLC
212-801-2506
www.solegy.com

Sphere Communications Inc.
847-793-9600 x300
www.spherecom.com

Stratus Technologies
978-461-7619
stratustelecom.com

Sylantro
408-626-3049
www.sylantro.com

Tekelec
888-628-5521
www.tekelec.com

TransNexus
404-526-6060
www.transnexus.com

Veraz Networks
408-750-9400
www.veraznetworks.com

VOCALCOM
514-733-6444 x204
www.vocalcom.com

VoX Communications
813-217-9777
www.voxcorp.net

105. Signaling Gateway

Adax
510-548-7047 x182
www.adax.com

AppTrigger
866-227-7487
www.apptrigger.com

Convergin
+972-9-951 7771
www.convergin.com

Dialogic
800-755-4444
www.dialogic.com

Doretel Communications, Inc.
404-755-5721
www.doretel.com

Encore Networks
703-318-4366 x4366
www.encorenetworks.com

IntelliNet Technologies, Inc.
321-726-0686 x284
www.intellinet-tech.com

Stratus Technologies
978-461-7619
stratustelecom.com

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*** ONLINE BUYERS' GUIDE ***

Tekelec
888-628-5521
www.tekelec.com

106. Enhanced Services Platform

Allot Communications
952-944-3100
www.allot.com

APEX Voice Communications
818-379-8400
www.apexvoice.com

Carrius Technologies, Inc.
214-572-7800
www.carriustech.com

Covergence, Inc.
978-823-5200
www.covergence.com

Diversified Technology
800-443-2667
www.dtims.com

PhoenixSoft, Inc.
602-788-6100
www.phoenixsoft.com

Solegy LLC
212-801-2506
www.solegy.com

Sylantro
408-626-3049
www.sylantro.com

107. Voice Data Multiplexers

Converged Access Inc.
978-742-1400 x404
www.convergedaccess.com

RAD Data Communications, Inc.
201-529-1100 x330
www.radusa.com

RADirect
201-512-9697
www.rad-direct.com

Telco Systems, a BATM Company
800-221-2849 x2250
www.telco.com

Telmar Network Technology
866-835-6276
www.telmarnt.com

108. Voice/Data Switch

Allworx
585-421-3850 x124
www.allworx.com

Convergin
+972-9-951 7771
www.convergin.com

Digium, Inc.
256-428-6000
www.digium.com

eOn Communications
408-694-9500
www.eoncc.com

Grapevine Telephone Network Solutions
847-317-0700 x219
www.grapevinephone.com

PremCom Canada
416-979-2130
www.premcom.com

Samsung BCS
972-761-7000
www.samsung.com/bcs

Tellabs
630-798-8800
www.tellabs.com

Telmar Network Technology
866-835-6276
www.telmarnt.com

110. Wireless Base Station

Alliance Systems
972-633-3400
www.alliancesystems.com

Azure Communications
408-376-3600
azurecomm.com/

Cellular Specialties, Inc
603-626-6677
www.cellularspecialties.com

SpectraLink
303-583-5342
www.spectralink.com

Telmar Network Technology
866-835-6276
www.telmarnt.com

SVC PROV

111. CLEC

Advanced Network Telephony
818-894-9347 xOpt 1
NetworkTelephony.Biz

Cbeyond
678-370-2437
cbeyond.net

GeoTel Communication Services, Inc.
805-650-6884
www.egeotel.com

ISN
541152520072 x1758
www.isncom.com

Level 3 Communications
877-2LE-VEL3
www.Level3.com

SinglePipe Communications
859-721-4200
www.singlepipecom.com

The Telecom Directory
404-797-6633
www.TheTelecomDirectory.com

XO Communications
800-474-1763
www.XO.com

112. Internet Fax Service Provider

Axacore
858-427-4301
www.axacore.com

113. Internet Telephony Wholesaler

1SourceVoIP
800-777-8197
www.1SourceVoIP.com

Adaptive Digital Technologies, Inc.
610-825-0182
adaptivedigital.com

Dash Carrier Services
303-228-8809
dashcs.com

Digerati Networks
210-614-7240
www.digerati-networks.com

GeoTel Communication Services, Inc.
805-650-6884
www.egeotel.com

Global Crossing
585-255-1679
www.globalcrossing.com

GM Voices, Inc.
770-752-4500
www.gmvoices.com

gr8fone.net
919898008655
gr8fone.net

GRNVoIP
212-803-1746 x246
www.grnvoip.com

Level 3 Communications
877-2LE-VEL3
www.Level3.com

New Global Telecom
303-278-0700
www.ngt.com

Nuvio
816-444-4422
www.nuvio.com

Pipeline Telecom Inc.
321-409-9971 x11
www.pipelinetelecom.com

The Telecom Directory
404-797-6633
www.TheTelecomDirectory.com

VoEX, Inc.
650-525-9200 x2101
www.voex.com

VoX Communications
813-217-9777
www.voxcorp.net

XO Communications
800-474-1763
www.XO.com

114. ISP

ISN
541152520072 x1758
www.isncom.com

Speakeasy
206-971-5123
www.speakeasy.net

The Telecom Directory
404-797-6633
www.TheTelecomDirectory.com

115. ITSP

Efonica
212-201-2400
efonica.com

Freeway Communications
213-225-2200 x101
freeway.com

GeoTel Communication Services, Inc.
805-650-6884
www.egeotel.com

gr8fone.net
919898008655
gr8fone.net

M5 Networks
877-88-GET-M5
www.m5net.com

MediaRing
408-962-1251
www.mediaring.com

solution4voip
92217019454
www.solution4voip.com

The Telecom Directory
404-797-6633
www.TheTelecomDirectory.com

Truphone
+44 1732 864310
www.truphone.com

Truphone
07624005631
www.truphone.com

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116. Next-Gen Telco

Cbeyond
678-370-2437
cbeyond.net

GeoTel Communication Services, Inc.
805-650-6884
www.egeotel.com

Level 3 Communications
877-2LE-VEL3
www.Level3.com

Seawolf Technologies, Inc.
516-393-2150 x230
www.seawolftech.com

Truphone
+44 1732 864310
www.truphone.com

VoEX, Inc.
650-525-9200 x2101
www.voex.com

117. Prepaid

MediaRing
408-962-1251
www.mediaring.com

Seawolf Technologies, Inc.
516-393-2150 x230
www.seawolftech.com

Truphone
+44 1732 864310
www.truphone.com

VoiceStamps.com
469-272-4688 x1
www.voicestamps.com

118. Application Infrastructure Provider

AppTrigger
866-227-7487
www.apptrigger.com

BEA Systems Inc.
408-570-8701
www.bea.com/wlcom

IntelePeer
650-525-9200
www.intelepeer.com

Sterling Commerce
786-423-7436
www.sterlingcommerce.com

Teleformix
847-472-5300
www.teleformix.com

Telkonet, Inc.
240-912-1800
www.telkonet.com

119. Independent Software Vendor

BEA Systems Inc.
408-570-8701
www.bea.com/wlcom

Envision
206-225-0800 x500
www.envisioninc.com

Fuze Digital Solutions
425-649-1246
www.fuze.com

I.S. Associates, Inc.
800-583-3440 x142
www.isassoc.com

Invores Systems, Inc.
888-817-1860
www.invores.com

LumenVox LLC
877-977-0707 xSales
www.LumenVox.com

Natural Convergence
613-280-2000
www.naturalconvergence.com

OPC Marketing, Inc.
972-267-3279 x202
www.opc-marketing.com

Parwan Electronics Corporation
732-290-1900 x226
www.voicesaver.com

SAS Institute
919-677-8000
www.sas.com

serVonic
+49 8142 4799 x12
www.servonic.com

Simicomm
608-807-4047 x104
www.simicomm.com

Skip2PBX (Skype Gateway)
0039-075-5011664
www.skip2pbx.com

Sytel Limited
+441296381200
www.sytelco.com

Tone Software Corporation
714-991-9460
www.tonesoft.com

Virtual Hold Technology
330-670-2280
www.virtualhold.com

120. Collaborative ASP (group-ware, e-mail, video conferencing…)

i3 Networks
281-500-8510
www.i3net.us

Interactive Networks
1-866-436-1128 x113
www.interactiveni.com

Siemens Communications
800-765-6123
www.communications.usa.siemens.com/home.html

121. Communications ASP

Appia Communications
231-929-0970
www.appiaservices.com

Cbeyond
678-370-2437
cbeyond.net

Futuristic Infosystems, Inc.
877-577-5779
www.efuturistic.com

Junction Networks
215-701-3050
www.junctionnetworks.com

OPC Marketing, Inc.
972-267-3279 x202
www.opc-marketing.com

Prosodie Interactive
954-671-6588
www.prosodieinteractive.com

solution4voip
92217019454
www.solution4voip.com

TARGUSinfo
703-272-6215
www.targusinfo.com

UCN, Inc.
888-UCN-0002
www.ucn.net

123. Telephony ASP

Adaptive Digital Technologies, Inc.
610-825-0182
adaptivedigital.com

See the INDEX Located on pages 44-45.

AMDEV Communications
209-962-4517
www.amdevcomm.com

Appia Communications
231-929-0970
www.appiaservices.com

Gallery IP Telephony
972 9 7486787
www.g-ipt.com

General Telecom
646-328-5800
www.gentel.net

GM Voices, Inc.
770-752-4500
www.gmvoices.com

i3 Networks
281-500-8510
www.i3net.us

Invores Systems, Inc.
888-817-1860
www.invores.com

M5 Networks
877-88-GET-M5
www.m5net.com

MediaRing
408-962-1251
www.mediaring.com

New Global Telecom
303-278-0700
www.ngt.com

Nuvio
816-444-4422
www.nuvio.com

Prosodie Interactive
954-671-6588
www.prosodieinteractive.com

Solegy LLC
212-801-2506
www.solegy.com

solution4voip
92217019454
www.solution4voip.com

VoEX, Inc.
650-525-9200 x2101
www.voex.com

VoiceStamps.com
469-272-4688 x1
www.voicestamps.com

125. Voice Portal

BCE Elix
501-768-1000
www.bceelix.com

Futuristic Infosystems, Inc.
877-577-5779
www.efuturistic.com

GM Voices, Inc.
770-752-4500
www.gmvoices.com

Invores Systems, Inc.
888-817-1860
www.invores.com

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LumenVox LLC
877-977-0707 xSales
www.LumenVox.com

Syntellect
800-788-9733
www.syntellect.com

TOUBATEL
+33172100204
www.toubatel.com

OTHER

126. Arbitrage

VegaStream
613-489-0569
www.vegastream.com

127. Clearinghouse

TransNexus
404-526-6060
www.transnexus.com

XCONNECT
1 914 467 5227
www.xconnect.net

128. Consultant

Alexander Resources
972-818-8225
www.alexanderresources.com

HEAD acoustics GmbH
+49-2407-5770
www.head-acoustics.de

High Tech High Touch Solutions, Inc.
425-398-9292
www.HTHTS.com

Interaction Metrics
503-345-9437 x01
www.InteractionMetrics.com

Interactive Networks
1-866-436-1128 x113
www.interactiveni.com

ISI Telemanagement Solutions, Inc.
847-592-3278
www.isi-info.com

NextCentra Integrated Communications Solutions
(786) 206-1393
www.nextcentra.com

Robins Consulting Group (RCG)
718-548-7245
www.robinsconsult.com

Telacquire Marketing Group Inc.
604-677-7780
www.telacquire.com

TeleBright
888-519-1472
www.telebright.com

The Rankin Group, Ltd.
714-832-4100
rankin-group.com

The Telecom Directory
404-797-6633
www.TheTelecomDirectory.com

Vital Voice & Data
888-558-8855 x301
vitalvoiceanddata.com

Voice Teleservices
207-699-2484
www.voiceteleservices.com

129. Developer

3CX
+35722444032
www.3cx.com

Commetrex
770-449-7775 x320
www.commetrex.com

DiamondWare, Ltd.
480-380-1122
www.dw.com

Hermon Labs
972-4-628-8001
www.hermonlabs.com

High 5 Software
360-393-3000
www.high5software.com

High Tech High Touch Solutions, Inc.
425-398-9292
www.HTHTS.com

HighDeal, Inc.
212-332-2154
www.highdeal.com

Interactive Networks
1-866-436-1128 x113
www.interactiveni.com

LumenVox LLC
877-977-0707 xSales
www.LumenVox.com

prairieFyre Software
613-599-0045
www.prairiefyre.com

Softel Communications Inc
877-525-1987
www.softel.com

Spanlink Communications
763-971-2000
www.spanlink.com

TeleVoce Inc
408-627-4044
www.televoce.com

130. Distributor

Omnicor
650-572-0122 x112
www.omnicor.biz

SMART NETWORK SOLUTIONS
305-808-7361
www.smartisvoip.com

Target Distributing
800-873-5528
www.targetd.com

TELECO, Inc.
864-297-4401 x2216
www.teleco.com

131. Interconnect

CITEL Technologies
877-248-3587 xsales
www.citel.com

ISN
541152520072 x1758
www.isncom.com

Newport Networks Limited
+44 (0) 1291 635700
www.newport-networks.com

TELECO, Inc.
864-297-4401 x2216
www.teleco.com

Truphone
07624005631
www.truphone.com

Vital Voice & Data
888-558-8855 x301
vitalvoiceanddata.com

VoEX, Inc.
650-525-9200 x2101
www.voex.com

XCONNECT
1 914 467 5227
www.xconnect.net

132. Long-Distance Broker

Vital Voice & Data
888-558-8855 x301
vitalvoiceanddata.com

133. Reseller

AMDEV Communications
209-962-4517
www.amdevcomm.com

Americon
707-539-3321
www.controlroomsusa.com

Power Systems Direct, Inc.
678-226-4300 x114
www.powersystemsdirect.com

Telacquire Marketing Group Inc.
604-677-7780
www.telacquire.com

TELECO, Inc.
864-297-4401 x2216
www.teleco.com

ViaTalk, LLC.
518-631-2360
vtwhite.com

VLR Communications
800-369-8273
www.vlrcommunications.com

134. Systems Integrator

Americon
707-539-3321
www.controlroomsusa.com

BASiX Automation Integrators, Inc.
603-758-6458
www.basixai.com

CEPOINT Networks, LLC.
603-883-7979
www.cepoint.com
(See our enhanced listing in the alphabetical section.)

Comverse
781-246-9000
www.comverse.com

Crystal Group Inc.
319-378-1636
www.crystalpc.com

Elma Electronic
510-490-7388 x516
www.elma.com

Freeway Communications
213-225-2200 x101
freeway.com

High Tech High Touch Solutions, Inc.
425-398-9292
www.HTHTS.com

International Systems Research Co.
650-570-6960
www.isrus.com

NEC Unified Solutions, Inc.
214-262-6384
www.necunifiedsolutions.com

SMART NETWORK SOLUTIONS
305-808-7361
www.smartisvoip.com

Spanlink Communications
763-971-2000
www.spanlink.com

Taridium
212-461-1600
taridium.com

Userful
866-873-7385
www.userful.com/?tmcbg

135. AdvancedTCA (ATCA)

Bustronic Corporation
510-490-7388
www.bustronic.com

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*** ONLINE BUYERS' GUIDE ***

CompactPCI & AdvancedTCA Systems
586-415-6500
www.compactpci-systems.com

Continuous Computing
858-882-8800
www.ccpu.com

Elma Electronic
510-490-7388 x516
www.elma.com

Kontron AG
+49 81-65 77 0
www.kontron.com

One Stop Systems
760-745-9883
www.onestopsystems.com

Optima EPS
510-490-7388 x516
www.elma.com

136. Advanced Mezzanine Cards (AMC)

Bustronic Corporation
510-490-7388
www.bustronic.com

CompactPCI & AdvancedTCA Systems
586-415-6500
www.compactpci-systems.com

Kontron AG
+49 81-65 77 0
www.kontron.com

One Stop Systems
760-745-9883
www.onestopsystems.com

Surf Communication Solutions
866-644-3379
www.surf-com.com

137. CompactPCI (cPCI)

Bustronic Corporation
510-490-7388
www.bustronic.com

CompactPCI & AdvancedTCA Systems
586-415-6500
www.compactpci-systems.com

Continuous Computing
858-882-8800
www.ccpu.com

Elma Electronic
510-490-7388 x516
www.elma.com

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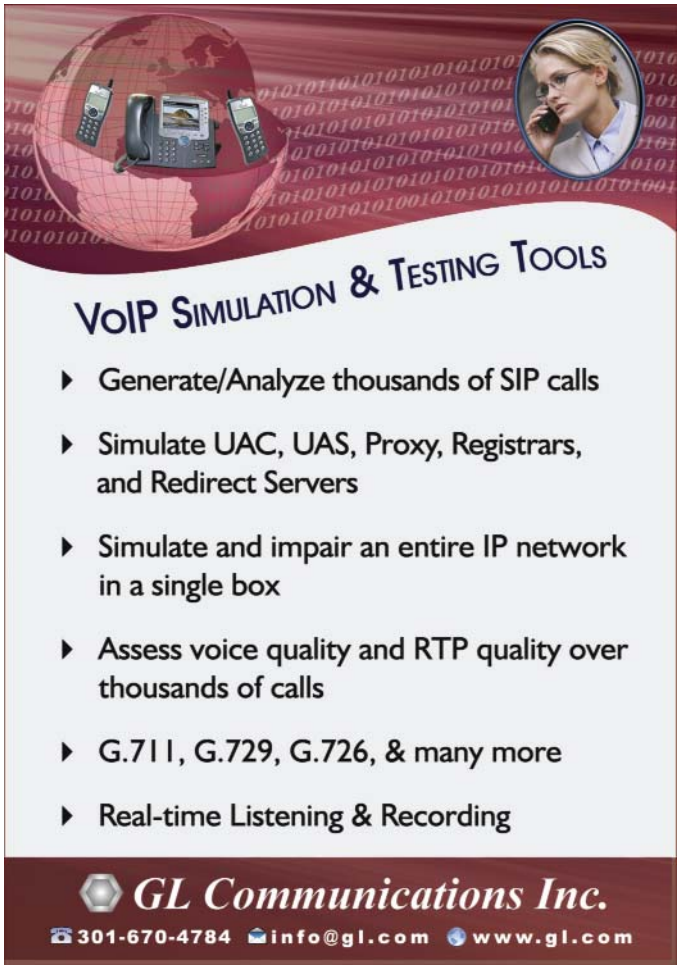

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Turn The Page, 2008 Awaits

By Greg Galitzine

As 2007 heads into the record books, it may be time to review some of the major events that helped shape the past year in IP communications. There were some obvious major happenings, like the surprise flameout of VoIP provider SunRocket (News - Alert), and big product announcements from vendors small and large. 2007 certainly marked a year of consolidation in the industry, featuring mergers like Mitel scooping up Inter-Tel (News - Alert), Nokia finding its way with Navteq, Digium nabbing SwitchVox, Google grabbing GrandCentral, Quintum to NET, Sphere to NEC, Allworx to Paetec, and others. Covad and Avaya (News - Alert) were sold to private equity.

It was also a year for strange bedfellows. Take for example Cisco's (News - Alert) John Chambers and Microsoft's Steve Ballmer trying to make nice and play down the extreme levels of competition while attempting to highlight all the collaboration between the two companies.

Ovum's Jan Dawson described the situation thusly: "…it was hard to avoid the sense that they were holding hands while kicking each other under the table."

Ballmer and Chambers announced seven key areas of collaboration across the various markets they serve, but it was lost on no one that in reality, Microsoft (News - Alert) and Cisco will continue to battle for unified communications supremacy.

Speaking of unified communications, 2007 was a banner year for Microsoft. This past October, Microsoft launched their long awaited Office Communications Server (OCS) to much fanfare. Judging by the number of partners and customers joining Microsoft for the launch it seems that Microsoft finally has a serious horse in the unified communications race.

Nearly 800 systems integrators have been certified to help customers deploy Microsoft UC software.

Hardware manufacturers like Nortel, Ericsson and Mitel (News - Alert) joined software players like SAP to announce their plans to integrate Office Communications Server into their offerings. Dozens of strategic partners joined Microsoft to announce they would develop new UC-enabled endpoints including handsets, wireless phones, webcams and laptops.

I already mentioned that erstwhile number two VoIP provider SunRocket met its demise in 2007. But what about number one? How did Vonage (News - Alert) fare?

The beleaguered VoIP provider settled its legal issues, one legacy carrier at a time. Beginning in March when a Federal court found that Vonage Holdings Corp. infringed on three key Verizon (News - Alert) patents through the financial settlement with Verizon followed by settlements with Sprint Nextel and most recently AT&T Vonage has taken its lumps. However the company's stock price has responded well to the settlements as investors seem to want the company to get back to the business of signing up new customers and doing more to keep them from churning away.

Judging by the latest quarter (leading into November) Vonage had signed up nearly 80,000 new customers, so if they can stay out of court, Vonage might just have some brighter days ahead.

On November 12, 2007 TMC's (News - Alert) Tom Keating broke the news that something was wrong with Skype's (News - Alert) service. Unfortunately for Skype, it wasn't the first time it experienced service outages for the year. Back in August a "Perfect Storm" of events conspired to bring Skype's network crashing down. Apparently a Windows Update was the culprit behind the outage.

Network failures notwithstanding, Skype continued to grow and make news along the way. In October, Skype "numerologist" Jean Mercier of Oostakker, Belgium (I believe everybody includes that nugget of info because it's so much fun to say Oostakker) noted that Skype had achieved a milestone of 10 million concurrent users. According to the Oostakker-based number cruncher, the volume of "users online fluctuates during the day, but sometimes now reaches 10 million users online, and never goes below 4 million users online."

He theorized that perhaps Skype's partnership with social networker MySpace may have been behind the surge over 10 million.

In October, Skype and MySpace (News - Alert) announced a deal designed to empower the MySpace community with voice communications. The announcement hinged around integrating MySpaceIM with Skype to enable millions of users to place free Skype Internet calls to other MySpace or Skype users.

MySpaceIM with Skype will also allow MySpacers to optionally select Skype's premium fee-based products, including the company's SkypeOut, SkypeIn, Voice mail, and Call forwarding services.

There were of course too many major events that occurred in 2007 that to list them here would require far more than my one-page allowance. Just think, I haven't even mentioned the fact that 2007 was the year that saw Steve Jobs (News - Alert) walk out onto a San Francisco stage to announce (finally) the release of Apple's iPhone. With over a million units sold in the product's first two and a half months, and a major push into Europe as I write these words, this might even qualify as one of the bigger stories this year. And, what about Google's Android (News - Alert) initiative? There are just so many stories…

Well, dear reader, I guess we have to wait and see what the coming year has in store. Who will fall by the wayside? What companies will be acquired? What gadget will grab the fancy of the population at large? I wish you all a safe and prosperous holiday season, and I look forward to 2008. IT

– Greg Galitzine is TMC's editorial director.

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