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# INTERNET TELEPHONY®

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The IP Communications Authority Since 1998™

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Internet telephony is revolutionizing telecommunications through the convergence of voice, video, fax, and data, creating unprecedented opportunities for resellers, developers, and service providers alike. **INTERNET TELEPHONY**® focuses on providing readers with the information necessary to learn about and purchase the equipment, software, and services necessary to take advantage of this technology. **INTERNET TELEPHONY**® readers include resellers, developers, MIS/networking departments, telecom departments, datacom departments, telcos/LECs, wireless/PCS providers, ISPs, and cable companies.



# Will IP & UC Shine in a Dark Economy?

For years there's been an argument floating around that it's becoming too expensive (and too much of a hassle, in the case of the airlines) to travel about the world willy-nilly, and that teleconferencing and other advanced forms of communications actually should become more widespread in bad times than in prosperous ones. Well folks, here comes the acid test. The world's economy over the next 12 to 18 months should demonstrate the viability of everything we've been touting in these pages for years. Or not...

Certainly after 9/11, there was a spike in IP communications and teleconferencing/telepresence usage, but then it fell back to the previous upward curve. Video has exploded over the past six months, but that includes all forms of video, from IPTV to trendy mobile video eagerly awaited by both youngsters who buy on impulse and the vendors who are more than happy to sell such technology to them. Yours Truly has always felt that whether or not an organization — be it corporate, nonprofit or governmental — actually used advanced mobile-centric communications depended more on the "corporate culture" of the organization than any actual or perceived benefit. That is, whether the organization was paranoid about having data escaping from the organization's physical perimeter. Of course, these days, so many workers are mobile (or are teleworkers) that the "corporate perimeter" as such is around each device, not a particular building or campus.

There have also been strong economic arguments over the years that Small and Medium-Sized Businesses (SMBs) should use services rather than buy and maintain software and hardware on the premises.

All of these migration paths make sense, but just as it takes money to make money, it's also necessary to spend some money to save money by upgrading your communications infrastructure. Far-sighted companies have already started to make their move, using systems that allow for a reasonably-paced introduction of advanced IP communication while at the same time working with older, legacy TDM-based computer telephony systems.

What nobody wants is an economic catastrophe of such proportions that it becomes impossible to spend any money to do anything. Persuading banks to loosen up credit has been a problem, even when the U.S. government forks over billions of dollars to them. Moreover, even if you send money directly to users as part of an economic "stimulus package", they may simply apply the money to their mortgage or squirrel it away in the bank instead of actually spending it. One amusing solution I suggested to a friend of mine was that the government should buy up billions of dollars of gift certificates and simply mail them to every U.S. citizen, so they would be forced to buy actual goods. My very conservative friend countered that such an action would not be in the spirit of capitalism and had an even more bizarre suggestion — the government should start a sweepstakes contest where everyone happens to be a winner!

Washington, are you listening? <grin> **IT**

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

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## Dialogic: Video is the New Voice

One of the more exciting conferences I attended lately was the **Dialogic One Event** at the Hotel Del Coronado in San Diego, CA. Rob Martinez, VP Sales Americas kicked off the event, speaking to global partners from over 125 companies who were in attendance at the kickoff session. Martinez thanked the enthusiastic crowd and sponsors and explained what we would see over the next few days. After a short intro, Martinez handed the microphone and stage over to Nick Jensen, the President and CEO of **Dialogic**.

Jensen was right at home on the stage and as always, was full of passion and enthusiasm. He explained we should watch our costs but keep our long-term vision. Now is a good time to reevaluate business models and think about things like adding video to your solutions. Jensen said video is the future for his company and as an industry we need to focus on it. He said, "If you are in the voice or fax business, I urge you to consider video as it will be crucial at some point soon." He believes video will hit 3G handsets before the enterprise deploys it en masse.

He also discussed how as they progress in this space, **Dialogic** may acquire and/or build products organically. He said that when you produce video applications, you need to create demand. "Most people don't know why they need video," he exclaimed. He went on to discuss how caller ring back tones are an example of an application which we could not foresee. "Teenagers are now driving this six billion dollar market today," he explained. Jensen then brought up video caller ring back tones. Do we want to see this? He says most people will not, but family members just might.

Jensen explained his company plays in the edge network space — where customers buy the media and signaling components from **Dialogic**. He says that the edge will grow and call centers will soon upgrade as well to add video capability, adding emphatically, "Video is the new voice and a will be a huge platform going forward."

Video is incremental — it doesn't replace voice or fax or cannibalize it, said Jensen, who explained how a 3G video-enabled phone could be used to video record a problem and send it to a call center. At this point a video call can be initiated and the customer can have their problem solved in real time — while looking a call center agent in the virtual "eye." He envisions global mass contact center upgrades as the movement to video proceeds. Similarly — in talking about how 3G gaming allows multiplayer functionality and the future is HD gaming and video — he said you will be able to look someone in a gaming room "in the eye" on an **iPhone** or Blackberry Bold. He alluded to strategy games such as poker where seeing the opponent's face makes the experience better for all involved.

In the future, Jensen sees P2P video conferencing/collaboration being a huge opportunity. Virtual tours of hotels (I would add real estate) are a great example. He also thinks social and dating applications are a natural and he reiterated that people may not know they need it but once they try it, they want it.

**Dialogic** is betting a great deal on video. In less than a year the company expects to be a major player in the space. Applications discussed and profiles built into the **Dialogic** platforms include mobile video streaming, desktop video conferencing and IPTV. The audience witnessed mobile video demonstrations based on Dialogic technology and the competition. The company's solutions seem to really excel when network conditions are less than perfect.

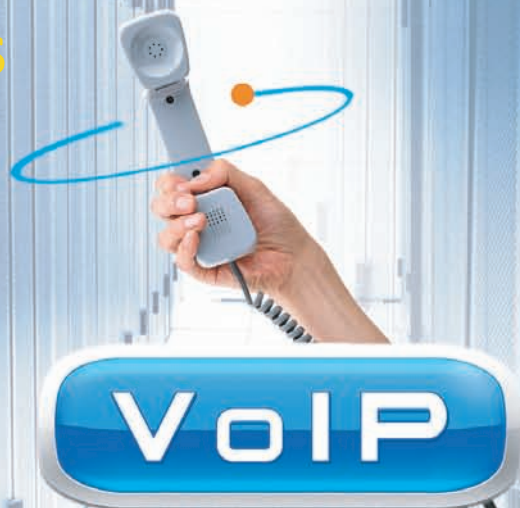
I get the feeling the video market is hitting critical mass. With standards in place, powerful devices with bigger screens and 3G and 4G networks springing up around the globe, there is no reason to think there won't be a slew of new multibillion dollar applications we can't even conceive of yet.

If Jensen is right and (mobile) video is the new voice, then we will see the IP communications market enjoy massive resurgence once again. After all, the market for conferencing, video and collaboration is already exploding with growth. When you add in mobility the potential seems to grow exponentially. **IT**



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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](http://www.tmcnet.com) for all the latest news and analysis. With more than 36 million page views per month, translating into more than 3.1 million unique 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.

### Microsoft Big Bashes Google's Android

Microsoft Boss Steve Ballmer took a shot at rival Google, calling the company's Android operating system financially unsound and suggested the Internet behemoth is lagging in its efforts to make the desktop more mobile. Speaking at Telstra's annual investment day in Australia, the Microsoft chief executive said that because it was Google's first foray into the phone operating system space it was way behind in its efforts.

[www.tmcnet.com/2594.1](http://www.tmcnet.com/2594.1)

### The Future of IP Communications Rests With the Mobile Device

Since 1991, CommuniGate Systems has worked hard to create a suite of scalable, reliable, and feature-rich solutions for Internet communications based on open standards. Jon R. Doyle, the company's vice president of business development, has been a frequent contributor to TMC, be it through articles or through his speaking engagements at various Internet Telephony Conferences throughout the years. TMCnet had a chance to catch up with Doyle and he shared his insights regarding the state of the industry, the role of a new administration in Washington, and the central role of the mobile device in the future landscape of IP communications.

[www.tmcnet.com/2595.1](http://www.tmcnet.com/2595.1)

### LBS to Best VoIP In Revenues

The INSIGHT Research Corporation predicts that, by 2013, the majority of service providers' revenue will come from advanced IP services, not from VoIP. It further expects location-based services (LBS) will drive these new services, with more than \$1.6 billion in worldwide revenues expected this year already, driven by a growing number of services being developed that rely on location awareness. VoIP services will become commoditized as adoption continues to grow and as new, revenue-generating services are introduced. ABI Research has predicted the worldwide LBS market will grow to more than \$13 billion by 2013.

[www.tmcnet.com/2596.1](http://www.tmcnet.com/2596.1)

### Speech-Powered App from Vlingo Now Available for iPhone

Weeks after announcing that its flagship voice-powered application worked with Blackberry smartphones, a Cambridge, Massachusetts-based company said today that iPhone users can use the product to update Facebook and Twitter statuses just by speaking. Officials at Vlingo Corporation say their iPhone application – available in the Apple App Store – also lets users of the popular mobile device search the Web, dial contacts and access Google Maps with their voices.

According to Dave Grannan, Vlingo's chief executive officer, the company targeted use on the iPhone because the device offers an innovative multi-touch user interface that is fundamentally transforming the wireless industry.

[www.tmcnet.com/2597.1](http://www.tmcnet.com/2597.1)

### TMC's Whitepapers of the Month

Visit TMCnet's Whitepaper Library ([www.tmcnet.com/tmc/whitepapers](http://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.

### So You Want To Build An Online Community

Building feedback-oriented, online customer communities provides organizations a better, more effective method of collecting feedback by engaging customers and listening to their natural dialogue. This white paper will walk you through the steps of defining objectives, recruiting and engaging members, responding to member feedback, and other guidelines for building and maintaining a healthy customer community.

[www.tmcnet.com/2249.1](http://www.tmcnet.com/2249.1)

### ENUM – Call Routing in an All IP World

This paper provides an overview of industry trends and issues involving ENUM. Additionally, this document proposes the concept of a subscriber routing database (SRdB), to house all subscriber routing information - thus allowing operators to create a more efficient network.

[www.tmcnet.com/2250.1](http://www.tmcnet.com/2250.1)

### Selecting a Gateway for your Microsoft Office Communications Server 2007 Deployment

Microsoft Office Communications Server 2007 allows companies to integrate VoIP technology into existing telephony infrastructure, eliminating the need for expensive network overhauls and also extending the useful life of existing investments. The purpose of this white paper is to propose the criteria on which to select a SIP-based gateway appliance to connect Microsoft Office Communications Server 2007 with legacy TDM-based equipment. Topics addressed include: deployment scenarios; lowering the total cost of ownership; ease of use; protocol support; and the benefits of a hybrid gateway.

[www.tmcnet.com/2072.1](http://www.tmcnet.com/2072.1)

### Fixed Service Strategies for Mobile Network Operators

The telecommunications market is in the midst of a significant paradigm shift, with two major trends reinforcing each other: first, the maturity of new technology such as IP communications and Fixed Mobile Convergence (FMC) and second, deregulation, which leads to unbundling of fixed networks, decreases prices on broadband Internet access and stimulates growth of IP telephony services. For Mobile Network Operators (MNOs), this new environment creates some threats but also represents a historic opportunity to expand into fixed services.

[www.tmcnet.com/2074.1](http://www.tmcnet.com/2074.1)



## This Month's Featured Channels

### Business VoIP



<http://www.tmcnet.com/channels/business-voip>

### Hosted VoIP



<http://www.tmcnet.com/channels/hosted-voip/>

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By: Brough Turner



## NextGen WiFi and Wireless Disruption

A recent standard, [IEEE 802.11y-2008](#), has been largely unnoticed by bloggers or the trade press, but ten years from now, people will look back and say .11y was the tipping point for [WiFi](#) and for spectrum licensing policy. The combination of .11y and WiFi's ongoing technology evolution sets the stage for a complete disruption of the wireless industry. I'll explain, but first some background.

[WiFi](#) is a single brand for a series of technologies operating in several different spectral bands. WiFi device manufacturers must meet certain standards but the devices themselves do not require licenses. This has led to a vibrant market, widespread adoption and clear technology leadership. As an example of [WiFi](#)'s technology leadership compare WiFi with so-called "4G" systems like WiMAX and GSM's Long Term Evolution (LTE). These 4G systems are based on Orthogonal Frequency Division Multiplexing (OFDM). Today there are a few million [WiMAX](#) devices deployed, and zero LTE devices. But WiFi has already adopted OFDM in versions 802.11a (1999) and 802.11g (2003). It's OFDM that allowed [WiFi](#) to achieve 54 Mbps operation. And it's WiFi that saw over 400 million OFDM-capable devices shipped in 2008 alone.

Now 802.11y defines how new high-powered [WiFi](#) devices can operate in the US in the 3650-3700 MHz band (at ranges up to 5 km!). Because there are other users in this band (including satellite earth stations), it's being made available under a novel "light licensing" scheme where a licensed station provides a "dependent station enablement" (DSE) signal. License-exempt devices transmit only while they are receiving periodic DSEs. 802.11y provides DSE plus enhanced carrier sensing and energy detection mechanisms, and channel switching coordination. As a result, 802.11y provides an excellent template for operation as a "secondary user" in any spectral band, even the TV "white spaces" (TVWS) should they become available. Of course TVWS are highly political, but almost all the spectrum above 2.7 GHz is under-utilized, although it's been assigned piecemeal for various purposes. Recapturing this spectrum for an exclusive use like mobile telephony is politically difficult. However, allowing "secondary" use of otherwise idle spectrum is less controversial. 802.11y provides the solution by granting channel access dynamically based on primary user avoidance, location and/or time.

Assuming 802.11y is proven at 3650 MHz, it's the perfect vehicle to support secondary operation at 3.4 GHz — 4.2 GHz and these discussions have begun. That's 800 MHz of spectrum — enough for multi-gigabit operation. With ranges up to 5 km, one could easily see a consumer-driven mesh network bypassing phone companies and cable companies for first mile Internet access.

Or something else. The point is [WiFi](#) gear with "secondary access" to large swaths of spectrum is a game-changer. **IT**

*Brough Turner is Senior VP of Technology, CTO and Co-Founder of NMS Communications ([www.nmscommunications.com](http://www.nmscommunications.com)).*

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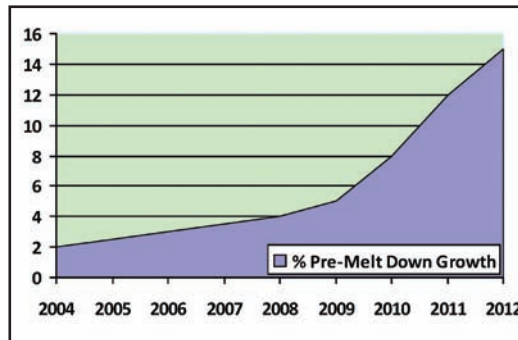
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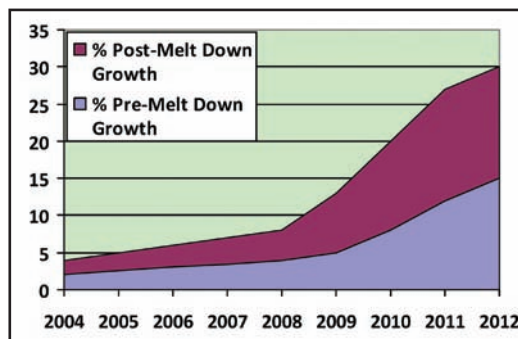
## A Bad Economy Drives a 2009 VoIP Surge

With the economy having the most serious problems that the world has seen, many in the VoIP communications market are wondering what's next. Are we looking at a general slowdown or acceleration of VoIP acceptance and adaptation? I think the latter and here's why: We know that from 4% to 12% of small to medium businesses have made the migration to digital. Whether it is cellular or VoIP, it leaves 87% or more of the SMB Market that needs to go through the migration. It has been estimated that 5% to 15% would convert every year for the next 5-7 years (See Figure 1). The growth curve above has given many entrepreneurs, resellers, and vendors enough incentive to start businesses, change positioning and develop VoIP-based products. The key to this telephony market is that there is installed equipment that must be replaced.



### The stock market meltdown will increase VoIP Growth.

More and more executives will be under the gun to cut costs. There are a number of ways to cut costs but one way to cut costs tends to jump out at you — the PHONE BILL. This will force many companies to take the digital/VoIP plunge. As a result, VoIP sales will increase significantly over the next year or two (See Figure 2).



### Stock Market Plunge Accelerates VoIP Growth

The stock market crash has effectively pulled in the VoIP growth curve by 6-12 months or more! As identified in the Post-Melt Down chart, VoIP sales may increase by 200-300% over previous forecasts. Thus, next year's VoIP growth can be expected to jump from 4% to 8% or 12% or more next year.

While it is too early to have actual numbers to support this theory, the channel activity tends to indicate this trend as a reality. Reseller and carrier activity has increased significantly. The increase in VoIP sales will increase on a worldwide basis. We think that this will continue through 2009 making 2009 an incredible growth year for VoIP communications. **IT**

Don Witt is President of cyLogistics ([www.cylogistics.com](http://www.cylogistics.com)).

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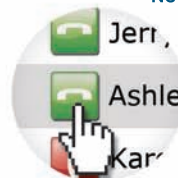
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Click to Call

By: Mike Sheridan



## In Uncertain Times, Mine the Gold in Your Unstructured Data

Is there anyone NOT thinking about the economy these days? With belt-tightening on everyone's minds, this is a perfect time to make the most of our existing resources and investments.

Consider the turmoil in the financial services industry.

I call out this industry specifically because of a number of challenges that these companies face in a volatile economy: complying with regulations, increasing cross-sell and up-sell opportunities, and working with, at times, emotionally charged customers dealing with sensitive collections, investments, and lending matters. Also, many of these customers want to speak with not just a live person, but a live expert – a stock broker, investment advisor, or a mortgage lender – all residing outside the contact center, most likely sitting in an office or traveling on the road. In fact, in checking my own 401(k), I know I could use the reassurance of a certified investment expert or successful financial planner right now!

Most businesses would love to know what their customers think, and this could go a long way in giving a bank or financial services institution a competitive advantage, especially any company using a unified communications (UC) strategy. Wouldn't you like to know your UC strategy is working, and that it is helping build profitable customer relationships? The fact is, contact centers have been giving organizations this insight into their customer care and privacy compliance initiatives for years – through quality monitoring and recording interactions. Every time a customer calls a bank's contact center, that call is usually recorded. The recording is typically monitored for quality and training purposes, or for compliance purposes.

These recorded conversations are a gold mine. We've seen a number of contact centers using speech analytics tools to convert the unstructured data collected during a call and transform it into searchable content. For example, you may search on phrases like "cancel my account". The technology automatically identifies not just specific words or phrases, but patterns that reveal trends in customer responses. More advanced tools can detect emotion and tone, all without manual searching.

There is a huge opportunity here for financial services companies to apply this concept of quality recording and interpreting unstructured data and bring it into a UC strategy, mining interactions out to the enterprise, and monitoring interactions between customers and knowledge workers such as financial experts, lending officers, and investment advisors. There are several ways financial services firms can mine the gold in their existing business assets, and these offer high-yield insights for every industry. Some speech analytics applications can also detect trends that generate spikes in call volume and identify

competitive challenges, risk management issues, as well as new revenue opportunities. The opportunities include:

- Discovering cross-sell and up-sell opportunities. Analytics can yield customer insights to support customer segmentation and marketing strategies.
- Ensuring regulatory compliance and reduced litigation risks. Calls that are not in compliance can be automatically identified so enterprises can fix potentially costly problems.
- Understanding significant trends and/or variations that can impact customer satisfaction, agent quality, sales performance, and marketing effectiveness. This new level of customer and business intelligence enables companies to act immediately to improve performance.

These concepts don't just hold true in financial services, but also in other industries where customers need to be transferred out to an expert. Think about a healthcare UC interaction, where a patient might need to be transferred outside the contact center to talk to a nurse or a pharmacist. Wouldn't the hospital want to record these types of calls? Wouldn't healthcare administrators want to know about patterns in patient issues and inquiries?

For any company implementing a UC strategy, speech analytics offers an important analytical tool to understand and improve the customer experience, while also providing other business insights. It can be even more powerful when combined with other technologies pioneered in the contact center, such as instant messaging and presence technology available in [Microsoft Office Communications Server 2007](#). Real-time presence information on "experts" located across the enterprise can be used to assist with customer interactions and improve service. These interactions between customers and in-house experts hold out the promise of much richer insights than monitoring the performance of contact center agents alone.

While no one is suggesting recording and analyzing every call, speech analytics applications offer compelling possibilities. Could we analyze the tone of other recorded voice content, like webinars, meetings or conference calls? At minimum, we know speech analytics can improve the overall customer experience. Speech analytics finds hidden insights, implicit customer needs and wants, and the root causes of issues embedded in conversations. This is pure gold that can be mined for the benefit of the entire organization.

Talk is cheap, as the saying goes. But not listening can be expensive. **IT**

*Mike Sheridan is Senior Vice President, Strategy and Marketing of Aspect Software ([www.aspect.com](http://www.aspect.com)).*



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By: Michael Stanford



## Dual Mode Handset Update

Dual mode handsets have [WiFi](#) as well as cellular radios. Handset WiFi has exploded in 2008; over half the smartphones shipped this year will have [WiFi](#), and the proportion will approach 80 percent in 2009.

I recently test-drove a voice over [WiFi](#) service running on back-end equipment from DiVitas. The phone was a Nokia E71. When the voice was running over [WiFi](#) the audio quality was excellent, way better than cellular quality could ever be. So my immediate impulse was to load the [DiVitas](#) software onto my iPhone.

It turns out that of the hundreds of dual-mode phones on the market, almost none handle voice well over [WiFi](#). Windows Mobile phones have problems with the handset audio path and fast secure roaming. The iPhone doesn't multi-task, so it can't properly receive VoIP calls, and if you are on a VoIP call when a cellular call arrives the VoIP call drops. The [Google](#) Android phone doesn't expose enough information through the WiFi API to allow a VoIP client to make hand-off decisions. The Java environment in Blackberries doesn't expose

enough functionality to third-party programmers to create VoIP clients. That leaves the [Symbian](#)-based phones. Most of these are from Nokia. Nokia includes a SIP stack in all their Eseries and Nseries phones, and until recently a softphone application as well.

While it's not trivial to make Voice-over-[WiFi](#) work well on a phone, why has only Nokia bothered to do so? Cell phones are sold mainly through cellular service providers, so the phone manufacturers are highly responsive to the carriers' influence. Voice services are the carriers' bread and butter. Non-UMA voice over [WiFi](#) enables customers to bypass the carriers' billing systems. Naturally, the carriers are unenthusiastic.

Until the [iPhone](#), carriers were as paranoid about WiFi for data as they were about WiFi for voice. But iPhones turned out to use the data WAN heavily in addition to the [WiFi](#). Now the only major U.S. hold-out against WiFi is Verizon. Its latest quarterly report shows 30 percent of new customers choosing smartphones, so its "no-[WiFi](#) policy" doesn't seem to have hurt it yet. **IT**

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## Ask the Mobile VoIP Expert

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By: Mark Hewitt



## Mobile VoIP and "The Cloud"

Over the years it has been called "Grid Computing", "On Demand", "Distributed Computing" and "Software as a Service" however I think that unless you are Larry Ellison we call it "Cloud Computing".

[Microsoft](#) has abandoned trying to fix Vista and replaced it with the Azure Cloud Services Platform, Amazon has already proven the value of Cloud Computing with the Elastic Web and [Google](#)'s Application Engine launched like a rocket. I think I'm in pretty good company when I say that Cloud Computing has arrived.

That said we still have a way to go before we cut the cord and move cloud based applications into the mobile world. With [Apple](#) and RIM significantly restricting applications on their mobile platforms this leaves only OpenMOKO and Android as potential platforms that provide the development community the necessary openness to ensure competitive access to the mobile platform.

Information is only valuable if we can access it when we need it the most and that seems to be more often at the end of a cell phone. It is no wonder why the presentation of the [iPhone](#)'s

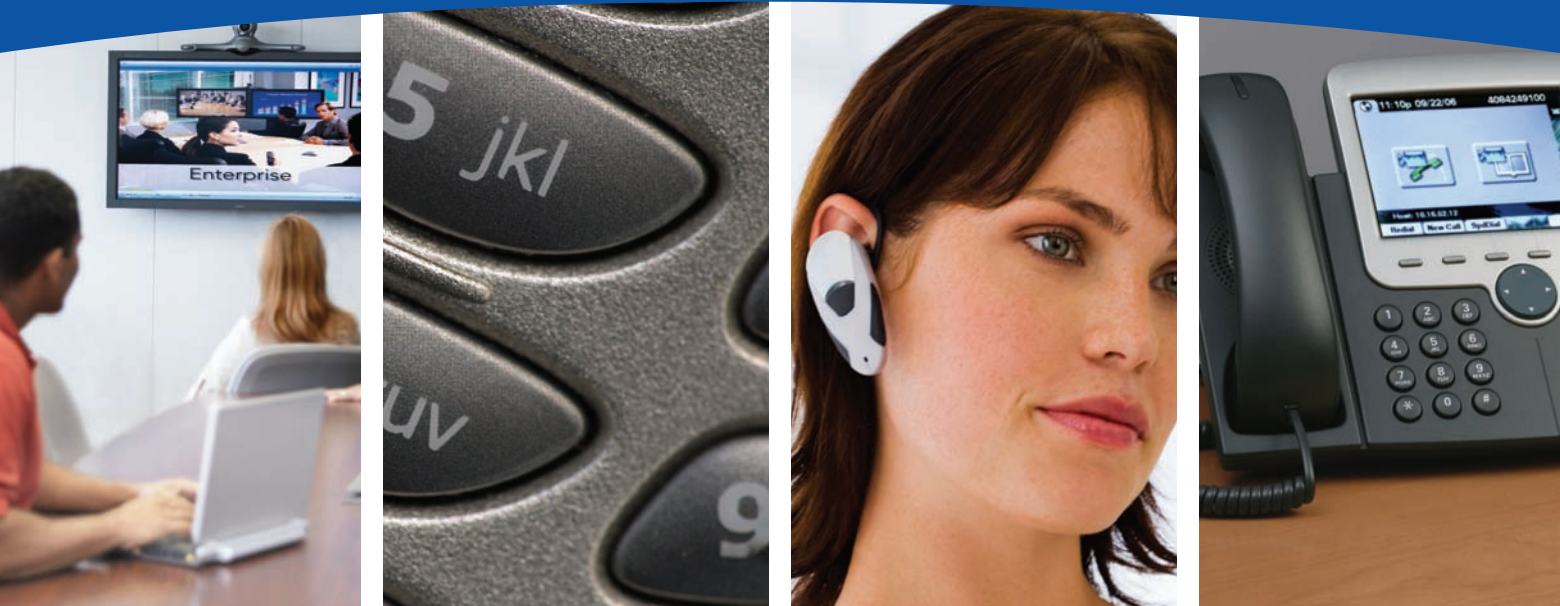
display and interface became such a hit. It was not just the disintermediation of the carriers' grip on applications and services available over the wireless network, it was the presentation of content and applications that drove rapid acceptance. As more mobile devices with great displays and better user interfaces appear, the developer community will move quickly to support the untethered with maturing Cloud-based applications. We already see such great examples as Salesforce and LinkedIn

I will no longer be concerned about backing up my files or where a particular report is or even trying to remember in which contact manager my address book is stored. Soon we'll be able to pick any phone or mobile device and have full access to our applications, services, and information. This will happen without the need to remember different userIDs or Passwords, as is possible today in most every laptop installed with a Trusted Platform Module or the "TPM". More on that next month. . .

For more information on Grid Computing see the Open Grid Forum (OGF) at [www.ogf.org](http://www.ogf.org). **IT**

*Mark Hewitt is Chief Strategic Officer of i2Telecom International, Inc. ([www.i2telecom.com](http://www.i2telecom.com)).*





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By: Tony Rybczynski



## Hyperconnectivity Demands Simplicity

Hyperconnectivity is a megatrend whereby everything and everyone that can benefit from being connected will be connected. Closely related to hyperconnectivity, and to a great degree a key enabler, is the megatrend that everything (not yet everyone!) that can benefit from being digitized will be digitized.

There are three reasons why hyperconnectivity and digitization are so closely related: 1) Once content (music, books, photos/painting, medical records, movies) are digitized, add some headers to this digitized content and you have packetized data, ready to go. 2) Once content such as audio and video is packetized to stream over the network, then it is trivial to store it for later retrieval, analysis and replay. 3) The above digitization is focused on audio, image, video and data, but the technology for cost effective digitization now covers a hundred different physical and environmental conditions including temperature, humidity, pressure, acidity, air quality, movement, radiation level, and so on.

Connectivity and digitization go hand in hand. But to-date digitization has been accompanied by simplicity, while connectivity has generally been complicated for many users. A simple consumer-oriented example can illustrate this point: A friend of mine received a digital picture frame, a key feature being the ability to wirelessly connect the digital picture frame to a PC. Digitization was trivial, and was done the moment the picture was taken; but connectivity was another matter. The manual didn't give any reasonable guidance on how to make the wireless connection actually work. Lesson learnt: just because something can technically be done, it's not going to deliver user value unless it's simple. It shouldn't require a Ph.D, though my friend has one!


Two further examples would be instructive: I got a gizmo that takes audio input from anything with an audio jack, and allows me to use any radio as a speaker. I just tuned in on an unused channel and bingo, my car radio played the podcasts I downloaded on my [WiFi](#)-enabled PDA. Now that's hyperconnectivity made simple! Also, my local utility offered to install a smart thermostat in my home for free which would allow me to adjust my thermostat over the Inter-

net. Simple enough. In exchange, the utility would remotely control my home's temperature to lower electrical demand. Interesting offer of potential value to me and to the utility.

These consumer examples illustrate that hyperconnectivity is happening all around us, but it's not just about technology. User and business value have to be delivered or it's not going to happen. **IT**

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By: Jeff Hudgins



## Using iSCSI and “Storage in the Cloud” to Achieve a Stateless ATCA Platform

Many of today’s applications rely on effective storage strategies to ensure that services behave in the manner intended and deliver the expected result to the end user. And yet few would argue that storage is a commodity and that there is little direct added value to the applications storage serves. In fact, many developers will tell you that the less intrusive storage is to the application, the better.

But, traditionally, storage has been directly tethered to the applications, or at least to the machines running those applications, using SCSI or fibre channel connections. This need for physical connectivity made it impossible to move storage away from the applications it served. The advent of iSCSI made it possible for devices to exchange SCSI commands via an IP network infrastructure, negating the need for a dedicated, physical connection between servers and storage. Unfortunately, early implementations of iSCSI suffered from a problematic lack of speed. While it was good for certain types of applications, anything requiring speeds of more than 1GB per second would suffer. All of that has changed with the advent of 10GB iSCSI.

So what? iSCSI is faster now, but can’t that argument be made about processors and other computing technology? However, it’s not that iSCSI is simply faster; rather it’s what you now can do be-

cause it’s faster. In the ATCA world, 10GB iSCSI opens the door for the deployment of stateless platforms that effectively separate the computing nodes from the disk. Your storage only holds data, while the “state” of the servers that make up the platform (OS, applications, etc.) is booted from a centralized or remote location. Upon boot, the state of the servers is loaded from this source and can then access the required stored data.

**Final Score.** What’s the benefit of going “stateless” in an ATCA platform? By separating the disk from the servers and centralizing the OS and application images, you create an environment perfect for easy upgrades and changes. Deploying new servers, or modifying the OS or applications doesn’t require data migration as in the past. This stateless approach also reduces management overhead by limiting the number of OS instances and app images that need to be configured, upgraded and deployed in the event of a change. Further, this approach can lower the power consumption and total cost of ownership of ATCA blades by reducing the number of physical blades needed to achieve your goals. **IT**

*Jeff Hudgins is VP of Product Management at NEI, Inc. (www.NEI.com).*

## Regulation Watch

By: William B. Wilhelm Jr.



## VoIP E-911 Interconnection — New Rights Granted Under the NET 911 Act

The [FCC](#) recently released an Order adopting regulations under the NET 911 Improvement Act (NET 911 Act) governing access to 911 and E911 capabilities by interconnected VoIP providers (IVPs). The rules provide IVPs with significant new rights to interconnection.

Under the rules IVPs now have a right of access to the E911 infrastructure equal to the access rights made available to mobile providers. The [FCC](#) noted that, “in a typical local architecture, ‘capabilities’ will include: the Selective Router; the trunk line(s) between the Selective Router and the PSAP(s); the ALI Database; the SR Database; the DBMS, the MSAG; p-ANIs; ESNs; mobile switching center capabilities; mobile positioning center capabilities; shell records; the data circuits connecting these elements; and the network elements, features, processes, and agreements necessary to enable the use of these elements.”

Furthermore the Order specifies that the rates, terms, and conditions of IVP access to E911 capabilities must in all instances be reasonable. The [FCC](#) determined that one indicia of

reasonableness will be whether the rates, terms, and conditions under which E911 capabilities are made available to IVPs are the same as the rates, terms, and conditions made available to mobile providers.

The order did not include any conclusions, even tentative, on the issue of VoIP service provided via a dual-mode headset on a [WiFi](#) connection and the use of “last known cell” location technology. The Order similarly omits any discussion of creating a PSAP and/or Selective Router registry, dispute resolution between IVPs and capability owners, delegation to state or local authorities to regulate any portion of the [FCC](#)’s new rules, enforcement of the new rules, specific pricing standards, demarcation points between capability owners and IVPs, and other items.

In sum, we view the Order as a significant win for IVPs **IT**

*William B. Wilhelm is a partner in the law firm of Bingham McCutchen LLP. For more information please visit them online at [www.bingham.com](#). The preceding represents the views of the author and does not necessarily represent the views of Bingham McCutchen LLP or its clients.*



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By: Hunter Newby



## Fonolo is Phone-o-logic

Putting an entirely new spin on application-level VoIP Peering is start-up company [Fonolo](#). Based in Toronto, Canada, these good folks are doing the world a great service by end-point mapping the IVR roots of

major companies that people call every day and turning those insane, time-wasting, frustrating “press 1 for this and 2 for that”, long hold time systems into a thing of the past. Saving time and getting right to the point immediately is beneficial for many obvious reasons, but what may not be so evident about this service are the process and other possibilities that could grow from it.

In a typical ENUM root server end-point records owner contributes them to a registry of some type, thus making them searchable and reachable by someone trying to dial the number and complete a call. This assumes that callers have access to the registry and some pre-defined call path or the session to actually occur over. Technically, ENUM works flawlessly if implemented properly, but it is very much a work-in-progress from the “adoption” perspective for enterprises.

The [Fonolo](#) “process” is a bit of reverse engineering and differs from today’s popular ENUM registries; rather than having to get permission from the endpoint keepers, they “spider” the company IVR system, dial the end-points and map their “phone space”. All of this

data is then translated into readable text and posted so that the end user (caller) can see the IVR root and click on the exact end-point they wish to reach within the company. Once they click, the [Fonolo](#) system goes to work and calls them back with the desired end-point already on the line! They call this “Deep Dialing”. Since things change they constantly spider the IVRs, keeping them updated.

This is not only interesting and helpful for the users, but should also be desired by the companies themselves as it can help reduce 1-800 in-bound toll charges incurred as callers route through the system and wait on hold (unless they are sadists who want people to sit on hold). This service does not spider all end-points in the world, but rather only those trapped inside IVRs that they have spidered so far. That may not be much today, but there are lots of trees and roots to be discovered in the IVR forest.

So, what path might this service take through the forest? Imagine a web search engine where you enter a question and what is returned is a link to a VoIP end-point of a company that can answer it. A master search engine for IVRs – now that’s logical.

*Hunter Newby is the Chief Strategy Officer and a Director of a Special Purpose Acquisition Corporation focused on the communications industry. Reach him at [hunter@hunternewby.com](mailto:hunter@hunternewby.com) or visit [www.hunternewby.com](http://www.hunternewby.com).*

## Enterprise View

By: Max Schroeder



## A Reseller Educational Series – Selling and Staying Competitive in a Weakened Economy

Resellers have had a nervous year as they watched the falling world economy. I have heard many vendors and resellers talk about pulling back on advertising, trade conferences

and training. Of course, cutting back on these lead generation tools will definitely reduce future sales so the process becomes a self-fulfilling prophecy. A better approach than simply cutting back is to learn where to invest your company’s resources to get the biggest ROI. Let’s ask the experts for their view.

Bob Nicols of Axiom Sales Force Development and Jeanne Leckie of the Leckie Group have both participated in the very successful Reseller Day Training Courses at [ITEXPO](#). Both are seasoned training professionals with years of industry experience behind them.

As Bob points out, “Unfortunately, most technology sales professionals don’t know how to sell in a softer economy. Our sector has never faced challenges this tough, and we’re beginning to see just how spoiled we all were. It’s time to focus on training and retool our skill set. You can survive and even prosper in this economy, but you can’t sell the way you have in the past.” Bob went on to explain that in uncertain economic times, survival is the strongest of instincts. People don’t buy “niceties”, they buy “necessities”.

People will continue without a decision until their business is negatively impacted. At that point, the “nicety” becomes a “necessity” because not buying it threatens the company’s very existence. Axiom’s course is specifically designed to teach you how to position your technology as a “survival” solution, a “must have”.

Jeanne counsels that to “Stay competitive in a challenged economy a company must learn how to drive the company’s brand, culture and discipline for impact with customers, employees and the bottom-line.” Jeanne’s course instructs students to strengthen the business outcomes of their customers by improving their selling process, their approach and positioning in a multi-solution, multi-vendor environment. One also needs to command improved business efficiencies and discover how to uncover the gaps to realign your business and your customer’s business model proficiently. She says students will “Leave the Session with the Knowledge to EXECUTE.”

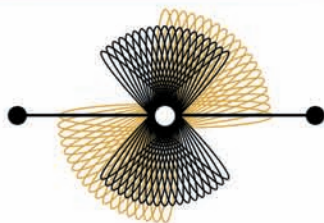
To learn more on succeeding in this environment from Jeanne and Bob, you need to register for [ITEXPO](#) East 2009, scheduled for February 2-4 in Miami. Reseller Day and the free Reseller Training Course are scheduled for February 2nd. **IT**

*Max Schroeder, Sr. Vice President of FaxCore, Inc. ([www.faxcore.com](http://www.faxcore.com))*



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By: Rich Tehrani & Max Schroeder



## VAR Survival Under Disastrous Conditions

Most financial analysts agree that 2008 was a disaster for the financial markets and particularly for

the banking and mortgage industries. Of course, those industries brought the entire economy down. One VAR, however, feels this market provides his company with a great opportunity.

CiBan specializes in delivering customized technology solutions to a wide variety of companies and has concentrated on delivering IP backbones and fault tolerant architectures. In an interview with Paul Banco, CEO and Founder of CiBan Inc. ([www.ciban.com](http://www.ciban.com)), he explained how the economy has actually been a boon for his business. First, Paul emphasized that some segments of the market are still strong including the Green Movement and business continuity. Perhaps a key to their strength is the fact that these technologies can actually save money if implemented properly. In a tight economy, that is a great selling point. Going Green means saving on power thus reducing costs. Products like VMWare and EqualLogic allow for virtualization and consolidation of equipment which further reduces costs. An added bonus is built-in fault tolerance. As Paul states: "The deployment can be configured so there is no single point of failure except perhaps for the EqualLogic Array and you can double that up

if required. Dell's new Auto-Snapshot Manager/VMware Edition [ASM/VE] feature natively integrates with VMware APIs, further simplifying virtual data protection for all EqualLogic SANs. A key factor is the technology allows for live backup snapshots of virtual machines." Paul also commented that communications applications like fax servers can run on VMware using the Dialogic/Brooktrout SR140 FoIP products further facilitating consolidation.

It also appears that CiBan is not the only company focusing on VMware. Ashlee Vance of The New York Times says "VMware has a leg up when the economy is down, because virtualization helps customers cut their hardware and energy costs." (See [www.tmcnet.com/2542.1](http://www.tmcnet.com/2542.1)) VMware, the virtualization market leader had revenue of \$472 million in its third quarter—a 32% increase over last year and earnings were \$83 million, or 24 cents a share.

CiBan's strategy proves that the key for VARs success in a challenging economy is to focus on solutions like business continuity that combine both added security and cost reductions. **IT**

*Max Schroeder is the Senior Vice President of FaxCore, Inc. ([www.faxcore.com](http://www.faxcore.com)) and Managing Director of the DPCF.*

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

## Nitty Gritty

By: Richard "Zippy" Grigonis



## Managing Appliances with NEI's ACE Smart Services

More and more ISVs are using appliances as a way to accelerate time to value and extend functional features to the end enterprise, but these ISVs and their customers often face many complexities when attempting

to securely and reliably update, monitor, track and back-up these appliances. They'd rather focus on innovating the application rather than get mired in form factors, delivery mechanisms, interoperability, backbone OSs, updates and patches.

Fortunately, there's now a solution from NEI ([www.nei.com](http://www.nei.com)), a provider of application deployment platforms, appliances and services for storage, security, carrier-class and enterprise communications applications. ACE Smart Services is a "appliance lifecycle management solution" – a set of innovative software and services from NEI used to fully automate and improve appliance deployment management. This encompasses automated access, controls, and functional tools required to remotely, effectively and efficiently manage appliances deployed throughout the network. ACE fits into NEI's holistic approach to appliance solution design, integration, support, management and value-add services. ISVs and their customers report that using appliances in the enterprise ecosystem is most cost-effective when a single interface manages the system, and ACE expands on this concept by enabling the application developer to manage the software as well as the appliance

on which it resides, so customers don't bear the cost or complexity of managing an open server. Furthermore, its centralized management helps ISVs gain a competitive advantage by consolidating engineering resources, exploiting technology synergies and creating turnkey, integration-ready solutions.

The ACE Smart Services package is comprised of three main components: 1) The Element Manager – ensures higher availability by enabling the remote monitoring and automated health management of deployed appliances. 2) Update Services – automates the process and management of delivering updates, patches and other upgrades to appliances deployed in field, including the operating system and all related applications. The service provides compressed and encrypted updates for dark sites. 3) OS Hardening – a process key that locks down (i.e., disables, removes and/or obscures features and services in) the underlying operating system to reduce the footprint, improve performance and reduce the vulnerability exposure of the appliance. ACE provides either Windows hardening or Linux package management to help ISVs create a highly optimized OS instance.

Adopting NEI's ACE Smart Services is truly – dare I say it? – an ACE in the hole... **IT**

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





# Introducing the Global IVR Community

Evolving standards and speech technologies are driving the business case for companies to deploy new speech applications to create additional revenue streams, increase customer satisfaction, and trim costs. Voxeo's IVR Global Online Community on TMCnet is the industry destination for tools, information, and resources for building and deploying enhanced IVR and VoIP applications.

- Hosted and on-premise IVR
- VoIP Platforms
- Free developer tools
- VoiceXML, CCXML and SIP Standards

<http://ivr.tmcnet.com>



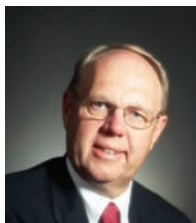
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By: Steven Johnson



## Addressing Interoperability and SIP Trunks

Interoperability is the deciding factor as to whether your SIP trunk deployment will be successful. Perceived to be the most difficult aspect of a SIP trunk deployment, maintaining that balancing act – of having your IP-PBX, service provider and edge device working together seamlessly – can determine whether your SIP trunk is secure, is of good quality, or whether it works at all.

The truth is, deploying a SIP trunk that is fully interoperable is not hard at all. There are important considerations to keep in mind, though, to ensure your installation goes smoothly. Why is interoperability so important? There are several network components to a SIP trunk: the SIP trunking service provider or ITSP offering the SIP trunk service; the SIP-enabled IP-PBX; and the edge device. Since no one vendor provides all three, it is important to make sure these devices can “talk” to one another. If they cannot, then the best-case scenario is that your SIP trunk calls will not go through. Worst case, your network is exposed to potential security threats. It also affects the time it takes to achieve a return on your investment. Purchasing equipment, deploying SIP trunks all take time. The sooner your SIP trunk is up and running, the faster you can realize the significant cost-savings that SIP trunks offer. Here are some steps to ensure interoperability:

**Insist on interoperability-tested components:** Leading IP-PBXs and ITSPs are aggressively conducting interoperability testing. Making sure the IP-PBX and ITSP are interoperable will smooth the way for an easy deployment. It helps ensure security as well since opportunities for hackers, spoofers etc. are easy to come by when there are inconsistencies between the IP-PBX and ITSP.

**Insist on a SIP-based edge device:** SIP-based edge devices smooth out interoperability issues. They serve as a “normalization engine” or a universal adapter between the IP-PBX and the ITSP, solving interoperability hiccups before they become a problem. They also add a critical layer of security for VoIP as well as your network, providing inspection, encryption and many other significant protections.

**Insist on SIPconnect:** The SIP Forum has developed the SIPconnect Technical Recommendation, a standards-based guideline for SIP trunking between IP PBXs and VoIP service provider networks. An increas-

ing number of service providers, PBX vendors and edge device manufacturers are adopting this standard to meet the needs of the growing numbers of customers deploying SIP trunks. Make sure the equipment you purchase adheres to this important standard, which simplifies vendor interoperability.

By taking the time to address interoperability up-front, SIP trunk installations can be a simple and easy process yielding significant cost and other advantages for enterprises of any size. **IT**

*Steven Johnson is President of Ingate® Systems ([www.ingate.com](http://www.ingate.com))*

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## Introducing the IP-PBX Global Online Community

If you are in the market looking to purchase a new phone system, chances are you'll be looking at an IP PBX. The IP PBX market has been growing steadily, which means there are a plethora of choices and options. And, with all the choices you face, it can get quite confusing.

The **IP PBX Global Online Community** is an excellent resource for companies and individuals who are facing the difficult decision of purchasing a new phone system. This community features breaking news, in-depth feature articles, case studies, links to white papers and webinars... all the information you need if you are charged with learning about the current state of the market and making a purchasing decision.

### Featured on IP-PBX Community:

-  Real-World Case Studies
-  Breaking News
-  In-Depth Feature Articles
-  Expert Insight
-  Free Demos and Whitepapers

**[HTTP://IP-PBX.TMCNET.COM](http://IP-PBX.TMCNET.COM)**  
Visit the IP PBX Global online community today.

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By: David Yedwab



## Clouds on the Horizon?

The growing world-wide economic tsunami will likely make planning for IT investments even more cloudy than “normal”... Or will it? Businesses of all sizes, industries and locations will need to review their IT plans and decide what

projects must go forward, which can be deferred and which may need a different approach to implement. And, how do we manage the budget to do even more with less? Not saying that this will be easy but, fortunately, there is a growing option that may help to ease the crisis and maybe even provide a silver lining ... “Cloud Computing.”

Cloud Computing, one of the current terms being used to describe the ability to have an IT application delivered from outside of a businesses own data infrastructure — by a third-party providers. And such third parties also have names. Cloud Computing also is being called “Software as a Service (SaaS)”, “Hosted”, “Managed”, and also well-known terms like “Outsourced” or “Out-tasked”, etc. The opportunities provided to users of such a Cloud Services are manifold: The flexibility to quickly scale-up (or down) the size/scale of a service; the ability to test multiple applications/solutions at small scale and see which work; add/remove served locations rapidly, to try new applications in a linearly scalable manner and to provide a disaster recovery option.

And usually, these can be tried, with minimal capital investments, as an operating expense that grows with usage (usually number of subscribers/users or transactions/volumes).

So, how can Cloud Computing be a Silver Lining? Well, certainly there are good and very attractive candidate IT projects that will fall outside the available capital budget and/or resources able to support/implement/develop. Perhaps those projects should also become your firm's entre into Cloud Computing. Some candidate “Cloud” projects might be:

- How can mobility/remote workers be supported with a UC solution?
- How might a multi-media response center be trialed for a small division to see if it might work across the business?
- CRM system changes or upgrades since implemented 10 years ago?

Not only large enterprises but, equally, small and medium-sized businesses can consider implementing solutions deployed in the Cloud, delivered as a service, rapidly, securely and cost-effectively. **IT**

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By: David Powis



## Contact Centers and the Recession: Emerge as a Leader

How is the current economic news playing out in your contact center? We at Vanguard have been discussing this topic and getting feedback from our clients. My sense is a lot of organizations may just be freezing projects or budgets. Others are

trying to juggle ways to reduce costs with increasing sales and maintaining service levels. This might be through operational and process assessments and changes or by looking at existing or new technology applications to increase sales and loyalty. If budgets are frozen, don't just sit still! Here are some ideas that can help contact centers get through the difficult times and emerge as more nimble and competitive.

### Customer Focused

Obviously it is critical to retain customers now, since replacing them is costly. Even if customers aren't buying during this downturn, you want them to remain loyal. One way is by improving your customer's experience with your company. Only by stepping into their shoes can you really understand what it's like to be a customer. So think about mapping the customer experience across channels, think about doing some key "moment of truth" mystery shopping – buying a product, returning an item, questioning a bill, looking for support. This is a critical first step to understanding your customer's experience with your company. How do you compare to your competitors? Where can you be more customer-focused? How can you effectively segment customers to provide the right service at the right time?

### Operations and Process Focused

If you haven't done any business process or continuous improvement studies to reduce costs and improve efficiency in a while, now is the time. You might look into tuning up the IVR to increase usage — for most call centers, even a 1% gain in use represents substantial dollar savings. Sometimes even partial automation applications can provide a cost savings.

How about contact handling and backend processes? If you are still using the same processes you did 8 or 9 years ago, there is room for improvement. These types of changes can help you manage with what you have during increased call volumes and no funds for additional staff. If, on the other hand your contact center volumes are dropping, how about being proactive? There may be opportunities for outbound notifications or opportunities to tap into your best customers to increase wallet share at this time. Have you considered looking beyond your call center to other functional areas of the organization that may be able to leverage your capabilities? You may have opportunities to provide some economies of scale to your peer departments.

### Technology Focused

Do you feel you are using your existing technology to the fullest? There may be opportunities to boost effectiveness with existing tools. For example, is your workforce management system being used correctly? Are the schedules still accurate? We work with many clients who improve the customer experience and/or reduce costs just by making minor changes to processes in order to leverage a technology feature or two.

If you believe you are wringing out as much productivity as possible from your existing technology, here are a few other applications that show a solid Return on Investment (ROI) for many companies:

**Speech Recognition** — Speech is meeting the promise of increasing customer satisfaction, increasing IVR containment, and shortening calls. It enables companies to implement applications that are impossible with touch-tone, such as name and address changes, service initiation, and moving from multiple to a single 800 number.

**Outbound Contact** — Besides making manual outbound calls, use automated calling as well as other media like SMS and email for proactive contacts. Look at opportunities to actually prevent inbound calls, to reduce costs by providing appointment reminders (to reduce no-shows), or conserve revenues by making outbound collections calls that enable customers to pay privately in the IVR.

**Virtual Contact Centers** — Look at virtualizing (IP-enable) multiple contact centers to gain economies of scale savings in people and equipment. This is especially effective if you have multiple small (less than 50 seat) centers.

**Hosted Services** — Hosted or on-demand services (IVR, ACD, CRM, Knowledge systems, etc.) are a real alternative today. Some of the key benefits can include little up front capital costs, pay by the bite pricing (per call, per minute, per agent seat, etc.), and multi-site disaster recovery options (depending on provider).

Every contact center has areas of improvement or cost reduction. Finding them and making the changes will help you stay focused in the days to come. Good luck. **IT**

*David Powis is Chief Technology Consultant at Vanguard Communications Corporation, a consulting firm that specializes in contact center processes, operations, and technology. He leads many technology and application focused projects and implementations. Visit them at [www.vanguard.net](http://www.vanguard.net) or contact David at [dpowis@vanguard.net](mailto:dpowis@vanguard.net).*

### Did you know...

- 1,926 respondents in a ChangeWave ( [www.changewave.com](http://www.changewave.com)) corporate IT purchasing survey conducted November 6-12, shows a bright spot among the decline in U.S. business spending: the corporate smartphone market shows continued growth, with Research In Motion maintaining its traditional lead, though Apple continues to make inroads in small- to medium-sized businesses (SMBs).

Innovative Ideas from the "Single Point of Interconnection T1" Experts

# 360networks Unveils Single Point of Interconnection T1 Service

by Richard "Zippy" Grigonis

Despite the predictions of experts in the 1990s that the world's networks would scrap their past and embrace a totally next-generation network future, there's still quite a market for the good old T-Carrier system, such as the venerable T1, with its 1.544 Mbps line rate.

Indeed, [360networks](#), a major wholesale provider of communications products and services in the western U.S., has announced its new Single Point of Interconnection (SPI) T1 service to help its carrier customers reduce operating costs and eliminate the kind of capital expenses normally associated with delivering T1 services. The SPI-T1 service will enable 360network's carrier customers to provide point-to-point, clear channel T1s to their subscribers in over 380 wire centers in 32 markets throughout the western U.S. via a single connection to 360network's impressive 17,200 mile fiber-optic backbone.

The SPI-T1 service is suitable for customers deploying Wide Area Network (WAN) applications, integrated access, SIP trunking applications, hosted VoIP, Primary Rate ISDN (PRI) replacement, along with other voice or data services.

Nick Reifschneider, Product Manager for 360network's VoIP services, says, "Our new end-to-end service includes the long-haul portion back to our customer as well as the local loop to the end-user, all for a single flat rate in each market. We found that there are many service providers wanting to expand their footprint without being compelled to collocate equipment or incur the expense of long-haul facilities to interconnect multiple hub locations. With this service, customers interconnect to 360network's backbone network at one or more Points of Presence (POPs) and then easily order end-to-end T1 access from the point of interconnection to the end-user location at a flat-rate price per T1 by MSA/market. That's the only recurring cost – there are no recurring port fees or long-haul or local loop to end-user fees. Because of such flat-rate pricing, our customers should be able to easily and precisely manage their margins."

[360networks'](#) Rick Coma, Senior Vice President, says, "You can look upon SPI-T1 as a complement to our existing VoIP360 portfolio. Our wholesale IP-based voice services offering is SIP-based and can be

accessed via a public IP connection or via a direct interconnection to our IP backbone. Our wholesale VoIP service provides inbound and outbound local calling, [e911](#) services, directory listings, local number portability, operator services, caller name services, directory assistance, toll-free origination, toll-free termination and domestic long-distance termination. Customers can use [360networks'](#) VoIP and access platform to quickly and cost-effectively deliver on-net QoS [Quality of Service] hosted VoIP and SIP trunking services in 32 western U.S. markets."

"At our end, we manage the end-to-end delivery of the T1 circuit, as well as the delivery of the local loop to their subscriber," says Coma. "We deliver a channelized long-haul facility back to our customer's single point of interconnection, and we provide any physical installation necessary to get the customer up and running with T1 connectivity, though we're obviously not responsible for the customer premise equipment. Our customers, in turn, essentially 'own' their subscribers – they manage the turn-up process, including customer premise equipment and extension of the demarcation point if required."

"Customers can interface at a DS3 or OCn levels. We're even capable of supplying an OC-12 [622.08 Mbps transmission speed] if they want," says Coma. "At the moment we're deploying 32 markets with plans to expand into several more throughout the western United States. We have several beta customers who are currently offering T1s to the public using this service."

[360networks](#) itself currently offers a long-haul and metro presence with a total of 76 POPs servicing 52 U.S. markets, with plans to expand. They sell an increasingly wide range of voice and data services to carriers, ISPs, and cable companies. These services include IP, Private Line, Collocation Services, and VoIP. [360networks'](#) SONET Ring is a fully meshed architecture engineered to provide complete redundancy, thus enabling the company to offer highly reliable services to its customers. **IT**

*For more information on 360networks' new Single Point of Interconnection T1 service, visit [www.360networks.com/T1](http://www.360networks.com/T1) or contact Steve Cardwell at 503-558-8129.*





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## Talking with Chuck Bartlett, Vice President of Tech Data's Networking Division

By Richard "Zippy" Grigonis

There are many specialized VoIP and IP Communications resellers out there. But Tech Data Corporation ([www.techdata.com](http://www.techdata.com)) of Clearwater, Florida, a huge distributor of microcomputer-related hardware and software products to Value-Added Resellers (VARs) and retailers, has cleverly created a group of internal special business units working within the larger organization and capable of calling upon Tech Data's vast resources.

Our own Richard "Zippy" Grigonis recently sat down with Chuck Bartlett, Vice President of Tech Data's Networking Division, who explained it all to us.

**RG:** How is Tech Data structured for these specialty units?

**CB:** I run the entire Networking Division. That's set up in two sites in my organization. Todd Gronemeyer runs what we call the Networking Business, and he's one director on my staff. We also have a [Cisco](#) Practice, which is the other half of our business, run by a separate director on my staff. Our networking business comprises all of the technologies out there today that are sold by our networking partners: switching, routing, wireless, surveillance, telephony, and so forth.

Todd Gronemeyer is Director of our Networking Division. Within Todd's organization we have three Specialized Business Units (SBUs): the Telephony Specialized Business Unit, a Wireless Specialized Business Unit, and a Physical Security Specialized Business Unit which is essentially deals with surveillance and access control. The SBUs are set up as totally independent entities within the division. For example, telephony has its own sales team, product team, systems engineering and product management, with everything fully confined within the SBU and it's targeted specifically at our reseller partners that have practices that specialize in telephony. All of the salespeople and product support people in the SBU carry multiple vendor certifications, so when a telephony reseller calls in and starts talking about telephony solutions, they're talking with somebody who actually understands what they're saying because they're educated and certified in this area.

The purpose behind Tech Data's SBU structure is to take our size, scope and scale – a \$25 billion company that sells a lot of technologies to a lot of people – and to create within it a vertical technology focus so we could, frankly, compete favorably against specialized distributors or Value-Added Distributors [VADs] as you might classify some of them, in these high-growth technology verticals. Telephony was the first unit we started five years ago, followed by Physical Security and then Wireless.



*Chuck Bartlett*

**RG:** Sounds like you've created a sort of internal conglomerate.

**CB:** Well, the three technology SBUs within Networking were set up because of the nature of those technologies – they're high-growth and each needs a different type of focus for the resellers in order for the resellers to succeed with the end user and for us to succeed with the reseller. We see a lot of convergence among those SBUs. For example, Physical Security Surveillance ties into the Wireless SBU very tightly because it's an application that typically rides on a wireless network. We also see Wireless and Telephony converging as IP systems start to become nodes or access points on a wireless network. The technologies are converging and, fortunately, we can address that convergence as it happens, and it's certainly happening in the IP telephony world today.

Tech Data has other SBUs too. The reason the first three reside in Networking is because networking tends to be the core technology, and the reseller base tends to be the proper base which to target and expand into these technologies, so it made sense to hold those three in Networking instead of the other ones in other product divisions.

Unlike a typical VAR, a Telephony VAR has a different set of questions and needs in terms of what they're looking for from a distributor. We needed to make sure that we had a team in place that could "talk the talk" with them and support them in the right manner and be able to talk to them about solution selling and not just box-pushing. That's the concept behind the SBU. It's why we have these people trained and certified in the technology so they can properly support those particular customers and their needs.

The education of resellers has always been a part of this. I think that's the value that we see in the SBU. Frankly, one of the things we look for is tighter entanglement with our reseller partners, so if they run up against something they don't quite understand but we have a resource, they can call us in order to understand it better and be able to close a sale with an end user. We feel that will benefit us because it will make them much more likely for them to come to us when the actual purchase occurs. So much of what an SBU does is work on the front end, in the concept design stage, and by working with Tech Data to do that, obviously we believe that we've earned that business and people are thus more likely to come back to deal with us.





## Introducing the VoIP Phone Systems Global Online Community

Voice over IP is transforming the business communications space with immediate benefits, including cost savings, added features, greater functionality, remote access, and more. Finding the right VoIP phone system for your business can be a challenge, which is why FreedomIQ brings you the VoIP Phone Systems community on TMCnet.

The community presents a reliable resource for your business communications needs, with expert advice and the latest news from the VoIP industry.

<http://voip-phone-systems.tmcnet.com>

### The community showcases:

- ✓ Free Quotes
- ✓ Ask the Expert
- ✓ Featured Articles
- ✓ Latest News
- ✓ White Papers
- ✓ Product Showcase



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**RG:** So if they need 20 boxes, you're right there.

**CB:** Correct. Certainly from a telephony standpoint, and even generally from a Networking Division standpoint, we moved quite some time ago away from selling products to selling solutions. Your comment on 20 boxes is pertinent. A customer may need phones, a switch, or whatever. But if all we're selling is a product, then from a price standpoint we can get "shopped out" of the market very easily. There are a number of competitors out there who can supply any particular product at a competitive price. But by providing a solution, there's more value in the sale, and it's less likely that we'll get shopped as hard – not that we won't feel competitive pressures at all – but again, we enjoy more entanglement, partnership and loyalty when we're working with a reseller to sell a solution than when we're just pricing a single product to ship out the back door.

Perhaps a solution will require just 20 boxes of a product, but generally in such a situation not all 20 boxes are going to be one product, such as telephones, especially if you're talking about a Voice-over-IP application. There might be a switch, or some other set of components. Part of the reason that Tech Data feels it's uniquely positioned in the market to help support communications is that we sell supporting technologies. For example, we sell all related networking gear and equipment that fits around that, where other distributors are just focused on the traditional telephony market and may not have the supporting products that can really establish an entire solution.

Furthermore, if the solution needs a server, we have servers. If it needs storage, we sell storage. If it needs some kind of power backup, we sell that too. We can leverage the breadth and scope and scale

of our \$25 billion company, but in a vertical that's very focused.

**RG:** In the old days, dealing with IP was a lot more problematic than dealing with the circuit-switched world. I guess it's now all just part of the mainstream "communications" business. Do you really distinguish between the two that much?

**CB:** IP is still very involved. What's probably better understood today – not to mention a lot more prevalent – is the training and education that goes along with selling these kinds of products and solutions in the market. So not only from our standpoint can we at Tech Data provide training regarding our vendors' products and certifications, but in most cases the vendor community itself now, concerning telephony and some of these higher-end solutions, require certifications of their VAR partners before they are allowed to sell them. So I think there's a reasonably well-understood process that goes like this: "If I want to sell telephony or wireless solutions into an end customer, here's what I need to be able to do, and here's where I go to get it." They can approach this along many different avenues. I don't think there are many people just throwing things out into the market and hoping that somebody knows how to make it work.

We sell the most advanced IP-based systems as well as more traditional [PBX](#) type offerings. Tech Data's core customer base is the IT VAR. They have more knowledge in the convergence space and so it's easier for them to adopt IP technologies and get into the voice business that way, certainly easier than attempting to learn the whole old world of analog [PBX](#) systems. Growth in this area continues. **IT**

*Richard "Zippy" Grigonis is Executive Editor of TMC's IP Com-*

## On Rad's Radar

*By: Peter Radizeski*



### Light in the Tunnel

Jack Welch was on "This Week with George" talking about the economic crisis. He said that by 3Q09 we will see the light at the end of the tunnel. There

are many pieces of the bail-out that have yet to be put in place. Things will get worse in the next couple of quarters and then improve by 2010.

That means we will be hearing "I'll save you money," as the pitch for the next year – even more than we do now. I don't think it will work. As I told the Adtran-XO Partner audience on Thursday, businesses will be looking more at productivity – how to do more with less. An example would be that with [IP-PBX](#) or Hosted PBX, you may be able to let that admin go (or not re-fill the position).

It will require patience, persistence, and paying attention. Salespeople will need to do solution selling, using probing questions to get at the pain points before they will be successful.

It also means that salespeople will need to be speaking to the C-Level, since most other folks may see a technology upgrade (or change) as a threat to their job. Think about the IT Director and the Telecom Manager; when the networks converge one of them is redundant.

The sales cycle will get longer. Networking and referrals will be as key as persistent yet creative follow-up. It is also a time when companies will need to shore-up their top customers. It's going to be a long year, but watch for the light in the tunnel. (And hope it isn't a train.) **IT**

*Peter Radizeski is head of RAD-INFO, Inc. a consulting agency specializing in the telecom industry.*





Introducing the

## Mobile Unified Communications Global Online Community

<http://internetcommunications.tmcnet.com>

CommuniGate Systems develops carrier-class Unified Communications and media delivery software for broadband and mobile operators to deliver value-added services and SaaS solutions. CommuniGate Systems delivers powerful mashups of Unified Communications technology mixed with media and entertainment applications for portals, social networks, enterprises and mobile communities. CommuniGate Systems is revolutionizing the Unified Communications industry with a unique Flash-based client framework Pronto! bringing together all forms of communication and breaking the leash to the desktop with Web 2.0 mobility.

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By: Gary Kim



[www.tmcnet.com/2544.1](http://www.tmcnet.com/2544.1)

## Three-Screen Video: Explosive?

The boundary lines between the TV, PC, and mobile screens are blurring with increased broadband and 3G penetration, reports In-Stat. There is no doubt that some large providers, including AT&T, [Verizon](#) and leading cable operators, are going to create services that unify video consumption across mobile and fixed networks and devices. The issue is how much revenue might be garnered by doing so. There seems to be less of an issue about user growth.

Within five years, there is the potential for 11 million TV-PC service subscribers and nearly 16 million converged PC-mobile service subscribers in the United States, according to In-Stat. One issue is how much revenue lift any service provider can get by unifying access to video across platforms.

Some argue there is room for incremental revenue lift in transaction fees. Others argue the upside is more likely found on the customer acquisition and retention front. Some think advertising will be sufficient. In any event, service providers see value in giving users access to video they have paid for in new ways.

"One answer is the introduction of multi-screen video services," says Keith Nissen, In-Stat analyst. "For instance, consum-

ers could view NBC's videos of the recent Olympic Games on TV, PC, or mobile devices using existing network services."

"Another alternative is converged multi-screen services that offer consumers the same capabilities, along with value-added, next-generation features and functions that make the service device independent," he adds.

Mobile video is a key opportunity, everyone seems to agree. Infonetics Research estimates worldwide mobile video phone sales neared \$99 billion in 2007 and are expected to grow strongly over the next five years, despite the revenue challenge service providers face.

Infonetics Research argues that the number of mobile video subscribers topped 10 million worldwide in 2007, and is expected to nearly triple by the end of 2008, with explosive growth continuing through at least 2011.

Jeff Heynen, directing analyst for [IPTV](#) at Infonetics, says worldwide service provider revenue from mobile video services nearly tripled in 2007 and is expected to nearly triple again in 2008.

Advertising will play a major short- and long-term role in ensuring the profitability of mobile video services, he argues. **IT**

[www.tmcnet.com/2545.1](http://www.tmcnet.com/2545.1)

## Forecast: Miniscule Mobile WiMAX, LTE Penetration by 2013

Mobile [WiMAX](#) and LTE will represent only a "miniscule" portion of total mobile subscriptions in 2013, with GSM/EDGE/GPRS expected to account for more than 55 percent of the total 4.8 billion subscriptions, according to In-Stat.

In fact, HSPA may turn into 802.16e [WiMAX](#)'s true competitor, and also may delay LTE roll-outs, the research firm says.

In 2008, the road to wireless 4G cleared a bit, with ultra-mobile broadband left publicly by the roadside, narrowing the path to two technologies: Long Term Evolution and [WiMAX](#), says In-Stat. Both LTE Advanced and 802.16m WiMAX are being specially crafted to offer 100 Mbps mobile throughput and 1 Gbps stationary throughput.

The In-Stat report comes as the [WiMAX](#) Forum announces plans to set up an applications lab at the Indian Institute of Technology in Delhi.

Reportedly, this Delhi facility will be the third such lab in the world, along with set-ups in Taiwan and the United States, and

is being established at a time when [WiMAX](#) looks set to take off in a big way. Projections have called for the Indian WiMAX market, including devices, to be worth \$ 13 billion by 2012.

Ultra Mobile Broadband, or "UMB," is the brand name for a project within 3GPP2 standards group to improve the CDMA2000 mobile phone standard for next generation applications and requirements. Commercialization now is deemed unlikely as [Qualcomm](#), its main developer, 3GPP2 and major CDMA carriers are concentrating on LTE instead.

"Mobile [WiMAX](#) effectively came on the scene in 2006 with South Korea's WiBro; the earliest commercial LTE deployment will be in 2009," says Gemma Tedesco, In-Stat analyst. "Overall, In-Stat expects that mobile [WiMAX](#) will ultimately outpace LTE over the next few years due to timing of network roll-outs."

The success of the [Sprint](#) Clearwire mobile WiMAX roll-out is expected to have a huge effect on whether or not large worldwide operators will roll out mobile [WiMAX](#). Still, 4G is not expected to achieve wide scale penetration any time soon. **IT**



# Mobile VoIP Global Online Community

<http://mobile-voip.tmcnet.com>

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By: Tom Keating



[www.tmcnet.com/2543.1](http://www.tmcnet.com/2543.1)

## Use VoIP to Telecommute for a Merry Christmas!

How do you save enough money in this tight global economy so that you can have a Merry Christmas with lots of gift giving?

Well, one way is by using VoIP to telecommute. Research done by [Aastra](#) found that commuters driving into the UK's largest cities could potentially save enough money by Christmas to buy more than half a kilometer of wrapping paper if they worked from home just one day a week. Based on commuters with 50-mile round trips, the average transit time soars in London to 111 hours — almost fourteen working days a year. Researchers found that London was the most expensive and time-consuming city to commute into, followed by Leeds and Bristol.

Telecommuting just once per week could save on average, could save £19.36 per day of telecommuting or £174 (\$271 U.S. dollars) in the nine weeks running up 'til Christmas — enough to buy 17 turkey crowns, with change to spare for cranberry sauce — if they were equipped to work from home one day a week. In London, this figure soars to £41.90 a day.

I have an [Aastra](#) 57 at home that I myself use to telecommute occasionally. One nice thing about the Aastra VoIP phones is that they licensed Packet8's NAT technology for their firmware, which solves those pesky VoIP-over-NAT issues.

Working from home one day a week could also save penny-pinch-ing parents with young children more than £460 in day care (£286) and travel costs (£174) in the build-up to Christmas — enough to buy all of this year's top 5 most wanted presents, as predicted by the Toy Retailers Association, with change to spare for more than 130 bags of chocolate coins for their Christmas stockings.

According to [Aastra](#), as Christmas looms and inflation hits a decade high, more people are looking to home working as a means to enjoy a better work/life balance and save money.

Michael Calvert, UK General Manager of [Aastra](#), who commissioned the research, said: "Commuting to work every day can be a major strain on people's finances, and considering the current economic climate it's not surprising that the mood of the country is more credit crunch than Christmas lunch. Commuters equipped with the right, readily-available technology, could save money and lower their stress levels by taking advantage of flexible working practices. With many workers able to do their job equally well, if not better, from home, it's a wonder why more companies are not encouraging home working."

"It's not just commuters that could see real economic benefits from flexible working practices, many companies could benefit from lower real estate and energy costs, higher morale, and

increased staff retention. Flexible working technologies such as Voice over Internet Protocol phones can even reduce the cost of calls, while making corporate communications more effective."

If commuters with 50-mile round trips by car worked from home one day a week they could save enough money in time for Christmas to buy:

- 1 Xbox 360
- 3/4 of a Playstation 3
- 3,400 fairy lights
- 1,560 migraine tablets
- 828 Christmas crackers
- 207 mini Christmas puddings
- 58 pairs of men's novelty socks **IT**

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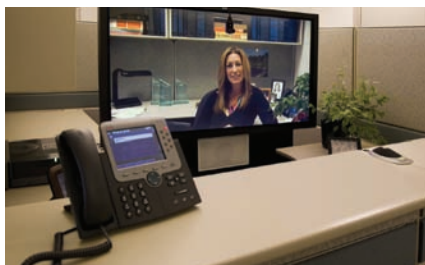
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[www.itexpo.com](http://www.itexpo.com)

[www.tmcnet.com/2547.1](http://www.tmcnet.com/2547.1)

## Cisco to Rent Out TelePresence Video Conference Rooms



Traveling to meet a client has always been a major part of business in the past. The time and energy that goes into logistics, planning and the actual meeting itself can be stressful but the bottom line is that it's expensive. With today's economic woes, corporations are looking for new and cost efficient ways to still meet with their clients or partners and still have a close relationship. Cisco's TelePresence solutions afford users a meeting solution that combines video, audio and remote communication technologies over an IP network for a face-to-face experience. Cisco recently announced plans to rent out their TelePresence video conferencing rooms, which will have high-definition video screens with built-in microphones and camera lenses (rent for an hour ranges from \$299 to \$899). Officials at Cisco are hoping not only to broaden the use of their system, but also to help executives cut back on travel.

[www.cisco.com](http://www.cisco.com)

[www.tmcnet.com/2546.1](http://www.tmcnet.com/2546.1)

## Ricoh Integrates DocumentMall Solution with Salesforce.com

Ricoh Americas Corporation announced the internal deployment of their SaaS document storage and management solution, DocumentMall with Salesforce.com. It is expected that SaaS solutions like DocumentMall for Salesforce.com helps reduce energy consumption by the efficient usage of computing resources when compared to traditional on-premise solutions.

DocumentMall for salesforce.com can result in reduced usage of paper and toner besides reducing fuel consumption associated with the overnight shipping of documents. Immediate access to information through on-line document management also goes a long way toward improving business processes.

[www.ricoh-usa.com](http://www.ricoh-usa.com)  
[www.salesforce.com](http://www.salesforce.com)

[www.tmcnet.com/2549.1](http://www.tmcnet.com/2549.1)

## Sabio Launches Thin Client CTI to Enhance Productivity in Avaya Contact Centers

Sabio, a contact center services and solutions company, has launched the Thin Client CTI, the first in a series of Sabio applications that are designed to produce cost-effective productivity benefits for users of Avaya's telephony and contact center platforms. The Sabio Thin Client CTI is an entry-level desktop telephony software that is delivered across the network to provide contact center agents with core Computer Telephony Integration (CTI) functionality on their desktop PCs.

The Thin Client CTI integrates with Avaya telephony platforms and provides an opportunity for organizations seeking to use CTI within their customer service business, but who are reluctant to take on board the customization and costs normally associated with more expensive approaches.

[www.sabio.co.uk](http://www.sabio.co.uk)

[www.tmcnet.com/2548.1](http://www.tmcnet.com/2548.1)

## D-Link, Cbeyond Team for VoiceCenter Phone Systems

D-Link said that it's partnering with Cbeyond, as part of an aggressive effort to introduce more Value Added Resellers (VARs) selling to small businesses the benefits and cost-effectiveness of VoiceCenter, in particular, and VoIP phone services in general. D-Link's VoiceCenter phone system is a feature rich small business phone system that is designed for small businesses requiring up to 50 phones and phone lines. VoiceCenter runs on Microsoft's



Response Point software with Service Pack 1.

D-Link VoiceCenter 5- and 10-phone kits include the IP-PBX, IP phones and public switched telephone network (PSTN) gateway. The D-Link VoiceCenter phone handsets feature auto discovery and one-touch access

to parking, retrieving, transferring, voice dialing other employees and voice dialing personal contacts.

[www.dlink.com](http://www.dlink.com)  
[www.cbeyond.com](http://www.cbeyond.com)

[www.tmcnet.com/2550.1](http://www.tmcnet.com/2550.1)

## Black Box Intros Multimedia, VoIP Products

Black Box Corporation, a provider of voice services, data services, and IT product solutions, has introduced new products to its line of networking and communications solutions, including multimedia, audio-visual, cabinets, racks and networking. The products will be featured in the company's upcoming BLACK BOX Catalog, and will include CAT6 Shielded Modular Plugs in the cabling category, Video to PC/HDTV Switching Scalers with Audio, VGA Matrix Switches with Serial Control, VGA and Audio Matrix Switches with IP and Serial Control, Component Video Extender Kits and Component Video Extender Transmitters. In telephony, the new products include the ClearOne MAXEX Expandable Conference Phone, ClearOne MAX EX Expansion Base and ClearOne Battery Pack.

[www.blackbox.com](http://www.blackbox.com)

[www.tmcnet.com/2551.1](http://www.tmcnet.com/2551.1)

## Zoom Frees Skype Users from PCs with New Phone Adaptor

Zoom Technologies, a manufacturer of communication products, announced that more than 2,000 Wal-Mart stores in the U.S. now carry its innovative Model 5900 Phone Adaptor for Skype. The adaptor can be purchased at the select Wal-Mart stores, or online at [www.walmart.com](http://www.walmart.com). The Model 5900 enables

consumers to place Skype calls with any phone, even a cordless phone. By plugging a cordless base station into the Zoom Adaptor, consumers can use a cordless phone for Skype calls wherever it's convenient. In addition, the Model 5900 allows cell phone users to remotely access their Skype service to make international calls. This feature can easily save frequent international callers hundreds of dollars per month.

[www.zoom.com](http://www.zoom.com)



[www.tmcnet.com/2552.1](http://www.tmcnet.com/2552.1)

### FlyCast Mobile Network for New BlackBerry Smartphones

FlyCast says its mobile broadcast network will be ready for the BlackBerry Curve, BlackBerry Bold and BlackBerry Storm smartphones from Research In Motion (RIM) in November. The FlyCast network application delivers radio, video and podcasts over mobile broadband and WiFi networks to mobile devices. It is viewed as a free alternative to satellite radio and the FlyCast network has seen an increase in users and content since its launch in January 2008.



The FlyCast Mobile Broadcast Network features over 1,000 stations from terrestrial and web broadcasters, like Entercom, Cox Radio, AccuRadio, 977 Music, 1.FM, 1Club and radioIO. The network offers quality service and features, like StreamSlip, allowing users to continue to listen to a station even during extended periods without a connection.

[www.flycast.com](http://www.flycast.com)

[www.tmcnet.com/2553.1](http://www.tmcnet.com/2553.1)

### Broadvox Reduces Prices, Offers Repackaged SIP Trunking Products

Offering cost-effective communications to SMBs at a time when many are seeking to operate more efficiently, officials at Broadvox announced the company has diversified its service options and reduced its product prices. The changes reportedly include simpler quoting and ordering processes — upgrades that stand to benefit value-added resellers as well as customers. With the product repackaging and restructured pricing, Broadvox is expecting to see further growth in its expanding SIP trunking market.

“IP communications has definitely come of age and these flexible,” company officials say. “And cost-effective SIP trunking products will no doubt continue to draw interest from companies that are recognizing the benefits of SIP trunking

and unified communications.”

[www.broadvox.com](http://www.broadvox.com)

[www.tmcnet.com/2554.1](http://www.tmcnet.com/2554.1)

### Covad Intros SIP Trunking Service

Covad Communications has unveiled a new Covad Integrated Access service, an all-in-one phone and Internet service for businesses with up to 35 employees per location, delivered over a T1 connection, and offering new scalability.

“Covad Integrated Access service has been completely retooled for reliability and flexibility,” says Jake Heinz, vice president and general manager, Covad VoIP, allowing smaller businesses to start small and then add lines as needed.

Pricing start as low as \$435 per month with no installation fees, depending upon contract length and services ordered, Covad says. The new service automatically allocates bandwidth dynamically to ensure prioritized voice quality.

[www.covad.com](http://www.covad.com)

[www.tmcnet.com/2555.1](http://www.tmcnet.com/2555.1)

### Tilgin Helps Swedish Operator Roll Out IP Services

Tilgin reportedly has landed a \$1.6 million order from a major Nordic telecom operator who will use the company's solution to continue rolling out IP services. Under the agreement, Tilgin's Vood 322 IP residential gateways and Tilgin's service and device management software VCM, will be deployed in Swedish households. Tilgin says the deal marks an important step in realizing the potential of the deployment volumes and geographic spread also in 2009.

The company says it's already received many orders from this operator and is responsible for providing customized software to meet the operator's specific requirements. By deploying the customized solution, the operator is able to decrease the operational costs and need for expensive support and helpdesk assistance.

[www.tilgin.com](http://www.tilgin.com)

[www.tmcnet.com/2556.1](http://www.tmcnet.com/2556.1)

### Telcordia Develops Security Solution for Fiber Optic Nets

Telcordia has reportedly developed an all optical code-division multiplexed

(OCDM)-based photonic layer security (PLS) system to ensure security to fiber optic networks. The OCDM-based PLS system is designed to provide security for very high data rate systems where electronic encryption has been increasingly difficult and expensive.

The technology helps the company offer security consulting services to its clients with next generation security solutions for emerging 100 Gbps fiber optics networks. This protocol independent technology is also compatible with conventional dense wavelength division multiplexing (DWDM) and optical networking.

In this new technology, Telcordia has devised a novel way of coding schemes and a compact, programmable coder. The coding and scrambling of the optical signal is done in such a way that the bits can neither be recovered nor be recorded for subsequent decryption. The technology uses a sophisticated optical processing, in which optical frequency and phases are manipulated with high precision.

[www.telcordia.com](http://www.telcordia.com)

[www.tmcnet.com/2557.1](http://www.tmcnet.com/2557.1)

### ECI Telecom Supports Growth of Next-Gen Services in Switzerland

MetroSystems, a system integrator in Switzerland, has chosen ECI Telecom's 9700 Series Carrier Ethernet Switch Router (CESR) for its



Carrier-class Ethernet solution portfolio. ECI has announced the completion of the first customer deployment with Datapark, a service provider for the city of Wil in St. Gallen, Switzerland. By delivering its 9700 Series, ECI Telecom is supporting the operator's IPTV service offering in the region. The solution is not only addressing the growing traffic demands but is also providing advanced Ethernet-based capabilities to the region. ECI's CESR 9700 Series is providing MetroSystems and its customers with an end-to-end, carrier-grade packet transport solution that is MEF-certified.

[www.tmcnet.com/2559.1](http://www.tmcnet.com/2559.1)

## Palm Launches Centro in Holiday Colors

Palm, Inc., has unveiled two new colors for the Palm Centro smartphone. The colors – Olive Green and Vibrant Rose – will be available on all Centro smartphones launched for Sprint. The new Centro features twice as much storage space as the earlier model, and incorporates features like Facebook and Google Maps with My Location. The phone will retail for \$79.99 and will join the Onyx black Centro for the holiday release.



The Palm Centro also features an in-built MP3 player for music access. The available memory is now 128MB, with microSD card extension for memory addition of up to 4GB. Users of the new Centro will also get to watch Sprint TV channels, including CNN mobile, FOX Sports, The Weather Channel and Disney Channel.

[www.palm.com](http://www.palm.com)

[www.tmcnet.com/2560.1](http://www.tmcnet.com/2560.1)

## i2Telecom Intros MyGlobalTalk Global SIM Card

i2Telecom International, recently announced the availability of its MyGlobalTalk Global SIM card service. With the new SIM cards, users can switch phones by simply removing the SIM card from one mobile phone and inserting it into another mobile phone or broadband telephony device.

According to Paul Arena, chairman and chief executive officer of i2Telecom, "...by creating this global SIM card, i2Telecom can offer now offer a 'single number mobile solution' that works anywhere in the world with GSM (Global System for Mobile communications) cellular coverage. "

When placing calls while traveling outside the U.S., the MyGlobalTalk Global SIM card helps customers save up to 90 percent in mobile phone charges, with prices starting at \$0.29 per minute.

[www.i2telecom.com](http://www.i2telecom.com)

[www.tmcnet.com/2562.1](http://www.tmcnet.com/2562.1)

## Report: Higher-End Mobile Applications are Under-Used in the U.S.

Higher-end applications reportedly remain under-used by U.S. consumers despite the fast-increasing use of handheld mobile devices throughout the United States, according a new survey. The Accenture survey, which included 5,047 U.S. adults, sought spending patterns and usage of more than 12 consumer electronics devices and applications, including cell phones, TVs, personal computers and the Internet.

In 2007, 38 percent of all respondents spent less than \$500 on consumer electronics products, according to the survey. Spending was highest among those in the 18-to-34 age group during the time period. Seventeen percent of them purchased between \$1,500 and \$3,000 of consumer electronics, compared to just 11 percent of those at least 35 years old.

[www.accenture.com](http://www.accenture.com)

[www.tmcnet.com/2561.1](http://www.tmcnet.com/2561.1)

## Option Develops Embedded Module for Intel's MID Platform



Option is developing a new 3.5G HSPA embedded module for the "Moorestown" platform, Intel's next generation Mobile Internet Device (MID) platform based on the Intel Atom processor. Option's GTM501 is an HSPA embedded module available in the ultra-compact LGA package that measures just 25 x 30 x 2.5 mm.

Option defines MIDs as a new category of portable and pocketable Web-centric devices for consumers and business professionals. These products enable users to communicate with others, be entertained, access information or participate in online gaming — while on-the-go. A recent ABI Research study pegged the market for ultra-mobile devices, which include Netbooks and MIDs, to reach 200 million units a year in 2013.

[www.option.com](http://www.option.com)

[www.intel.com](http://www.intel.com)

[www.tmcnet.com/2563.1](http://www.tmcnet.com/2563.1)

## Sybase 365 Intros Mobile Banking Solution with Natural Language SMS Capability

Sybase 365 announced the availability of Sybase mBanking 365 with an intelligent short messaging service (SMS) natural language capability. The new solution, which the company, is reported to automatically detect common misspellings, multi-part queries, slang and synonyms, enabling mobile users to request information using their own words. In effect, it is designed to improve the communication between banks and customers, the company said.

Sybase mBanking 365 uses a powerful agent network that can interpret each user's free-form input and translate users' own words into relevant commands. Using the new capability, users can access information using plain text, without worrying about grammar, spelling, syntax or memorizations of complex and cryptic keywords. The service offers support for information and service request in any language.

[www.sybase.com/mobileservices](http://www.sybase.com/mobileservices)

[www.tmcnet.com/2564.1](http://www.tmcnet.com/2564.1)

## T-Mobile Unveils G1 Powered by Android

T-Mobile USA has launched the first Android-powered mobile phone in partnership with Google. The T-Mobile G1 combines full touch-screen functionality and a QWERTY keyboard with a mobile Web experience that includes the Google products available for the desktop, including Google Maps Street View, Gmail, and YouTube. The T-Mobile G1 is also the first phone to provide access to Android Market, where customers can find and download unique applications to expand and personalize their phone to fit their lifestyle. In addition to the T-Mobile G1's full QWERTY keyboard, another option for accessing the device is the trackball which affords users precise, one-handed navigation.



[www.tmobile.com](http://www.tmobile.com)

[www.google.com](http://www.google.com)





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## Introducing the **WiMAX Global Online Community**

Broadband Wireless Access (BWA) technology holds the promise of bringing high quality Internet, data, video and voice services to millions of individuals and businesses that are constrained by costly or limited access to broadband communications.

The WiMAX community addresses issues important to decision makers in the residential, personal and enterprise markets. Visitors can find valuable resources such as feature articles, success stories and industry news.

SR Telecom & Co is proud to sponsor the WiMAX Global Online Community. As a provider of WiMAX and WiMAX-based wireless technologies, operators can look to SR Telecom & Co. whenever a project demands an optimized solution - in terms of application support, frequency of operation, or packaging and operating environment requirements.

**<http://wimax.tmcnet.com>**

[www.tmcnet.com/2566.1](http://www.tmcnet.com/2566.1)**Visicom Provides Customers with Dual Benefits**

Visicom's latest TEM (Telecom Expense Management) solution is said to be one that can provide businesses with dual benefits in terms of cost reduction as well as supplier diversity. With this solution, Visicom aims to meet the requirements of businesses facing the challenges of the current economical situation where markets are falling at unbelievable rates.

"We're excited to be able to serve these corporate enterprises and assist them with their supplier diversity initiatives and their efforts at cost reduction, especially during these tight economic times," said Nancy Peckham, President and Chief Executive Officer, Visicom.

With over seventeen years of experience, Visicom has since 1991 provided clients with tailored solutions that could help them enhance their operational performance and control their financial expenses on telecommunications.

[www.visicom.com](http://www.visicom.com)[www.tmcnet.com/2567.1](http://www.tmcnet.com/2567.1)**Redwood's Telecom Expense Management Solution Now Available to BlackBerry Users**

Redwood Technologies announced that "momentem," the company's downloadable telecom expense management solution, is now available for BlackBerry smartphone users. According to the company, momentem enables users to manage their calls and mobile activities as well as tag calls, e-mails, expenses and their activities in real-time.

Redwood officials say that users also can allocate the information to clients and projects, attach notes or action items for reminder email follow-up, while flagging billable time or cost, all to assist in billing clients and making sense of their monthly cell phone bill through their reporting function. Users can also generate on-demand reports of all of their tagged activity directly from their smartphone. The reports enable the user to bill or account for their time, generate timesheets and expense claims, recover their mobile costs from others, analyze their activity, search old call records, make more sense of their mobile bill and follow up on important calls.

[www.momentem.net](http://www.momentem.net)[www.tmcnet.com/2568.1](http://www.tmcnet.com/2568.1)**TnT Expense Management Launches New Suite of Services**

TnT, a announced the release of a new suite of services designed to assist companies undergoing mergers, acquisitions, or bankruptcy. TnT has packaged key components of TEM geared specifically for companies that are merging, acquiring, being acquired, spinning off, or in bankruptcy proceedings. These functions allow for a smooth transition ensuring that services are moved without disconnects, that costs follow the correct business, and that contracts are negotiated for optimal savings.

TnT's suite of services for mergers includes-Contract Services; Inventory Services; Billing Services and Project Management/Analysis Services.

[www.tntpartners.com](http://www.tntpartners.com)[www.tmcnet.com/2569.1](http://www.tmcnet.com/2569.1)**Comstructure Partners with QlikTech to Enhance TEM Solution**

As part of a strategic technology partnership, Comstructure will be using software from QlikTech as a way of adding analysis and visualization capabilities to its iCIRT Telecommunications Expense Management application.

iCIRT v.2.8 is a TEM application that provides a Web enabled application for the management of enterprise telecommunications expenses, contracts, provisioning, rate optimization and change management. This TEM application is effective in reducing the cost and management of communications expenses. This reduction will account for around three to six percent of the total annual revenue of an enterprise. QlikView makes associations by connecting data from many sources in a few clicks. This in-memory association is designed to bring faster results and better decision making to customers and industries.

[www.comstructure.com](http://www.comstructure.com)[www.qlik.com](http://www.qlik.com)[www.tmcnet.com/2570.1](http://www.tmcnet.com/2570.1)**Benefits of Enterprise Risk Management Touted During Global Economic Crisis**

An international risk consulting firm has announced the formation of what it calls a "crisis team" to advise clients

on how to respond to stressed market conditions, provide updates on market and regulatory changes and help them navigate the unfolding global economic environment.

Officials at Protiviti Inc. say they aim to help companies understand "the new landscape" in order to manage "uncertain times ahead."

According to Carol Beaumier, a Protiviti executive vice president and leader of its "Financial Crisis Team," there's never been a stronger need than now for sound financial risk management.

"Even the strongest of companies will find themselves subject to increased market pressures and regulatory scrutiny," Beaumier said. "Others may need to seek additional capital and liquidity or even merge with other organizations. The Protiviti Financial Crisis Team will help clients assess their current financial condition and help them navigate the uncharted waters of this economic turmoil."

[www.protiviti.com](http://www.protiviti.com)[www.tmcnet.com/2571.1](http://www.tmcnet.com/2571.1)**Integralis to Deliver Webroot's SaaS Security Solution**

Officials at Webroot — a provider of security solutions for consumers, enterprises and SMBs — said that Integralis will become a member of its so-called "Webroot Channel Edge Partner program." The designation means that Integralis will deliver Webroot's Software as a Service, or "SaaS," product as part of its security and risk management portfolio.

According to Webroot's chief executive officer, Peter Watkins, the selection by Integralis validates his company's commitment to delivering network security in the cloud.

"Now companies of all sizes can benefit from a scalable enterprise-class security solution that is easy to manage and provides better protection and value than traditional appliances and software," Watkins said.

[www.integralis.com](http://www.integralis.com)[www.webroot.com](http://www.webroot.com)



[www.tmcnet.com/2581.1](http://www.tmcnet.com/2581.1)

## **Meraki Announces Partner Program For Innovative Wireless Installations**

Meraki, a provider of wireless mesh network solutions, has announced its Meraki Partner Program, which the company says is designed to help resellers and IT solution providers optimize Meraki's wireless mesh networking technology. The program is aimed at offering Meraki partners to deploy cost-effective wireless networking solutions quickly and efficiently, and subsequently expand their reach and increase their revenue.

Meraki's patented mesh technology comes with simple plug and play architecture, and its Software-as-a-Service (SaaS) architecture simplifies network management and reduces operational expenses. Some of the key benefits of the currently announced Meraki Partner Program include dedicated account management, discounted pricing, training, lead distribution, technical support, and access to a partner portal.

[www.meraki.com](http://www.meraki.com)

[www.tmcnet.com/2582.1](http://www.tmcnet.com/2582.1)

## **Veramark Signs MicroStrategy OEM Agreement**

Veramark Technologies, Inc., a provider of Telecom Expense Management (TEM) solutions, announced that it signed an OEM agreement with MicroStrategy Inc., a provider of Business Intelligence (BI) software. According to the agreement, MicroStrategy BI technology will be embedded into Veramark's modular TEM software, the VeraSMART Communications Management Suite. Veramark will create BI components integrating with the VeraSMART suite, for actionable intelligence for expense management capabilities.

The product release is designed to help users analyze telecommunications carrier invoices, dispute incorrect charges, uncover credits, and finish off under-utilized services. Productivity increases by automating the analysis, validation, allocation, and payment of expenses.

[www.veramark.com](http://www.veramark.com)

[www.microstrategy.com](http://www.microstrategy.com)

[www.tmcnet.com/2583.1](http://www.tmcnet.com/2583.1)

## **CallCopy Updates Channel Program to Boost VoIP-Compatible Product Sales**

CallCopy, Inc., a provider of call recording and quality monitoring software, has updated its channel program to boost partner benefits and sales. The new program includes three tiered levels of reseller agreements — silver, gold and platinum — that are designed to allow CallCopy's channel partners to customize their own degree of services, certification, and support levels.

CallCopy offers solutions designed to scale to meet the needs of small businesses and large enterprises — a range of offerings designed to increase distributors' sales opportunities. One product, CallCopy Essential, is described as a cost-effective solution for small and mid-sized businesses looking for an effective call recording application — while cc: Discover delivers all the benefits of an enterprise-class call recording and quality monitoring system to enhance customer service, increase productivity and meet industry compliance standards.

The company's solutions are compatible with both VoIP and TDM phones, and offer the ability to blend VoIP and TDM recording in a single server.

[www.callcopy.com](http://www.callcopy.com)

[www.tmcnet.com/2584.1](http://www.tmcnet.com/2584.1)

## **DataCore Signs Reseller Agreement with Prosper Intelligence for Eastern Europe**

DataCore Software, a provider of storage virtualization software, has announced a distribution agreement with Prosper Intelligence, a software agent and a value added distributor specializing in virtualization and consolidation of business critical applications, servers and data storage pools, to resell virtualization products in Austria and Eastern Europe.

As part of the agreement, Prosper will act as a new value-added distributor to resell and support SANmelody and SANsymphony as storage area network (SAN) and virtual storage component of its virtualization portfolio. Prosper

will also integrate the two virtualization products to its Virtualization Consolidation Academy (VCA) lab in Vienna. The Virtualization Consolidation Academy is an independent review platform that can be used to evaluate, test, train and showcase virtualization solutions and technologies.

[www.datacore.com](http://www.datacore.com)

[www.prosperintelligence.com](http://www.prosperintelligence.com)

[www.tmcnet.com/2585.1](http://www.tmcnet.com/2585.1)

## **Allworx Unveils New Sales, Training, Support Programs for Resellers**

Allworx has announced a series of new sales, marketing and support programs in a bid to enhance its network of more than 1,000 Allworx Authorized Resellers in North America. The company says the move bolsters the advantages of selling and supporting Allworx's family of communications systems.

Allworx also says it's adding a significant piece to its reseller training program. In the fourth quarter of this year, Allworx resellers are expected to participate in a suite of newly programmed online and interactive training programs.

The new courses include three introductory modules. Officials said that these modules are Allworx Product Overview; Allworx System Installation Overview; Networking 101. Through these online programs, company believe, channel participants can obtain "valuable insights into Allworx' award-winning communications systems."

Moreover, resellers' sales and technical staff will gain a working knowledge of networking and telecom principles. Officials said that this will enhance their overall sales and support goals.

Allworx also announced its new Return Materials Authorization process for authorized resellers. The new three-step process starts with an online request form and makes full use of automation.

And, the company unveiled its plan to release an IFrame Web content capability, which allows resellers to include a full complement of up-to-the-minute Allworx product information on their own Web sites.

[www.allworx.com](http://www.allworx.com)

# Talking with Ken Osowski, Vice President, Marketing & Product Management, Pactolus

By: Richard “Zippy” Grigonis

**K**en Osowski is Vice President of Marketing & Product Management at Pactolus Communications Software Corporation. Ken helped develop the company’s business plan to support funding activities and market entry, now directs its product strategy and marketing activities, and has helped Pactolus become one of the industry’s most widely-deployed, flexible and customizable service delivery platforms. Previously Osowski directed Boston Technology’s introduction and commercialization of its carrier-focused voice messaging platform, and subsequently defined IPeria’s market entry strategy as its Vice President of Marketing & Business Development. He holds a B.S. in Physics from Franklin & Marshall College and an M.S. in Computer Science from Columbia University.



Processing 3-4 billion Minutes-of-Use (MOU) monthly in 140+ service provider NGN networks worldwide, Pactolus is a major player in the service provider hosted SIP/IMS-based applications domain. The customizable turnkey services provided by the company include residential/business Class 5 VoIP, large operator-assisted event and reservation-less audio conferencing, pre-paid/post paid services and voice messaging.

Richard “Zippy” Grigonis recently caught up with Ken Osowski and interviewed him.

**RG:** Pactolus won a “Best of Show Award” from TMC for its SIPdev.org Developer Community’s open source framework/open access Service Creation Environment (SCE). SIPdev is designed to be an easy-to-use platform for creating a new generation of highly-scaled services. What led you guys into open source? Can one make real money in this field?

**KO:** Absolutely, companies like ours can profit from open services — through service, support, integration, and session licensing. In our case, we have open-sourced the applications and frameworks, and we generate revenue for the underlying platform software. This lets us simplify and cost-reduce service creation for service providers and

for independent developer/integrators, and license the run-time sessions so that we derive revenues when the service provider does, as usage grows.

Other open source models take a hardware approach by locking the developer and service provider into buying proprietary appliances, another approach to deriving revenue. With Pactolus, there’s a well-defined line between the SDP and the applications themselves, thus providing a clear line of demarc between the two code bases. An SCE generates the applications that run on the platform.

This separation of application from the software platform makes it much easier for developers to build applications without worrying about scalability and reliability issues. By the way, this distinct delineation between the application and the platform is also key to another Pactolus differentiation — easily supporting the creation of any service that the developer can envision, not just IP PBX.

**RG:** Is it more difficult to manage open source development? Or is the product lifecycle accelerated?

**KO:** It’s not difficult for third-party developers or service providers to create

and manage an open source-created service application, providing that there’s a solid code base that protects the developer and customer in terms of service scale, breadth and features, rather than one that prevents them from implementing scale and features. Case in point: we’ve seen Pactolus-based service applications built in less than 24 hours. The resulting service continues to scale as needed, and is generating profits for one of the world’s biggest IP carriers today — well over a year later.

**RG:** Is there more open source work in Pactolus’ future?

**KO:** SIPdev continues to grow, and there’s definitely new ways to integrate to our rich API set and applications. More and more enterprises and service providers are seeing the value in creating unique and highly usable, scalable services, and they are impressed with just how easily competitors have done so using SIPdev.org. Applications will be created having innovation and feature richness limited only by the developer’s imagination. Stay tuned — we’re creating device integrations and services that are optimized for arguably the industry’s most exciting platform. **IT**

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



[www.tmcnet.com/2573.1](http://www.tmcnet.com/2573.1)

### Sangoma Reports 60 Percent Net Income Growth for Fiscal '08

Officials at Markham, Ontario-based Sangoma Technologies Corporation say sales of \$12.3 million fueled a net income increase of \$2.9 million for the 12-month period that ended June 30.

According to the company's president and chief executive officer, David Mandelstam, Sangoma saw eight consecutive quarters of record growth. "The challenge for the coming quarters is to meet and exceed past performance in a deteriorating economic climate," Mandelstam said.

In the last fiscal year, Sangoma met and exceeded goals, according to figures the company released earlier this month. Sales in fiscal year 2008 of \$12.3 million marked a 50 percent rise from the prior year's tally of \$8.2 million. The company also saw its net earnings per share rise 54 percent, from 7 cents to 10 cents, over the same period. The company set all-time records in sales and net earnings, and also finished the financial year with working capital of about \$9 million, compared to \$5.3 million in the prior year, an increase of 69 percent.

[www.sangoma.com](http://www.sangoma.com)

[www.tmcnet.com/2574.1](http://www.tmcnet.com/2574.1)

### Salmat Salesforce Selects NetBorder to Optimize Contact Center Outbound Calling

Salmat Salesforce has selected the NetBorder software solution from Paraxip Technologies. A Sangoma company, Paraxip's flagship software solution was chosen to help bolster the productivity of Salmat Salesforce's contact center service. Salmat Salesforce offers a service based on agents conducting telemarketing campaigns, and calling back customers, making call progress analysis (CPA) a key contact center functionality to automate outbound calling.

Call progress algorithms classify whether an outbound call is answered by a person, voicemail, fax or other device. If it is a person, the call is routed to an agent. Such technology is essential in an outbound contact center environment as it enables higher productivity and helps to eliminate unnecessary calls.

[www.salmat.com.au](http://www.salmat.com.au)

[www.paraxip.com](http://www.paraxip.com)

[www.tmcnet.com/2575.1](http://www.tmcnet.com/2575.1)

### Squiz Intros Open Source Social Networking Platform Software

Squiz, an enterprise-class open source CMS MySource Matrix developers has announced its Open Source Social Networking Platform Module. The Platform is designed to help create and run a social networking community through a Matrix installation, or by operating as a standalone implementation alongside a non-Matrix infrastructure.

The product integrates core Matrix module functionality such as tagging, related listings, RSS feeds, asset management, user profiles, search, front-end editing, and more, to deliver social networking environment. Since it is based on the Matrix platform, it can scale to thousands of users overnight. Matrix system assets are used, including: design templates from a public Web site; user profiles from an intranet or subscriber zone; and content assets like video and PDFs.

[www.squiz.net](http://www.squiz.net)

[www.tmcnet.com/2576.1](http://www.tmcnet.com/2576.1)

### Digium's AsteriskNOW 1.5 Available Now

Digium announced the release of the latest version of its AsteriskNOW software appliance. AsteriskNOW 1.5, which is available for download immediately. The new release incorporates the FreePBX graphical user interface (GUI), and is designed to significantly simplify the process of installing, operating and managing an Asterisk-based telephony system.

In addition to the FreePBX Web-based Asterisk management interface, the new release also includes an array of other open source components. AsteriskNOW 1.5 installs in 15 to 30 minutes and requires no in-depth knowledge of telephony or Linux to get started. By including the FreePBX administrative interface, Digium has made AsteriskNOW easier to configure and maintain.

The release also heralds a change in the delivery method, leveraging the freely available CentOS Linux distribution. The addition of FreePBX and the move to CentOS give open source telephony users a familiar, stable, community-driven platform for application development.

[www.asterisknow.org](http://www.asterisknow.org)

[www.tmcnet.com/2577.1](http://www.tmcnet.com/2577.1)

### Open Kernel Labs Releases New Embedded Hypervisor and Kernel

Open Kernel Labs (OK Labs), a global

provider of systems software and virtualization technology for embedded systems, has announced a new embedded hypervisor OKL 3.0 and a system software platform OKL 4 Nano. OKL 3.0 features two compatible configurations and suits a wide range of product portfolio of mobile device manufacturers. The hypervisor increases uniformity of the software architecture and encourages increased software reuse. The solution is designed to help reduce cost and time to market.

The new OKL4 native applications are OS agnostic with respect to application stacks and therefore are reusable alongside Linux in one device and Symbian in another. The full configuration of OKL 3.0 adds support for flexible security policies, resource allocation, and virtualization. The Secure HyperCell technology of OKL4 3.0 combines virtualization support without requiring a separate real-time operating system (RTOS). Secure HyperCell is delivered as small software units to meet resource usage, security and performance requirements of mobile devices.

[www.ok-labs.com](http://www.ok-labs.com)

[www.tmcnet.com/2578.1](http://www.tmcnet.com/2578.1)

### Good OS Plans Expansion of gOS to Support Intel Atom-based Netbooks

Good OS, an operating system development company, is expanding its gOS Linux operating system for netbooks (ultra-portable computers designed for Web surfing and e-mail) and nettops (low-cost desktop computers). A version of the OS that supports Intel Atom processor-based netbooks and nettops, part of the Moblin open source project, will be released later this year.

Moblin, according to Moblin.org, is a Linux-based software platform used for building visually rich, dynamic and connected applications for devices based on Intel Atom processor technology. Moblin's common core allows application portability for running on mobile Internet devices (MIDs), netbooks, and nettops.

The open source gOS platform will help original equipment manufacturers offer these types of lightweight computers at competitive prices.

[www.thinkgos.com](http://www.thinkgos.com)

[www.moblin.org](http://www.moblin.org)

# Ari Zoldan: Why the Telecom World is Trying to Keep Him Quiet

By Shoshanna Webberly

With Impending success and a strong conviction for his company, Ari Zoldan has the telecom world on pause, as they wait as he and other major companies begin WiMAX's ultimate launch.

Ari Zoldan, President and CEO of The [WiMAX](#) Empire, certainly has shaken and rattled the telecommunications wireless world into a query; and he's just getting started.

[WiMAX](#), otherwise known as the Worldwide Interoperability for Microwave Access, is a telecommunications technology that provides wireless data in several ways, from point-to-point links to full mobile cellular type access.

Practically speaking, [WiMAX](#) is a descendant of WiFi, but far more advanced and capable of greater bandwidth. WiMAX works by setting up tower that will establish microwave connections with its users. This tower and base station operates in a similar way as a cellular phone tower, only with [WiMAX](#) the tower is connected to the Internet through a high-speed cable. This 'Invisible Internet', so to speak, allows for a network within the radius of 50 kilometers, much greater than [WiFi](#) whose radius extends only up to 100 meters.

WiMAX differs from WiFi in that WiFi, with its limited range, is only accessible in select 'hot spot' locations such as Starbucks or one's home. [WiMAX](#), on the other hand, could make the world into one gigantic hot spot. This will allow people to access Internet anywhere and even have better reception on their cellular phones. It will leave the world forgetting that incommodious slogan, "Can you hear me now?"

This technology is taking the world by storm, and will provide countless advantages for its users. Since [WiMAX](#) eliminates the use of expensive cabling, it will be beneficial in large areas such as airports, college campuses, and large corporations. Now businessmen, university students, teachers and the like will be able to travel, use laptops and even iPods at their discretion without scouring the landscape to pick up on the local WiFi.

Moreover, [WiMAX](#) beats broadband wireless in that it will be able to reach rural areas where there is currently an absence of wired connections. The wireless nature of [WiMAX](#) enables providers



to quickly deliver high bandwidth Internet access to anyone, anywhere at a fraction of the cost of a landline infrastructure, which will not only benefit everyone's wallet, but everyone's connectivity too.

Ari Zoldan is not the only one who is a firm believer in this powerhouse empire. He is currently having words with the 800-pound gorilla carriers who are nervous about his strong conviction for [WiMAX](#), and the potential power that it can unleash upon the world. Not only that, but he is also rumored to be in talks with [Google](#), Intel, Samsung, and Sprint, a deal that he is very tight-lipped about, as that is how he prefers to handle his business dealings. As Zoldan and a new generation of visionaries turn [WiMAX](#) into a household name, much of the wireless world watches and waits for what will happen next.

Zoldan's positive conviction for [WiMAX](#) is infectious; it has left other companies with the same belief, foreshadowing its ultimate influence in the wireless world. Sprint, [Clearwire](#), Google, Comcast, and Time Warner have all placed their cookies into one basket, assured of its widespread success. Of course, these are not the only companies currently building out [WiMAX](#). Pipeline Wireless is deploying WiMAX technology in Boston, Nth Air in San Jose, and Next Phase plans to bring the same technology to California. Although deployment has already begun in the United States, and is picking up amazing speed, deployment is also occurring internationally and is producing astonishing results. Countries such as Belgium, Canada, Egypt, France, United Kingdom, and Germany





## Introducing the **Asterisk Global Online Community**

Open Source Telephony is taking the world by storm.

The Asterisk Global Online Community — sponsored by Digium and powered by TMCnet — is designed to serve as the information hub for the exciting world of Open Source Telephony based on Asterisk.

This online community features the latest information concerning Asterisk and Open Source Telephony and how it applies to enterprise communications.

The community showcases daily content updates highlighting:

- \* Feature stories
- \* Breaking news
- \* Whitepapers
- \* Case studies
- \* Tutorials
- \* Asterisk Developer Blog

Participants in this community will be better prepared to make the proper decisions when it comes to selecting enterprise communications solutions based on Asterisk.

**<http://asterisk.tmcnet.com>**



are currently building [WiMAX](#) infrastructure. Other countries set to deploy include China, Greece, India, and Italy. Internationally, WiMAX is huge success because it is able to put the world online more effectively without the worry, cost, or trouble associated with installing cables where there currently are none.

**Zoldan's positive conviction for WiMAX is infectious; it has left other companies with the same belief, foreshadowing its ultimate influence in the wireless world. Sprint, Clearwire, Google, Comcast, and Time Warner have all placed their cookies into one basket, assured of its widespread success.**

The [WiMAX](#) Empire has left many companies excited about the prospect of its launch, while others are terrified for their continued existence. (With a name like, "The [WiMAX](#) Empire", you've got to be a bit intimidated.) Simply look at the battle AT&T has been fighting, a trailing battle that will eventually leave them last at the finishing line.

[WiMAX](#) poses a continual threat to not only AT&T but to other large carriers as well. The inherent brilliance about [WiMAX](#) is that the user gets an unbeatable wireless connection without a wireless carrier. No wonder why WiMAX has been coined as a disruptive technology.

In order for cellular companies to compete with [WiMAX](#) they will have to lower their prices, greatly decreasing the annual revenue.

With the exception of large carriers such as [Verizon](#) and AT&T, WiMAX will leave its users satisfied, as they will be able to surf the web with groundbreaking momentum and do it from more locations than ever before.

Although [WiMAX](#) promises to be a huge success, Ari Zoldan may have some barriers in his way. In order for WiMAX to truly reach its potential in the wireless world, it would have to unify many technological spectrums. Broadband wireless and cellular networks would have to join forces and comply under [WiMAX](#)'s leadership, a feat that some deem impossible. Not only that, but to uproot DSL where it is already installed and

replace it with [WiMAX](#) technology is another trial that Ari Zoldan and the WiMAX Empire is faced with. Internationally WiMAX appears to be successful, but others are waiting to see if the same success can be replicated in the United States. Others argue that [LTE](#) (Long-Term Evolution) may be a better alternative, a technology similar to WiMAX, but debatably more effective since it is backed by major telecommunications equipment manufacturers. This provides an easy upgrade for carriers that are already deploying 3G wireless networks, yielding a path to 4G.

Nevertheless, the future for [WiMAX](#) looks bright and if Zoldan is correct, the digital landscape will be changed forever. The world as we know it will become unwired, and restrictions for when and where one can use the Internet will become obsolete. The next step is to simply press "play". **IT**

*Shoshanna Webberly is a freelance writer.*

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# M5T Turns up the Heat on ICE

by Richard “Zippy” Grigonis

Back in late 2005, early 2006 companies such as [Microsoft](#), Cisco and M5T announced directives to move towards developing the Interactive Connectivity Establishment (ICE) Protocol for NAT Traversal. Since that time, we haven’t heard much about ICE; however, within the last few months ICE has returned to the forefront.

Samuel Guénette is the General Manager of M5T ([www.m5t.com](http://www.m5t.com)). He’s responsible for the company’s operations direction and activities, and recently he sat down with Yours Truly to discuss the direction ICE is taking and why it’s now once again in the public eye.

RG: We have seen a variety of different tools used for NAT Traversal — what has led us to ICE?

SG: Since its introduction, Session Initiation Protocol (SIP), the leading VoIP signalling protocol, has gained tremendous market acceptance. However, the deployment of SIP has not always been easy and has seen its share of problems. The most significant problem is certainly the traversal of Network Address Translators (NATs) and firewalls, which are widely deployed on the Internet and private networks. SIP is greatly affected by NAT because it directly incorporates the local addresses in its packets. Until recently, several NAT traversal solutions have been proposed but none was very successful.

Take the Application Level [Gateway](#) (ALG) for example. The ALG, which is one of the proposed solutions, consists of a piece of software that augments the functionality of NATs by hooking into its packet processing loop. The ALG inspects each packet as it transits through the NAT and performs address and port translation. For a SIP-aware ALG, this means that the content of each SIP packet must be parsed and the required headers must be modified to perform translation. This is far from an ideal solution and suffers from many problems. For instance, ALG breaks down when security mechanisms are used. Additionally, ALG must be updated regularly to support new protocol extensions as they are deployed. Finally, ALG often suffers from interoperability problems that break the translated protocol.

Another good example is Simple Traversal of User Datagram Protocol ([UDP](#)) through NAT (STUN). Basically, STUN is a request/response protocol where a STUN client sends a request to a STUN server located on the public Internet.

At reception of the request, the STUN Server sends back a response that incorporates in its body the source address of the request. Upon reception of the response, the STUN client discovers its public address. This public address is then used within the application messages instead of the local addresses. STUN works well and avoids many of the problems related to ALG. However STUN is still not perfect and does not work in some network topologies.

The Interactive Connectivity Establishment (ICE) protocol is our latest tool for NAT traversal. What is truly innovative about ICE is that it reuses other protocols like STUN and TURN in a totally new peer-to-peer approach. Instead of allocating a single port from one network interface, an ICE-compliant device gathers ports using all available mechanisms. This means that a port will be allocated for each network interface and that usually other mechanisms like STUN and TURN will also be used to allocate ports on the public side of NAT. This results in a list of potential candidates that are exchanged between ICE agents and for which connectivity is systematically tested. TURN being a relayed protocol that involves additional overhead, the connectivity tests are usually ordered so that TURN candidates are used only as a last resort. Once the connectivity tests are completed, the most prioritized candidate is used to exchange packets.

RG: M5T has introduced the M5T ICE SAFE component — tell us a little about it.

SG: The M5T ICE SAFE component defines a framework that uses many protocols such as: STUN, TURN, and RFC 3264 (Offer/Answer in SDP) to accomplish the task of finding a way to reach a destination. It seamlessly integrates with all the other M5T SAFE software components, including the M5T STUN SAFE, as well as the M5T Dual Stack Configuration, which allows for the seamless transition between IPv4 and IPv6. The M5T ICE SAFE component can also “learn” about the network topology in which the clients exist and the various sets of network addresses by which these devices can communicate.

The M5T ICE SAFE is based on the most recent ICE specification which is IETF ICE Draft 19 and will closely follow any updates. It is important to mention that [Microsoft](#) OCS 2k7 wave 13 or R2 release expected out in December is also based on the same version. **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>.

**[businessvoip.tmcnet.com](http://businessvoip.tmcnet.com)**



## DEVELOPMENT TOOLS

### Hardware

- 1 Boards Video Conferencing
- 2 Boards Voice/Fax
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### Other

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# Alphabetical Listings



A: Equipment Vendor  
B: Service Provider/Carrier  
C: Software Developer  
D: Solutions Provider  
E: Reseller/Distributor

## **1Number4U (E)**

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

## **360networks (B)**

503-558-8129  
www.360networks.com  
Products/Services: 111,113,116  
Other: Wholesale VoIP, Local T1's, Private Line, Dedicated Internet Access

## **3Com (A, D)**

508-323-5000  
www.3com.com  
Products/Services: 93,95,101,103,41

## **3CX (C)**

800-687-0903  
www.3cx.com  
Products/Services: 68,23,95  
Other: IP PBX for Windows, VoIP Phone

## **4PSA (C, D)**

646-957-8997 (US)  
www.4psa.com  
Products/Services: 20,23,104,129  
Other: Linux software PBX

## **911 ETC, Inc. (B)**

425-368-2911  
www.911etc.com  
Products/Services: 911



## **Aastra Intecom (A, D)**

800-468-3266  
www.aastrausa.com  
Products/Services: 68,70,23,96,95

## **Aastra Telecom (A)**

905-760-4200  
www.aastra.com  
Products/Services: 93,96,95,74  
Other: SIP-DECT Handsets

## **Abbott Wire (E)**

800-590-8025  
www.abbottwire.com  
Products/Services: 130  
Other: Wire & Cable

## **ABP Technology (E)**

972-831-1600 x121  
www.abptech.com  
Products/Services: 93,94,96,95,97  
Accudata Technologies (D)  
972-390-2610  
accudatatech.com  
Products/Services: 121

## **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)**

850-387-0354  
www.acredo.us  
Products/Services: 50,56,59,68  
Other: Broadband Phone Service

## **Active Voice, LLC (A)**

206-441-4700 x1240  
www.activevoice.com  
Products/Services: 68,69,89,31



## **Aculab (A)**

**197 First Avenue, Suite 130  
Needham, MA MA 02494  
781-433-6000  
www.aculab.com  
info@aculab.com  
Products/Services:  
2,6,7,23,94**

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vides the essential com-  
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proven, high performance  
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worldwide have adopted  
our technology for a wide  
variety of business critical  
services and solutions.**

## **ACUTA**

859-278-3338  
www.acuta.org  
Other: Higher Education Commu-  
nications Network User Association

## **Adaption Technologies (B, D)**

303-800-1360  
www.adpt-tech.com  
Products/Services: 59,115,45,46

## **Adaptive Digital Technologies, Inc. (C, D)**

610-825-0182 x120  
adaptivedigital.com  
Products/Services: 16,17,104,123,113

## **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



# Alphabetical Listings



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## **Advanced Network Telephony (A, B)**

818-894-9347 xOpt 1  
NetworkTelephony.Biz  
Products/Services: 93,95,100,111,31

## **Affinity VoIP Telecom (B)**

866-844-8647  
www.affinityvoip.com  
Products/Services: 911,68,125,113,29

## **Agilent Technologies (A, D)**

970-679-5397  
www.agilent.com  
Products/Services: 24,25,26,27,28

## **Aheeva (D)**

514-223-2581 x2231  
www.aheeva.com  
Products/Services: 96,95,31  
Other: Contact Center D

## **AireSpring (B, E)**

800-825-1055  
airespring.com  
Products/Services: 111,114,116  
Other: SIP Trunking  
AiTech (A, B)  
952-829-5511 x201  
aitech.net  
Products/Services: 92,130,113,114,115

## **Aktino (A)**

949-258-0545  
www.aktino.com  
Other: Broadband over Copper

## **Alcatel (A)**

800-995-2612  
www.alcatel.com  
Products/Services: 49,50,68,23,95

## **Alepo (C, D)**

512-879-1030 x107  
www.alepo.com  
Products/Services: 29,39

## **Alexander Resources (B)**

972-818-8225  
www.alexanderresources.com  
Products/Services: 128  
Other: Cellular & Wireless Training

## **Allied Wire and Cable (E)**

800-828-9473  
www.awcwire.com  
Products/Services: 130,45

## **Allworx (A)**

585-421-3850 x172  
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

## **AnchorPoint (C, D)**

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

## **ANDA Networks (A, D)**

973-386-5949  
www.andanetworks.com/index.html  
Products/Services: 88

## **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)**

877-277-4297  
www.appiaservices.com  
Products/Services: 59,61,121,123,38

## **Applied Voice & Speech Technologies (AVST) (C)**

949-699-2300  
Products/Services: 63,68,69

## **AppTrigger (D)**

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

## **Arbinet (B)**

646-485-7682  
www.arbinet.com  
Products/Services: 114

## **Aricent (C)**

650-391-1605  
www.aricent.com  
Products/Services: 22,23,26,96,44

## **Arlinx, Inc. (A)**

954-344-7665  
www.arlinx.com  
Products/Services: 3,93,95,36,41

## **Arnesys (A)**

441158496965  
www.arnesys.info  
Products/Services: 23,323,,95

## **ARRIS (A, D)**

678-473-8327  
www.arrisi.com  
Products/Services: 81,88,93,40,45

## **ASC telecom Inc, (A, D)**

201-252-3001  
www.asctelecom.com  
Other: Recording



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## **Asentria (A)**

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

## **Aspect Software Inc (D)**

888-412-7728  
www.aspect.com  
Products/Services: 68,70,72

## **Associated Call Centers (B)**

800-610-5262  
www.inboundacc.com  
Products/Services: 53,63,65,68,72

## **ATCOM technology (A)**

86-755-83018869  
www.atcom.cn  
Products/Services: 7,92,94,23,323,,95

## **Atlantic Communication Products (D, E)**

704-676-5880  
www.GoACP.com  
Products/Services: 95,133  
Other: Voice & Data Systems Integrator

## **AudioCodes (A)**

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

## **Avistar Communications (D)**

650-525-3300  
www.avistar.com  
Products/Services: 10,19,23,45,46

## **Avotus (B, D)**

905-568-6891  
www.avotus.com  
Other: Telecom Expense Management

## **Axacore (C, D)**

858-427-4301  
www.axacore.com  
Products/Services: 53,58,89,112

## **Axerra Networks (A)**

561-750-5506 x203  
www.axerra.com  
Products/Services: 81,84,88,92  
Other: Pseudo-Wire Gateways and Access Devices

## **AXIOM Sales Force Development (B)**

904-303-5804  
www.AXIOMsfd.com  
Other: Professional Sales Training & Management Coaching

## **Azimuth Systems (A)**

978-263-6610  
www.azimuthsystems.com  
Products/Services: 25,27,28



## **Basis Audionet (A, D)**

215-674-8600  
www.basis-audionet.com  
Products/Services: 50,104,134,118,123

## **Brekeke Software, Inc. (C)**

650-401-6636  
www.brekeke.com/  
Products/Services: 70,20,21,23,95

## **Brix Networks (A)**

978-367-5600  
www.brixnet.com  
Products/Services: 27,28,38,40,43

## **Broadcore (B, E)**

800-942-4700  
www.broadcore.com  
Products/Services: 59,67,68,121,123

## **Broadvox (B)**

214-646-8000  
www.broadvox.com  
Products/Services: 115

## **Bustronic Corporation (D)**

510-490-7388  
www.bustronic.com  
Products/Services: 136,135,11,137,138



## **Calabrio (C)**

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

## **Calient Networks (A)**

408-232-6400  
www.calient.net  
Products/Services: 25,84,85  
Other: Fiber Management Solutions

## **CallMiner (C)**

239-689-6463 x123  
www.callminer.com  
Other: Speech analytics

## **CapRock Communications (B)**

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

## **Carrier Access Corporation (A, D)**

303-218-5524  
www.carrieraccess.com  
Products/Services: 81,84,92,94,79

## **Catapult Communications Corporation (C, D)**

650-960-1025  
www.catapult.com  
Products/Services: 24,25,28

## **Cbeyond (B)**

678-370-2308  
cbeyond.net  
Products/Services: 23,,,121,111,116

## **CBL Systems (A)**

508-422-9760  
www.cbllsystems.com  
Other: IP Network Switches

## **Celergy Networks, Inc. (B, D)**

760-268-1913  
Products/Services: 118,124,36,80  
Other: Structured Cabling Installations

## **Cellution Inc. (B, D)**

585-399-0661 x1010  
www.1cellution.com  
Products/Services: 29,43,74,79  
Other: Wireless Expense Management

## **CEPOINT Networks, LLC. (A, D)**

603-883-7979  
www.cepoint.com  
Products/Services: 11,3,4,84,134





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# Alphabetical Listings



**A:** Equipment Vendor  
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## **Circumference Technology Services, Inc. (B)**

877-882-9253  
www.circumference.ca  
Products/Services: 72

## **Cistera Networks (A, C)**

972-381-4699 x4672  
www.cistera.com  
Products/Services: 72,129,118,119  
Other: Enterprise Application Platform and Services for IP telephony

## **CITEL Technologies (A, C)**

877-248-3587 xsales  
www.citel.com  
Products/Services: 23,94,131,31,36

## **ClearOne Communications (A)**

800-707-6994  
www.clearone.com  
Products/Services: 50,52,65,67,17

## **ClearSight Networks (A, C)**

510-824-6001  
www.clearsightnet.com  
Products/Services: 24,25,26,27,28

## **Codima Technologies (C, D)**

610-579-9435  
www.codimatech.com  
Products/Services: 24,26,27,28,38

## **Commetrex (C)**

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

## **Communications Technologies (A, D)**

410-435-7669  
www.commti.com  
Products/Services: 65,67,89,103,128

## **CommuniGate Systems (D)**

415-383-7164 x208  
www.communiGate.com  
Products/Services: 50,56,59,68,23

## **CommuniTech Services (A, D)**

847-981-1200 x480  
Products/Services: 50,68,134

## **CompactPCI & AdvancedTCA Systems (E)**

586-415-6500  
www.compactpci-systems.com  
Products/Services: 136,135,11,137,6

## **CompletelyCharged.com (A, E)**

416-847-5757  
completelycharged.com  
Products/Services: 50,70,74,79,80

## **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

## **Concord Technologies (B, D)**

305-947-2224  
concordfax.com  
Products/Services: 58,65,112

## **ConnectByNet (D)**

310-920-5621  
www.connectbynet.com  
Products/Services: 93,94,95,100,36

## **Continuous Computing (D)**

858-882-8800  
www.ccpu.com  
Products/Services: 135,137,22,23,41

## **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

## **Critical Links (A)**

973-276-9006 x1004  
www.critical-links.com  
Products/Services: 139  
Other: Office-In-A-Box

## **CTI Group (C)**

317-262-4666  
www.ctigroup.com  
Products/Services: 29,33  
Other: Call Recording

## **CustomCall Data Systems (C, D)**

608-274-3009 x231  
www.customcall.com  
Products/Services: 29,39  
Other: Billing, Workflow, OSS and Business Process Management solutions

## **CyberData Corporation (A)**

831-373-2601 x107  
www.cyberdata.net  
Products/Services: 60,68,92,94  
Other: SIP Endpoints for Unified Communications

## **Cypress Communications (B)**

404-869-2500  
www.cypresscom.net  
Products/Services: 59,61,68,111,114



## **D2 Technologies (C)**

805-564-3424 x357  
www.d2tech.com  
Products/Services: 16,17,20,21,23

## **Dalcon Communication Systems (C, D)**

615-843-9000  
www.dalcon.com  
Products/Services: 95

## **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 x226  
www.dialexia.com  
Products/Services: 59,65,23,95,29



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## **Dice (D)**

877-386-3323  
www.dice.com  
Other: Jobs in technology

## **Digital Samba (C)**

570-956-5436  
www.digitalsamba.us.com  
Products/Services: 49,52,61,66,67

## **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

## **DragonWave Inc. (A)**

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



## **Eastwind Communications (A, D)**

508-862-8600  
www.EastwindCom.com  
Products/Services: 62,84,106,29,44

## **EdenTree Technologies (C)**

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

## **EDX Wireless (C)**

541-345-0019  
www.edx.com  
Products/Services: 77,78,80  
Other: Wireless: Wireless Network Planning Tools

## **Elitecore Technologies Ltd (C)**

+91-79-66065606 x693  
www.crestel.in  
Products/Services: 29,39

## **Elma Electronic (A)**

510-656-3400  
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

## **Envision (C, D)**

206-225-0800 x500  
www.envisioninc.com  
Products/Services: 119  
Other: Business Intelligence, Quality Monitoring, Workforce Management and eLearning

## **Envox Worldwide (C, D)**

508-898-2600  
www.envox.com  
Products/Services: 68,70,119,31

## **eOn Communications (A, C)**

408-694-9500  
www.eoncc.com  
Products/Services: 96,95,100,108,31

## **Epygi Technologies, Ltd. (A)**

972-692-1166 x39  
www.epygi.com  
Products/Services: 50,68,93,94,95

## **eTechHelp (D, E)**

212-372-7700 x7701  
eTechHelp.com  
Products/Services: 23,128,129,133,134

## **eTermination.com (D)**

800-310-8641  
www.etermination.com  
Products/Services: 62,64,113,117,32

## **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

## **Excel Telecommunications (B)**

888-877-4410  
www.excel.com/business  
Products/Services: 111,113,115,116,117

## **Excendia (C, D)**

514-765-8480  
www.excendia.com  
Products/Services: 63,68,69,119,123

## **Eyeball Networks (C, D)**

604-921-5993 x103  
www.eyeball.com  
Products/Services: 50,61,20,23,30



## **Falcon IP/Complete (A, D)**

573-276-6433  
www.falconipcomplete.com  
Products/Services: 128,130,133,134  
Other: Engineering/Installation Services

## **Fanfare (C)**

650-641-5101  
www.fanfaresoftware.com  
Other: Test Automation Software

## **FaxSIPit (B)**

604-266-3400  
faxsipit.com  
Products/Services: 54,58,106,112,38

## **Flowroute (B, D)**

760-860-0200 x362  
www.flowroute.com  
Products/Services: 131,112,113,115,116

## **Fluke Networks (A)**

425-446-4519  
www.flukenetworks.com  
Products/Services: 36,38,39,40,46

## **FreedomVOICE (B)**

800-477-1477 x827  
www.freedomiq.com  
Products/Services: 63,68,69,70,72



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## **Freeway Communications (B, E)**

213-225-2200 x101  
[www.freeway.com](http://www.freeway.com)  
 Products/Services: 59,95,104,115,33

## **Fujitsu Network Communications (A)**

800-777-FAST  
[us.fujitsu.com/telecom](http://us.fujitsu.com/telecom)  
 Products/Services: 106,107,110,38,77

## **Fuze Digital Solutions (C, D)**

425-649-1246  
[www.fuze.com](http://www.fuze.com)  
 Products/Services: 119,47



## **Gallery IP Telephony (A, D)**

972 9 7486787  
[www.g-ipt.com](http://www.g-ipt.com)  
 Products/Services: 59,63,65,104,123

## **GeoTel Communication Services, Inc. (B)**

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

## **Gigamon (A)**

408-263-2022  
[www.gigamon.com](http://www.gigamon.com)  
 Products/Services: 81,88,101,38,41



**GL Communications, Inc. (D)**  
**818 West Diamond Avenue,**  
**Third Floor**  
**Gaithersburg, MD 20878**  
**Contact: Shelley Sharma**  
**301-670-4784 x114**  
**[www.gl.com](http://www.gl.com)**  
**[gl-info@gl.com](mailto:gl-info@gl.com)**  
**Products/Services:**  
**24,25,26,27,28**

**GL is a global provider of test & measurement tools for VoIP, TDM, & Wireless networks. Unlike conventional testing tools, our test platforms provide visualization, capture, storage, portability, remote-access, and scripting. TDM products include T1, E1, T3, OC-3, STM-1, & analog 4-wire/ 2-wire interface solutions. VoIP products generate / analyze thousands of calls simultaneously with voice, digits, tones, noise, & fax traffic types using G.711, G.729, AMR, EVRC, & GSM codecs. Wireless products perform protocol analysis & voice quality assessment on GSM, CDMA, UMTS, & CDMA 2000 networks. Echo Cancellation & Network Surveillance testing solutions provide the broadest range of simulation & analysis for TDM, VoIP, ATM, & Wireless networks, including compliance testing per G.168 & G.160. GL is headquartered in the US with worldwide branch offices.**

## **Global Crossing (B)**

585-255-1679  
[www.globalcrossing.com](http://www.globalcrossing.com)  
 Products/Services: 49,50,61,113,35

## **Global IP Solutions (GIPS) (C)**

415-746-1155  
[gipscorp.com](http://gipscorp.com)  
 Products/Services: 50,61,17,18,20

## **Global Response (B)**

954-973-7300  
[www.globalresponse.com](http://www.globalresponse.com)  
 Products/Services: 72,128,113,47

## **GlobalPhone Corp. (B)**

703-533-2122  
[www.gphone.com](http://www.gphone.com)  
 Products/Services: 55,59,63,64,111

## **GN US Inc (A)**

603-598-1100  
[www.jabra.com](http://www.jabra.com)  
 Products/Services: 74  
 Other: Headsets

## **GoHello (B, D)**

02071002525  
[www.gohello.com](http://www.gohello.com)  
 Products/Services: 121,123,124,79  
 Other: Virtual PBX/ALLmobile telephony

## **GoSolutions (D)**

727-821-6565  
[gosolutions.com](http://gosolutions.com)  
 Products/Services: 50,58,63,68,69

## **gr8fone.net (B, D)**

919898008655  
[gr8fone.net](http://gr8fone.net)  
 Products/Services: 58,61,113,115,46

## **Grandstream Networks, Inc. (A)**

617-566-9300 x921  
[www.grandstream.com](http://www.grandstream.com)  
 Products/Services: 23,93,94,96,97

## **Gridborg America (A, C)**

817-855-5160  
[gridborgamerica.com](http://gridborgamerica.com)  
 Products/Services: 72,18,19,23,36

## **GRNVoice (E)**

212-803-1746 x246  
[www.grnvoip.com](http://www.grnvoip.com)  
 Products/Services: 62,72,113

## **GTek (A)**

972-200-4472 x111  
 Products/Services: 59,65,96,100,79

## **GyrusLogic (C, D)**

602-432-1995  
[www.GyrusLogic.com](http://www.GyrusLogic.com)  
 Products/Services: 51,20,119,125  
 Other: Conversational Dialogue Application



## **HarrisData (C, D)**

800-225-0585  
[www.harrisdata.com](http://www.harrisdata.com)  
 Other: Enterprise Application Software



# Alphabetical Listings



**KEY**

A: Equipment Vendor  
B: Service Provider/Carrier  
C: Software Developer  
D: Solutions Provider  
E: Reseller/Distributor

## **Hatteras Networks (A)**

919-991-5495  
www.hatterasnetworks.com  
Products/Services: 81,88,106  
Other: Ethernet Access Equipment

## **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

## **Headsets Direct, Inc. (E)**

800-914-7996  
www.headsetsdirect.com  
Products/Services: 130  
Other: Plantronics Wireless, Corded, Mobile and Computer Headsets

## **Hewlett-Packard Company (A)**

281-370-0670  
www.hp.com/go/infrastructure  
Products/Services: 14

## **HighDeal, Inc. (C)**

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

## **HigherGround, Inc. (B, C)**

818-456-1600  
www.highergroundinc.com  
Other: Call Recording Solutions

## **Huawei Technologies (A)**

214-545-3700  
www.huawei.com  
Products/Services: 103,104,110,74

## **Hutton Communications, Inc. (E)**

877-648-8866  
www.HOL4G.com  
Products/Services: 14,25,26,130



## **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

## **ILD Payments (B, D)**

904-273-2440  
www.ildpayments.com  
Products/Services: 911,50,51,127  
Other: Operator B

## **IMC Networks (A)**

949-465-3000  
www.imcnetworks.com  
Products/Services: 9,38,40  
Other: Fiber Media Converters, Repeaters

## **Influent (B, D)**

800-856-6768  
www.influentinc.com  
Other: telemarketing sales

## **Ingate Systems (A)**

603-883-6569  
www.ingate.com  
Products/Services: 23,90,93,41  
Other: SIP trunking, SIP Firewalls and SIParators, NAT traversal, remote connectivity

## **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

## **Intelenet Global Services (B, D)**

972-712-7426  
www.intelenetglobal.com  
Products/Services: 128,134,121,123,29

## **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

## **InternationalFoneNumbers.com (B, D)**

213-452-1505 x222  
www.tollfreeforwarding.com  
Products/Services: 55,63,70,123  
Other: International Phone Numbers

## **Intertex Data (A)**

508-385-6335  
intertextdata.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



# Alphabetical Listings



A: Equipment Vendor  
B: Service Provider/Carrier  
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D: Solutions Provider  
E: Reseller/Distributor

## **ip.access (A)**

+44 1954 713700  
www.ipaccess.com  
Products/Services: 110,77  
Other: Picocells and Femtocells

## **ipDialog, Inc. (A)**

408-830-0800  
www.ipdialog.com  
Products/Services: 23,323,,74

## **IPitomy Communications (A, E)**

941-306-2200 x2208  
www.ipitomy.com  
Products/Services: 67,94,96,95,103

## **IPtimize, Inc (B, D)**

303-268-3600 x3603  
www.ipoptimize.com  
Products/Services: 59,63,68,113,45

## **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

## **ISN (B)**

541152520072 x1758  
www.isncom.com  
Products/Services: 51,131,111,114

## **IT Watchdogs**

512-257-1462 x537  
www.itwatchdogs.com  
Other: Mfg: Climate & Power Monitors for Server Rooms

## **Ixia (A, C)**

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



## **JAJAH Inc. (B)**

650-967-4357  
www.jajah.com  
Products/Services: 50,55,62,20,118

## **Jaymie Scotto & Associates (B)**

914-315-6424  
www.jaymiescotto.com  
Other: Public Relations and Marketing

## **Junction Networks**

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

## **Juniper Networks (A, D)**

408-745-2000  
www.juniper.net  
Products/Services: 88,90,103,108  
Other: AAA



## **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

## **Kunnect (B)**

888-586-6328  
www.kunnect.com  
Products/Services: 70,123  
Other: Hosted Call Center SAAS



## **LAN Power Systems (A)**

510-275-4572  
www.lan-power.com  
Other: Power over Ethernet Solutions

## **Level 3 Communications (B)**

877-2LE-VEL3  
www.Level3.com  
Products/Services: 911,66,111,113,116

## **Lexent Metro Connect (B, D)**

212-981-0700  
www.lexent.net  
Products/Services: 116,35,38,77  
Other: Metro Dark Fiber Provider

## **LG-Nortel (A)**

+82-2-2005-2952  
www.LG-NORTEL.com  
Products/Services: 68,13,96,95,108

## **LumenVox LLC (C)**

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



## **M5T (A, D)**

819-829-3972  
www.m5t.com  
Products/Services: 19,20,22,23,96

## **Macadamian Technologies (C)**

613-739-5976 x151  
www.macadamian.com  
Products/Services: 128,129

## **MarkeTel Systems Ltd (A, D)**

306-359-6893  
www.marketelsystems.com  
Products/Services: 72,13,23,30  
Other: Predictive Dialer

## **Matrix Telecom Pvt Ltd (A)**

714-706-9922  
matrixtelesol.com  
Products/Services: 92,96,95,100,105

## **Mavenir Systems (A, D)**

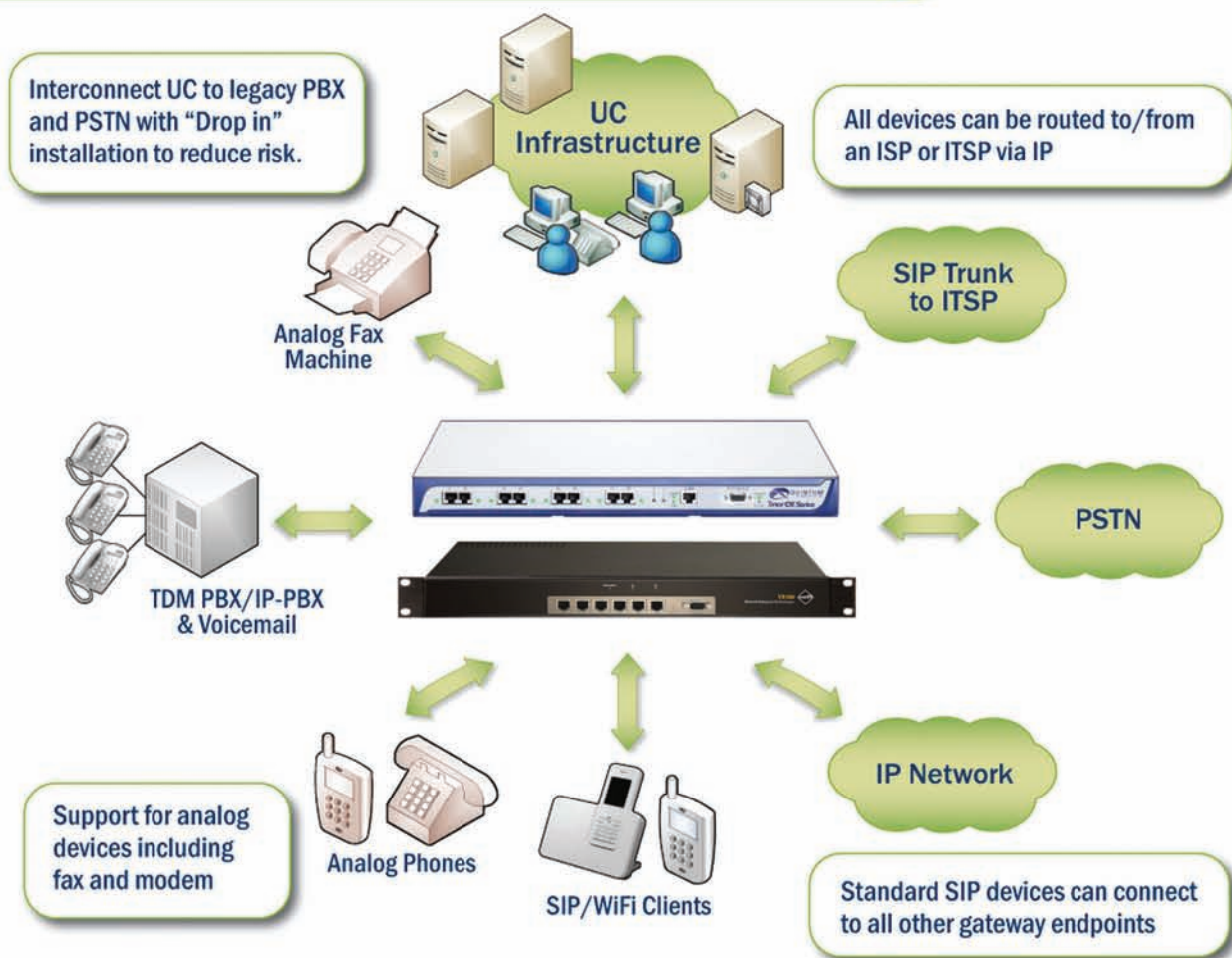
469-916-4393  
www.mavenir.com  
Products/Services: 62,63,23,82,79

## **MediaRing (B, D)**

408-962-1251  
www.mediarling.com  
Products/Services: 55,64,123,115,117



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- Microsoft OCS
- SIP-based IP Telephony migration
- Tenor VoIP MultiPath Switches and Gateways
- VoIP Network Environments

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# Alphabetical Listings



**A:** Equipment Vendor  
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**C:** Software Developer  
**D:** Solutions Provider  
**E:** Reseller/Distributor

**Mediatrix Telecom, Inc. (A, D)**

819-829-8749  
www.mediatrix.com  
Products/Services: 23,84,92,94,36

**MegaPath (B)**

925-201-2621  
www.megapath.com  
Products/Services: 67,71,41,46  
Other: Broadband Internet Connectivity

**MERA Systems, Inc. (A, C)**

800-858-2549 x5973  
www.mera-systems.com  
Products/Services: 59,95,104,29  
Other: Session Border Controller

**Minerva Networks (C)**

408-567-9400  
www.minervanetworks.com  
Other: IPTV Middleware

**Mitel Networks (A, D)**

613-592-2122 x2188  
www.mitel.com  
Products/Services: 50,68,70,96,95

**Mix Meeting (B, C)**

414-944-0162  
www.mixmeeting.com  
Products/Services: 49,50,62,113  
Other: SIP Termination & Local DID's

**Multi-Tech Systems, Inc. (A)**

800-328-9717 x5200  
www.multitech.com  
Products/Services: 12,8,94,103,77

**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.necunified.com  
Products/Services: 68,82,96,95,134

**NEI (A, D)**

781-332-1000  
www.nei.com  
Products/Services: 135,3,139,84,97

**NeoPhonetics (C, D)**

708-468-4800  
www.neophonetics.com  
Products/Services: 911,50,68,28,95

**NET (Network Equipment Technologies) (A)**

732-460-9000 x238  
www.net.com  
Products/Services: 88,94,31,41,44

**Netformx (D)**

408-423-6631  
www.netformx.com  
Other: Network Design Applications

**NetOffice Corporation (B, D)**

866-206-1874  
www.NetOffice.com  
Products/Services: 50,63,65,68,69

**NetQuest Corporation (A)**

856-866-0505 x10  
www.netquestcorp.com  
Products/Services: 9,28,39,40,43

**Network General Corporation (A)**

800-357-7666  
www.netscout.com  
Products/Services: 28,38  
Other: Application Performance Monitoring and Management

**Network Instruments (A, C)**

952-358-3800  
www.networkinstruments.com  
Products/Services: 25,27,28,38,80

**New Global Telecom (D)**

303-278-0700  
www.ngt.com  
Products/Services: 123,113,38  
Other: Comprehensive Private Label VoIP for Bs

**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

**Nextwave Wireless (A)**

858-480-0580  
www.nextwave.com  
Other: WiMAX chipsets

**NGM Network (B)**

+972547581704  
www.ngm-network.com  
Other: Multilateral Voice Peering Exchange Point

**Noble Systems Corporation (C)**

888-866-2538 x300  
www.noblesys.com  
Products/Services: 70,72,37

**Nokia (A)**

877-997-9199  
www.nokiaforbusiness.com  
Products/Services: 62,63,74,77,79

**Nordia inc. (D)**

888-858-2166 x5272  
www.nordia  
Products/Services: 70,32,37,79  
Other: Customer care services (outsourcing)

**Nortel (A, C)**

281-260-4867  
nortel.com/selfservice  
Products/Services: 23,31,40,42,47





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# Alphabetical Listings



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**Novitell (C, D)**

+4538400301  
www.novitell.com  
Products/Services: 62,23,108,30  
Other: FMC solution

**NTRglobal (B, C)**

214-615-7542  
www.ntrsupport.com  
Other: Remote support and remote access solutions

**nubill corporation (B, D)**

248-284-2700 x142  
www.nubill.com  
Products/Services: 121,123,29,39

**Nuvio (B)**

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

**Objectworld Communications Corp. (C)**

613-599-9698 x297  
www.objectworld.com  
Products/Services: 63,67,68,23,95

**Octasic Inc (C, D)**

514-282-8858 x228  
www.octasic.com  
Products/Services: 5,6,17,95  
Other: Multi-core processor for voice and video over IP

**Omnikor (A, E)**

650-572-0122 x112  
www.omnikor.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

**One Stop Systems (A, D)**

760-745-9883  
www.onestopsystems.com  
Products/Services: 136,135,11,137,4

**Openet (C)**

+353 1 620 4600  
www.openet.com  
Products/Services: 29

**OpenVox Communication Co., Ltd (A)**

+86-755-82535461 x817  
www.openvox.com.cn  
Products/Services: 7,87,93,95,100

**OPNET Technologies (C, D)**

240-497-3000  
www.opnet.com  
Products/Services: 38,39,43  
Other: Application Performance Management, Pre-Deployment Planning, Network Auditing

**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

**PacketStorm Communications (A)**

732-254-2434 x206  
www.packetstorm.com  
Products/Services: 24,25,27,28

**Pactolus Communications Software (C)**

508-616-0900 x328  
www.Pactolus.com  
Products/Services: 50,64,68,82,42

**PAETEC (A, B)**

877-472-3832  
www.paetec.com  
Products/Services: 95,103,111,114,48

**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

**PBX Central (B, C)**

512-744-1500 x121  
www.pbxcntral.com  
Products/Services: 59,65,68,123,115

**PBX.NET Corporation (B)**

866-342-5864  
www.pbx.net  
Products/Services: 59,61,,,,,115,116

**pbxnsip inc. (A)**

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

**PCTEL, Inc. (A, D)**

630-372-6800  
antenna.pctel.com  
Products/Services: 25,27,38,77  
Other: Antennas

**PhoenixSoft, Inc. (C, D)**

602-788-6100  
www.phoenixsoft.com  
Products/Services: 64,106,104,29,47

**Phone.com (B)**

800-998-7087  
www.phone.com  
Products/Services: 121,125,115,116  
Other: Home Phone service



# Alphabetical Listings



**KEY**

A: Equipment Vendor  
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## **PhoneFusion (B, D)**

954-607-4400  
www.phonefusion.com  
Products/Services: 63,72,112,113,116

## **PhoneSuite (A, E)**

303-465-0651 x317  
phonesuite.com  
Products/Services: 36  
Other: Hotel/Motel IP PBX

## **Phybridge Inc. (A, D)**

905-901-3633 x5109  
www.phybridge.com  
Products/Services: 83,93,94,105,108

## **Pipeline Telecom Inc. (B, D)**

321-409-9971 x11  
www.pipelinetelecom.com  
Products/Services: 55,64,65,113,74

## **Plantronics (A)**

831-458-7488  
www.plantronics.com  
Products/Services: 13

## **Polycom, Inc. (A)**

925-924-6000  
www.polycom.com  
Products/Services: 13,10,74

## **PortaOne (C, D)**

866-747-8647  
portaone.com  
Products/Services: 59,68,23,119,29

## **Power Systems Direct, Inc. (A, E)**

678-226-4300 x114  
www.powersystemsdirect.com  
Products/Services: 65,96,95,100,133

## **PowerDsine - PoE Systems by Microsemi (A)**

508-478-2129  
microsemi.com/powerdsine  
Products/Services: 14,15,93,96,80

## **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

## **Procera Networks (A)**

408-354-7200  
www.proceranetworks.com  
Products/Services: 106,38,40,43

## **ProInfoTech (C)**

+7 921 956-9226  
www.proinfotech.com  
Products/Services: 91,95,100,104

## **Profitec Billing Services, Inc (B, C)**

203-679-7010  
profitecbilling.com  
Products/Services: 51,29,39  
Other: CRM and call center services

## **Prosodie Interactive (B, D)**

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

## **PSS (D)**

800-506-7119  
psshhelp.com  
Products/Services: 97,125,31

## **Psytechnics (C, D)**

603-427-6500  
www.psytechnics.com  
Products/Services: 26,27,28,40



## **QualiSystems (C, D)**

877-QUA-LI10  
www.qualisystems.com  
Products/Services: 25,26,28,40  
Other: Test Automation

## **Quanta Computer Inc. (A, D)**

602-740-5390  
www.syspine.com  
Products/Services: 65,93,95,129,36

## **Quickcomm Software Solutions, Inc. (C, D)**

646-708-8500  
www.quickcomm.com  
Other: Telecom Expense Management

## **QuickPhones (A)**

214-417-1739  
www.quickphones.com  
Products/Services: 59,65,96,100,79

## **Quintrex Data Systems Corp. (C, D)**

319-363-5508  
www.quintrex.com  
Products/Services: 129,133,119,29,39

## **Quintum Technologies, Inc. (A)**

732-460-9000 x238  
www.quintum.com  
Products/Services: 58,88,94,97  
Other: Session Border Controllers, Call Routing Servers

## **Qwest Communications (B)**

800-315-2000  
www.qwest.com/wholesale  
Products/Services: 111,113,114,116  
Other: CPE Solutions



## **R.J. Enterprises (A)**

212-557-7251  
www.rj-enterprises.com  
Products/Services: 12,9,99  
Other: High Speed Computer Networking Devices--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

## **RADirect (A, E)**

201-512-9697  
www.rad-direct.com  
Products/Services: 81,84,88,103,107

## **Raketu Communications Inc. (B, C)**

832-239-8527  
www.Raketu.com  
Products/Services: 49,50,66,68,79



# Alphabetical Listings



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

## **Raytheon JPS Communications (A, C)**

919-790-1011  
www.jps.com  
Products/Services: 108,121,75

## **Recollect Recording, LLC (C, D)**

972-377-9074  
www.RecollectRecording.com  
Products/Services: 22,23  
Other: Call Recording

## **Redback Networks, An Ericsson Company (D)**

408-750-5000  
www.redback.com  
Products/Services: 60,88,106,103  
Other: Broadband Remote Access Server

## **REDCOM (A)**

585-924-6500  
WWW.REDCOM.COM  
Products/Services: 84,85,101,104

## **Redwood Technologies Limited (A)**

+44 1344 304 344  
www.redwoodtech.com  
Products/Services: 97,101,104,29,31

## **ReliOn (A)**

509-228-6553  
www.relion-inc.com  
Other: Fuel Cell Backup Power

## **RevX Systems (D)**

949-675-6121  
revxsystems.com  
Products/Services: 29,39  
Other: Data Mediation and Reporting

## **Rhino Equipment Corp. (A)**

480-940-1826 x6311  
www.rhinoequipment.com  
Products/Services: 87,94,95,100  
Other: Channelbanks

## **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: 51,29,47,74  
Other: CRM

## **Salestream Software (C)**

949-715-7661  
salestreamsoft.com  
Other: Hosted Sales Automation Software

## **Samsung BCS (A, D)**

972-761-7000  
www.samsung.com/bcs  
Products/Services: 95,100,108,31,78

## **Sangoma (A, C)**

905-474-1990 x2  
www.sangoma.com  
Products/Services: 2,7,94,97,44

## **Sansay, Inc. (A)**

858-754-2200  
www.sansay.com  
Products/Services: 62,23,105,104,127

## **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

## **SDC Solutions, Inc. (C, D)**

603-629-4242  
www.sdcsolutions.com  
Products/Services: 68,72

## **SECNAP Network Security (B, D)**

866-732-6276  
www.secnap.com  
Products/Services: 90,41  
Other: Anti-spam, E-mail security

## **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

## **ShoreTel (A, D)**

800-425-9385  
www.shoretel.com  
Products/Services: 50,68,93,95,108

## **Siemens Communications (B)**

800-310-6308  
www.communications.usa.siemens.com/home.html  
Products/Services: 62,68,23,104,120

## **Simicomm (B, D)**

608-669-9496 x1000  
www.simicomm.com  
Products/Services: 67,95,119,30,36

## **SinglePipe Communications (B, D)**

859-721-4200  
www.singlepipecom.com  
Products/Services: 84,111,45

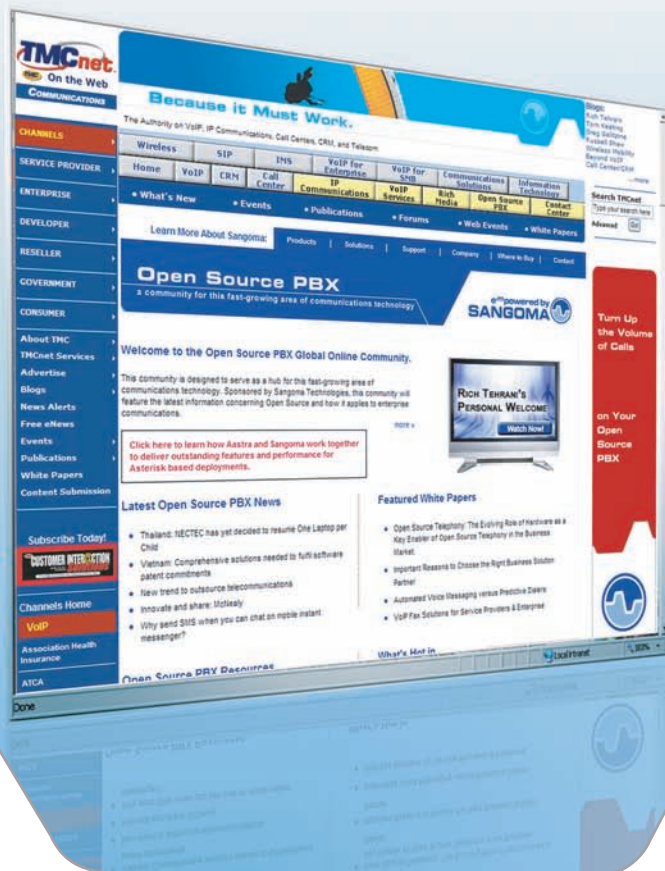
## **SIP Print (A)**

866-655-3555  
sipprint.com  
Products/Services: 93,96  
Other: Call Recording Appliances

## **Sipera Systems (A)**

214-206-3210  
www.sipera.com  
Products/Services: 71,28,90,41





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# Alphabetical Listings



A: Equipment Vendor  
B: Service Provider/Carrier  
C: Software Developer  
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E: Reseller/Distributor

## **SiTel Semiconductor**

+31736802220  
www.sitelsemi.com  
Products/Services: 2,5,7,20,79

## **Skip2PBX (Skype Gateway) (C)**

0039-075-5011664  
www.skip2pbx.com  
Products/Services: 72,20,23,94,119

## **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: 72,20,83,129,134

## **Sonus Networks (A, D)**

978-614-8240  
www.sonusnetworks.com/contents/  
home/home.cfm  
Products/Services: 82,84,94,97,104

## **Speakeasy (B, D)**

206-971-5123  
www.speakeasy.net  
Products/Services: 59,65,114,45,46

## **Speakerbus, Inc. (A, B)**

646-289-4700  
www.speakerbus.com  
Products/Services: 50,93,96  
Other: IP Hoot & Holler

## **Spirent Communications (A)**

800-927-2660  
spirentcom.com  
Products/Services: 24,25,27,28,40

## **SPIRIT (C, D)**

408-540-6033  
www.spiritdsp.com  
Products/Services: 16,17,18,37,79

## **Squire Technologies (A, D)**

+44 1305 757314  
www.squire-technologies.co.uk  
Products/Services: 84,105,104,44

## **STBS INC (B, C)**

301-585-1200  
www.stbs.com  
Products/Services: 911,51,111,117,29

## **Sterling Commerce (B)**

786-423-7436  
www.sterlingcommerce.com  
Products/Services: 118,39

## **Stratasoft Inc (C, D)**

832-446-4501  
stratasoft.com  
Products/Services: 23,94,96,95,31

## **Stratus Technologies (A, D)**

978-461-7619  
stratus telecom.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

## **SVK Software Corp. (C, D)**

416-273-1639  
www.svksoftware.com  
Products/Services: 64,21,23,94,29

## **Swift-Cor Precision, Inc. (A)**

310-354-1200  
swiftcor.com  
Other: Cabinets with electro-mechanical interface

## **Syntellect (D)**

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

## **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



## **TalkSwitch (A)**

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

## **Talley Communications (E)**

562-906-8000  
www.talleycom.com  
Products/Services: 110,80

## **Tango Networks (C, D)**

972-301-9300  
www.tango-networks.com  
Products/Services: 63,93,79  
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

## **Technology Management Solutions (D, E)**

626-737-2960  
www.TMS-tech.com  
Products/Services: 59,103,108,38,80

## **Tekno Telecom LLC (A)**

630-579-9800 x203  
www.teknotelecom.com  
Products/Services: 28,29,38,40,44

## **Tektronix (D)**

469-330-4000  
www.tektronix.com/communications  
Products/Services: 25,27,28,38,40



# Alphabetical Listings



**KEY**

A: Equipment Vendor  
B: Service Provider/Carrier  
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## **Telacquire Marketing Group Inc. (B)**

604-677-7780  
www.telacquire.com  
Products/Services: 58,128,133

## **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

## **TelcoBridges (A)**

450-655-8993 x135  
www.telcobridges.com  
Products/Services: 139,7,84,97,44

## **TeleBright (C, D)**

888-519-1472  
www.telebright.com  
Products/Services: 20,128,38,75,76

## **Telecom Brokerage Incorporated (E)**

847-353-1846  
www.tbicom.com  
Other: Master Agent

## **Telecom, Inc. (B)**

800-243-3101  
www.telecominc.com  
Products/Services: 56

## **Telekenex (B)**

415-287-1208 x1208  
telekenex.com  
Products/Services: 63,23,96,111,40

## **Telenity (C)**

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

## **TeleSoft International, Inc. (C, D)**

512-373-4324  
Products/Services: 23,92,93,94,96

## **Telesoft Technologies (A, D)**

+44 1258 480 880  
www.telesoft-technologies.com  
Products/Services: 137,106,97,31,44

## **TeleVoce Inc (C, D)**

408-627-4044  
www.televoce.com  
Products/Services: 49,55,65,20,129

## **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

## **Telrad Connegy, Inc. (A, D)**

516-730-3310  
www.TelradConnegy.com  
Products/Services: 68,96,95,121,123

## **Teltronics, Inc. (A, D)**

941-753-5000 x7292  
www.teltronics.com  
Products/Services: 50,68,27,95,43

## **Telvista (B)**

800-563-9699 x1  
www.telvista.com  
Other: Tech Support/Customer Service Call Center Outsourcing

## **The Amanda Company (C, E)**

858-866-9944  
www.taa.com  
Products/Services: 63,65,67,68,70

## **The Connection (B)**

800-883-5777  
www.the-connection.com  
Products/Services: 56,70  
Other: Live Web Chat, Outsourced Contact Center

## **The Rankin Group, Ltd. (B)**

714-832-4100  
rankin-group.com  
Products/Services: 128

## **Thinking Phone Networks (B)**

617-453-2052 x2167  
www.thinkingphones.com  
Products/Services: 59,68,123  
Other: Hosted Intelligence combining Voice and Business Applications

## **Tigerpaw Software (B, D)**

402-592-4544  
www.tigerpawsoftware.com  
Products/Services: 118,29  
Other: CRM Software

## **TiVi (C, D)**

+371 67881001  
www.tivi.com  
Products/Services: 66,23,104,29,79

## **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, Feature-Flex, digital phones, softphones, Client Software

## **TotalTel (A, B)**

201-574-0193  
www.totaltel.com  
Products/Services: 95,111,115,116,36

## **Touchstone Technologies (D)**

215-672-6550  
www.touchstone-inc.com  
Products/Services: 24,25,26,27,28

## **TouchTone Communications (B)**

800-900-5474  
www.touchtone.net  
Products/Services: 59,63,36,45,46



# Alphabetical Listings



A: Equipment Vendor  
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## **Touchtone Corporation (C, D)**

800-786-8663 x2827  
www.touchtonecorp.com  
Products/Services: 20

## **TPACK (C, D)**

+45 88701985  
www.tpack.com  
Products/Services: 139  
Other: Networking chips

## **Trango Broadband Wireless (A)**

858-391-0010  
www.trangobroadband.com  
Products/Services: 10,83,110,80  
Other: Licensed & Unlicensed High-Capacity Fixed Wireless Equipment

## **Transition Networks (A)**

952-996-1575  
www.transition.com  
Products/Services: 83,85,88,97  
Other: Network Interface Devices

## **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

## **Transverse (D)**

512-279-4469  
www.gotransverse.com  
Products/Services: 29,39  
Other: Open Source Billing and OSS

## **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

## **Tripp Lite (A)**

773-869-1111  
www.tripplite.com  
Products/Services: 14

## **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

## **TT-Office Ltd (B, E)**

+44 1845 521102  
www.tt-office.com  
Products/Services: 59,62,63,133

## **Twisted Pair Solutions, Inc. (D)**

206-812-2403  
www.twistpair.com  
Other: unified communications software



## **Ulticom, Inc. (C)**

856-787-2700  
www.ulticom.com  
Products/Services: 84,88,105,44

## **Unibill (C, D)**

337-421-6224  
www.unibill.com  
Products/Services: 29,39

## **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



## **Valid8.com, Inc. (C, D)**

781-938-1221  
www.valid8.com  
Products/Services: 22,23,24,28,77

## **VASoft USA (C, D)**

224-578-8118  
www.vasoftusa.com  
Products/Services: 70,23,119,31,37

## **Veeda Software, LLC (C, D)**

617-762-0010  
www.VeedaSoftware.com  
Products/Services: 56,58,66,72,129

## **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

## **Verizon Partner Solutions (B)**

888-483-9594  
www.verizon.com/wholesale  
Products/Services: 113,29,32,41

## **Vertica Systems (C, D)**

978-600-1000  
www.vertica.com  
Other: Analytic Database Management Systems

## **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



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# Alphabetical Listings



A: Equipment Vendor  
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## **Vicorp (C, D)**

+44 (0)1753660500  
www.vicorp.com  
Products/Services: 51,128,129,119,42

## **Vidyo, Inc. (A, C)**

866-99V-IDYO  
www.vidyo.com  
Products/Services: 49,52,61,67,10

## **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

## **Vitality Communications (B)**

303-997-2309  
www.vitality.com  
Products/Services: 911,58,112,113

## **VIXXI Solutions (B, D)**

303-253-9905  
www.vixxisolutions.com  
Products/Services: 911

## **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

## **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

## **VoiceNEXT (B)**

732-653-5000  
www.voicenext.com  
Products/Services: 58,59,116

## **VoIP Supply (E)**

800-398-8647  
www.VoIPSupply.com  
Products/Services: 93,94,96,95,108

## **VoIP360 (B)**

503-558-8129  
www.360networks.com  
Products/Services: 111,113,116  
Other: Single Point of Interconnection T1's

## **VoIPConsultants.biz, LLC (B)**

847-230-9225 x1  
www.voipconsultants.biz  
Products/Services: 113,115,117

## **Voiplink (A, E)**

866-987-8647  
www.voiplink.com  
Products/Services: 7,94,23,323,,95,79

## **VoIPshield Systems (A, B)**

613-591-6589 x313  
www.voipshield.com  
Products/Services: 28,41  
Other: VoIP Security - IPS for VoIP - Vulnerability Assessment Tools

## **Voiyager (C, D)**

602-798-2702  
Products/Services: 18,24,25,26,27

## **VoSKY (A, D)**

866-341-3285  
www.vosky.com  
Products/Services: 62,12,36

## **VoX Communications (B)**

321-282-0820  
www.voxcorp.net  
Products/Services: 104,113,45,46  
Other: Residential and Business VoIP

## **Voxeo Corporation (C, D)**

407-418-1800  
www.voxeo.com  
Products/Services: 20,23,106,118  
Other: SIP-based Voice Platform and Hosting Services

## **Voxify (D)**

510-545-5000  
www.voxify.com  
Products/Services: 119,125

## **VozTelecom (B)**

+34933968800 x201  
www.voztele.com  
Products/Services: 59,118,123,115

## **VPI (Voice Print International) (C, D)**

800-200-5430  
www.VPI-corp.com  
Products/Services: 129  
Other: VoIP Recording Solutions



## **WBS Connect (B, D)**

720-897-6979  
www.wbsconnect.com  
Products/Services: 61,35  
Other: IP Transit, Colocation, Cloud Computing

## **WiChorus**

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

## **WideBand Solutions (A, C)**

860-410-9740 x201  
www.widebandsolutions.com  
Products/Services: 50,10,17,45  
Other: HD Voice with VoIP Phone-add

## **WildPackets (C)**

925-937-3200  
www.wildpackets.com/voip\_tmnet  
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



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## Wizzard Software (D, E)

954-678-4155  
[www.wizzardsoftware.com](http://www.wizzardsoftware.com)  
 Products/Services: 20,26  
 Other: SDKs

## Wyde Voice, LLC (A, D)

866-508-9020 x2  
[www.wydevoice.com](http://www.wydevoice.com)  
 Products/Services: 49,50,52,61,134



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By Greg Galitzine

# High Definition VoIP on the Move

For years, one of the promises of VoIP was the fact that the sound quality could be improved, and that we would one day be able to experience CD sound quality or better on our VoIP calls. One of the keys to keeping this promise was the proliferation and increased adoption of wide-band codecs such as G.722 or AMR-WB that would increase the audible range on a telephone call from the typical narrow-band range (300–3300 Hz) to a more robust 50–7,000 Hz.

Today an ever increasing variety of solutions is available on the market. [Skype](#) has been using a wideband codec from GIPS called iLBC and Microsoft has embraced a proprietary wide-band solution called RTP Audio for use with its Office Communications Server, but this article will focus on several new phone models from the likes of [Polycom](#) who early on led the charge with their HD Voice branded products, to Siemens, snom, and now AudioCodes.

## Siemens

Siemens offers a series of phones under the Gigaset brand. The most recent upgrades to the product line are the Gigaset A380 and A385 models. These devices feature a unique ergonomic shape, long standby and talk times, ECO [DECT](#), brilliant voice quality and a convenient speaker phone function.



The ECO technology from [Siemens](#) comprises an energy-saving power supply that uses up to 60 percent less electricity than conventional phones. In addition, energy can be saved in the ECO mode, which cuts transmitting power by 80 percent during calls.

[Siemens](#) Gigaset devices utilize the company's HDSP (for High Definition Sound Performance) technology that in turn leverages a wireless technology called CAT-iq. CAT-iq, which stands for Cordless Advanced Technology – Internet quality, builds upon existing Digital Enhanced Cordless Telecommunications ([DECT](#)) technology for a higher quality voice experience.

## snom

snom recently announced its snom 820, a new business VoIP phone for the North American enterprise and small and medium-sized business (SMB) markets. The new device features a



high-resolution color display, an integrated XML browser and accessed directly by the user via the display screen, and a broad set of advanced business communications features including three-way and five-way conferencing, multiple ring tones and the capability to provision up to twelve different SIP identities per phone.

The snom 820 supports [WiFi](#) and power over Ethernet as well.

## AudioCodes

AudioCodes has entered the IP phone arena with a phone that supports wideband codecs. The [AudioCodes](#) 300HD Series includes three models: The 310 HD entry level phone with a basic display and interface; the 320HD premium endpoint with a larger screen, and the 350HD executive phone with a color LCD screen. All three models are based on [AudioCodes](#) newly announced VoIPerfect software. The phones are SIP-based so they should work on standards-based IP-PBXs such as [Asterisk](#). The phones are also PoE (Power over Ethernet) compliant.

AudioCodes also has plans to HD-enable other products including its IPmedia 3000 Media Server, Mediant 3000 Media [Gateway](#), Mediant 1000 MSBG and the Mediant family of Microsoft certified basic Hybrid Gateways. This will allow AudioCodes' Media Servers and Gateways to enable transcoding between different wideband coders while retaining wideband quality.

## Polycom

Polycom also recently introduced a new entrant to its growing HD Voice enabled IP Phone portfolio. The SoundPoint IP 450 desktop phone is a mid-range standards-based SIP device featuring three lines, [Polycom's](#) patented HD Voice and a high-resolution graphical backlit display that supports multiple languages. The 450 also comes with [Polycom's](#) open API and XHTML microbrowser to enable productivity-enhancing applications and business processes



The device supports [IEEE](#) 802.3af Power over Ethernet and features an integrated two-port 10/100 Ethernet Switch. Polycom announced the new phones in conjunction with the news that the University of Utah was deploying a [Polycom](#)-based solution in making the move to HD Voice.

If it appears that the HD phone market is getting a bit crowded, maybe that's a good thing. The increasing choice of vendors offering high-definition voice enabled solutions will only serve to benefit enterprises looking for choice, and will force the phone makers to continue innovating. **IT**



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