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Monday, March 15, 2010

Anticipation for FCC Broadband Plan strong

s the 2010 Spring COMPTEL PLUS gets rockin' in Music City U.S.A., the industry eagerly awaits the official release of the Federal Communication Commission's long anticipated National Broadband Plan, which is expected on Tuesday.

The plan, which had been scheduled for release in February, will become a blueprint for guiding the future of the industry in the United States. Had it been delivered as originally expected, COMPTEL PLUS attendees would be dissecting it during the next two days. Now, they remain hopeful it contains the items that will be good for the competitive market.

But the FCC's delay does not deter COMPTEL PLUS nor the association's CEO Jerry James.

"We are hopeful the FCC will include in its report a plan for achieving reform of special access, universal service and intercarrier compensation, as well as preservation of copper facilities," James said. "Also we hope the plan addresses competitors' interconnection rights in a technology neutral manner that promotes competition and recognizes the need for government intervention to balance the market power of the incumbent local exchange carriers."

Fortunately for COMPTEL PLUS attendees, the Spring 2010 conference was not planned based on the FCC's release date, so the agenda remained ostensibly the same.

(See James, page 5)



COMPTEL PLUS attendees network with colleagues during Sunday's opening reception of the Spring 2010 Convention & EXPO.

FCC offers peek of Broadband Plan

The Federal Communications Commission's National Broadband Plan which is scheduled to be released Tuesday will free up airwaves for mobile broadband, seek to increase universal access and create a nationwide public safety network while remaining revenue neutral.

A sneak peak of the plan, which also calls for spending \$25 billion to improve the Internet, was provided on March 3. Funding for that spending

(See FCC, page 5)

RUS Chief wants to give away money

ormer FCC Commissioner Jonathan S. Adel-Miller, the character of the popular 1950's TV show, The Millionaire.

That's because Adelstein has money, and he is looking to give it away.

Adelstein, who now serves as the Administrator of the U.S. Department of Agriculture's (USDA Rural Utilities Service (RUS), will be today's keynote speaker during the general session, which begins at 4:30 p.m. in room Tennessee C.

Earlier this month, Adelstein did a series of interviews regarding the awarding of more than \$800 million in stimulus money to telecom companies that will help connect the entire nation. He told the Alamogordo Daily News that 22 broadband infrastructure projects were selected in 18 states. The project awarded funding will improve economic and educational opportunities for people in rural areas that do not have broadband service.

And he told MPR News Q, Minnesota's online news source, "We emphasized projects that would be able to bring high bandwidth, very high quality

(See Adelstein, page 7)

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Today's Agenda

7:30 a.m. – 9 a.m.

CEO Breakfast

Keynote Speaker: John Siegel, Partner,

Columbia Capital

Open to Voting Members (C-Level Only by Invitiation)

(Tennessee D)

9 a.m. to 1 p.m.

COMPTEL PLUS Trade Expo

(Ryman Exhibit Hall B3-B4)

9 a.m. to 6 p.m.

COMPTEL PLUS Deal Center

Sponsored by: Charter Business, Interstate Fibernet, 01 Communications & Pac-West Telecomm (Ryman Exhibit Hall B1)

Member Lounge

Sponsored by: Charter Business,

Intellifiber Networks (Ryman Exhibit Hall B1)

9:30 a.m. to 11 a.m.

Annual Membership Meeting (All COMPTEL Members)

(Tennessee B)

Board Elections (Voting Members Only)

Small Companies (Tennessee A)

Medium Companies (Tennessee B)

Large Companies (Tennessee D)

Sessions:

Business Track in Tennessee B Regulatory Track in Tennessee D Technology Track in Tennessee A

1:30 p.m. to 2:15 p.m.

Business Track: "Moving Stalled Deals Forward"

Regulatory Track: "National Broadband Plan"

Technology Track: "Leveraging Ethernet over Copper"

2:30 p.m. to 3:15 p.m.

Business Track: "Building a Better Balance Sheet" **Regulatory Track:** "Access Reform and Intercarrier Treatment of VoIP"

Technology Track: "Wireline Product Strategies for the Wireless Era"

3:30 p.m. to 4:15 p.m.

Business Track: "Cold Calling"

Regulatory Track: "Copper Retirement and Beyond"

Technology Track: "Unlocking the Cloud"

4:30 p.m. to 5:30 p.m.

Keynote Address

Jonathan Adelstein, Administrator, RUS

Welcome Remarks: Jerry James, CEO, COMPTEL Joseph Ambersley, Chairman, COMPTEL Board (Tennessee C)

5:30 p.m.

Atlantic-ACM Best-in-Class Long Haul Wholesale Awards Presented by Dr. Judy Reed-Smith, CEO, Atlantic-ACM (Tennessee C)

COMPANY	B00TH #
24/7 Fiber Network	915
321 Communications 360networks	500 709
Accedian Networks Inc.	412
ADVA Optical Networking, Inc.	300 812
Alliance Group Services, Inc. American Registry for Internet	
Numbers (ARIN)	422
Associated Network Partners, Inc. (ANPI) BillSoft, Inc.	523 513
Broadvox	718
Brocade BTI Systems	800 419
CABS Agent	721
Capacity Media	911
CCH, a Wolters Kluwer business CenturyLink Wholesale Services	305 700
ChannelVision (Beka Publishing)	421
Charter Business CHR Solutions, Inc.	301 804
Communications Data Group	527
Compliance Solutions, Inc. COMPTEL	418 626
Core Tel Communications	310
CustomCall Data Systems, Inc. CYAN	519
Dash Carrier Services	820 818
DCA Services, Inc.	613
DDR Broadband Networks D-Link Systems, Inc.	508 312
DSET Corporation	521
Edison Carrier Solutions	808
Endstream Communications Equinox Information Systems	512 515
FiberLight, LLC	306
GENBAND GeoResults, Inc.	611 622
Glimmerglass	826
Hatteras Networks	313
Henkels & McCoy, Inc. Homisco	905 608
IE - Dynetics	906
INDATELgroup Infinera Corporation	413 410
InterCall	707
InterMetro Communications, Inc.	507
International Telecoms Week (ITW) Interstate FiberNet	913 609
Iowa Network Services	814
iQsim IRIS Networks	819 723
KDL	612
Knology, Inc.	518 619
LightRiver Technologies, Inc. LightSpeed Technologies	710
Mapcom Systems	424
MRV Communications, Inc. Nokia Siemens Networks US, LLC	821 908
Nortel	520
Omnitron Systems Technology, Inc. Optelian	406 909
Overture Networks	822
Performance Technologies	307 408
Positron Fiber Systems Power & Telephone Supply Co.	423
Profitec Billing Services, Inc.	511
Qwest Communications RAD Data Communications	600 802
RCN Metro Optical Networks	713
Regulatory Back Office/GSAssociates RNK Communications	914 411
Sales Manage Solutions	425
Salestream Software Sales Tax Associates, Inc.	309 525
Sandy Beaches Software	525
Sansay, Inc.	314
Sprint Nextel SRP Telecom	400 407
Sunesys, LLC	420
Technologies Management, Inc. TelePacific Communications	900 401
TeleSphere Software	414
TeliaSonera International Carrier	302 807
Telispire Telsource Corporation	80 <i>7</i> 719
Thermo Credit, LLC	809
Transaction Clearing TransNexus, Inc.	620 618
UDP	606
US Signal	311 708
Vertek Corporation Windstream	708 901
Xtera Communications	526
ZONE Telecom	904

(James, continued from page 1)

"Our Nashville Conference agenda has always included a focus on the critical regulatory issues facing our industry – issues we hoped will be addressed in the FCC's Broadband Plan," James explained. "We have a panel to discuss these very topics and an equal focus on the NTIA/RUS Broadband Stimulus Program (BTOP/BIP), which is still underway, with our keynote address by RUS Administrator Jonathan Adelstein.

"Many of our members applied in Round 1 and some have been successfully awarded grants/loans to further the deployment and adoption of broadband services," he continued. "We have other members that are applying for funding of their projects in Round Two and we hope for their success as well."

James understood the delay.

"The FCC has conducted numerous workshops and meetings, gathering enormous amounts of data and thousands of pages of comments," he said. "It was not a surprise for the FCC to need a little extra time to finalize its report to Congress."

Those workshops and meetings included COMPTEL input, James said, explaining that the organization was active with the Broadband Task Force and in urging members to participate at each level of the process.

"We believe that is important to provide the FCC with insight into the issues that are important to the competitive sector and to show how competition is vital to meeting the [Obama] Administration goals of broadband deployment and adoption," James said. "The competitive sector has been the innovators of new products and services and pricing bundles; and the ones who have been willing to provide services to market segments overlooked by the incumbents."

And although some leaks and peaks of the plan have occurred, James remains cautious.

"Until we have a chance to review the FCC's Broadband Plan, we don't know what issues have not been addressed," James said. "We're



James

expecting it to provide the FCC's strategic vision for meeting the Administration's goals for expanding broadband deployment and adoption in the United States and to identify the many challenges in meeting such goals."

Whatever the FCC releases, it could become the rules of the road, because the commission is charged with creating the plan, James said. Congress may not have to do anything, unless the FCC recommends legislative changes. ■

(FCC, continued from page 1)

is anticipated to come from the sale of additional spectrum, according to FCC chairman Julius Genachowski.

The Reuters News Services reported the FCC is expected to ask for between \$12 billion to \$16 billion from Congress to fund the emergency public safety broadband system over a 10-year period. It also will recommend to Congress that it can redirect the existing \$8 billion universal service fund over a 10-year span to provide broadband access to the 4 percent of Americans who do not have it. However the size of the USF program is not expected to increase.

However, Congress could accelerate the reach of Internet with an injection of additional money into the USF program. The president, in the meantime, allocated about \$72 billion in the economic stimulus plan for broadband reach and mapping of usage.

According to the Reuters report, the FCC will seek to free up airwaves in anticipation of a shortage, as people continue to rely on mobile

devices to surf the Internet and access mobile apps. In all, the FCC will recommend that about \$50 billion in spectrum, held by broadcasters, be auctioned.

One of Genachowski's goals is to expand 100 megabit per second service to 100 million homes by 2020.

It is expected that large phone and cable companies, such as AT&T, Verizon and Cox will be pleased with the plan because it doesn't suggest regulations that would require them to share their broadband lines, according to people who have seen a draft.

However, it does suggest that the FCC needs to clarify the obligations phone and cable companies have. The report also recommends that the commission quickly complete action on outstanding complaints by smaller phone companies.

Apparently the FCC rejected proposals from public interest groups that would require the larger phone and cable companies to open up their networks and share them with competitors.



TransNexus ready for LERG's death

has been the routing table for the North American telephone companies for decades. But two forces are driving the LERG toward irrelevance.

First, growing numbers of subscribers are porting their landline telephone numbers to cable and wireless services providers. Second, technology and cost trends indicate the North American number portability database will be available as a routing resource for enterprise and VoIP service providers.

Number portability has been an issue for telephone companies since it was mandated by the FCC in 1996. Now number portability is becoming a serious issue for enterprises and VoIP service providers as the percentage of calls to ported numbers is approaching parity with calls to un-ported number.

TransNexus, a VoIP software provider, reports that approximately 40 percent of VoIP traffic managed by its customers are calls to ported numbers.

Virtually all enterprises and most retail VoIP service providers route calls based on the dialed telephone number. This is a problem when the called party has ported its number to a different carrier.

Routing the call to the dialed number directs the call toward the carrier that owns the number, not the carrier that serves the subscriber. The call will be completed, but the enterprise or service provider originating the call will get a surprise when the termination cost is greater than expected.

The reason is because most long distance providers charge for wholesale termination based on the final carrier, not the dialed telephone number.

In almost every case, call termination charges based on the dialed number are different from termination charges based on the carrier serving the ported number. The result is that long distance invoices never match what customers expect, and usually the bill is significantly larger than expected. This issue is amplified by wholesale rate plans that include a high termination fees for calls to terminating carriers not explicitly included in the rate deck. Calls to a ported number may unexpectedly be routed to carriers not included on a rate deck and charged at rates as high as five cents per minute or more.

"Rate differences between dialed and ported numbers can increase termination costs by at least 15 percent."

Jim Dalton, CEO, TransNexus

Jim Dalton, CEO of TransNexus said that "rate differences between dialed and ported numbers can increase termination costs by at least 15 percent and the problem will only get worse as more people port their numbers. If you want to manage your costs, you have to route based on the LRN."

The LRN, or Location Routing Number, looks like a telephone number, but is a special routing number that links a dialed telephone number that has been ported to its new carrier.

The FCC mandated the creation of the Number Portability Administration Center, or NPAC, to manage the database of ported numbers in the United States.

In simple terms, the NPAC is a list of 300 million ported telephone numbers and their corresponding LRN. For every call, telephone carriers query the NPAC with the dialed telephone and receive the corresponding LRN needed for call routing.

Originally access to the NPAC was expensive and limited to only telephone companies. Now, however, subscription to NPAC is affordable for enterprises and VoIP service providers who need number portability correction.

Companies such as NeuStar offer the complete NPAC available for download. Enterprises and VoIP service provides can host the NPAC database locally in their networks and correctly route calls based on the LRN just like phone companies.

Ten years ago, the specialized hardware needed to host the NPAC with a telephone switch cost \$1 million. Four years ago the cost of an ENUM network appliance to host the NPAC had fallen to \$100,000.

Now TransNexus is offering a SIP-based, Linux-based software package that reduces the cost of hosting the NPAC by another order of magnitude.

Dalton forecasts that in five years, virtually all enterprise call centers and VoIP service providers will host the NPAC in their operation.

Barry Augustinsky, CEO of SipGully, a growing SIP service provider said "SIP technology changes everything in telecom. We have a lower cost structure than our competitors because we are on the front of a dramatically falling cost curve. The TransNexus server is a great example, now anybody can afford to host their own number portability database."



(Adelstein, continuted from page 1)

service to unserved or underserved rural areas that had a possibility of being there for many years to come.

"This has really been a key priority for our Secretary [of Agriculture Tom] Vilsack and for President [Barack] Obama to make sure that rural parts of America have access ... to the latest in broadband technology. Cutting-edge technology so that small businesses ... farmers and ranchers can have up-to-date information."

KEYNOTE ADDRESS:

Jonathan Adelstein, Administrator, RUS Tennessee C, 4:30 p.m.

Adelstein's involvement in the effort should come as no surprise. During his years at the FCC (2002-2009), he was a friend of the competitive telecommunications sector fighting for media diversity and localism, as well as encouraging increased public access to the airwaves.

He promoted access to telecommunications and media outlets by minorities, rural and lowincome consumers, people with disabilities, and non-English speakers. He also encouraged broadcasters to use the digital transition to serve their communities with local, public affairs, and other cultural and educational programming.

Adelstein is a strong advocate to improve rural telecommunications and broadband to ensure that all consumers have access to the latest telecommunications services no matter where they live.

While at the FCC, he advocated for a substantive national broadband strategy with aggressive goals and specific policy recommendations. He also promoted new policies that improve access to spectrum by large and small companies, so consumers can continue to maintain those connections in this increasingly mobile world.

He also was a key staff architect of expanding the RUS's authority to finance broadband services in the 2002 Farm Bill.

Adelstein had served for 15 years as a staff member in the U.S. Senate prior to receiving the appointment to the FCC by President George W. Bush.

During his final seven years as a Senate staffer, Adelstein was a senior legislative aide to then Senate Majority Leader Tom Daschle (D-SD), where he advised Daschle on telecommunications, financial services, budget, housing, transportation and other key issues.

These experiences made him a perfect choice for the RUS position. When Obama named him, he even received unanimous confirmation from the Senate, a body which these days rarely agrees on anything.

"Jonathan has a long history of working with the communications industry - both as a Commissioner at the FCC and in his current role overseeing the grants and loans that will have



Ionathan Adelstein

a lasting impact on bringing broadband to all Americans," said Jerry James, COMPTEL's CEO. "Just days before the FCC expects to deliver its anticipated National Broadband Plan, we look forward to the opportunity to hear Jonathan's unique perspective about how his agency's work, as well as that being done at the FCC and National Telecommunications and Information Administration (NTIA), will combine to realize the Administration's goals of expanding broadband access across the country."

Overseeing grants and loans is something special, as \$895 million of about \$2.5 billion from federal stimulus funds are already allocated to help spread broadband to rural communities nationwide. And Adelstein has played a major role.

The deadline for another round of allocations was extended from today to later this month.

"We are encouraging as many companies and parties to get involved as possible," Adelstein told Cincinnati.com, adding that although applications for stimulus money originally were restricted to rural areas, funding is now available to help areas already well-served by broadband.

In areas where broadband exists, companies receiving stimulus money can use it to educate people and encourage them to hook in. ■



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Sprint signs MVNO partners

print announced Monday at COMPTEL *PLUS* that it has signed deals with four Mobile Virtual Network Operator (MVNO) partners since announcing the turnkey service last quarter.

Almost six months after the launch of a turnkey back-office solution for companies interested in offering wireless services under their own brand, Sprint signed deals with: Long Distance Consolidated Billing Company (LDCB), NPG Cable, Call One and Baja Broadband.

The four companies cite customer demand for mobile communications solutions as the main reason to enter the wireless business.

Sprint's simplified offering removes barriers to entering the Mobile Virtual Network Operator space and makes it easy and cost-effective for small to mid-sized companies to begin selling post-paid wireless service operating on the Sprint network but with their own private labels.

The brand recognition and customer loyalty cable providers, CLECs, VARs and traditional telephone companies enjoy allows for a solid starting point to reach out and sign new wireless subscribers.

For example, William VanderPloeg, vice president, LDCB, a switchless reseller providing wireline long-distance service to business customers in 40 states, said "the move into wireless makes the LDCB more relevant to our customers."

Shari Chesser, director of telephony and business services at NPG Cable, the 2009 Independent Operator of the Year, added, "The turnkey offering from Sprint allows NPG to enter into a quad play with video, Internet, home phone and cell phone service. And, we are able to get to market quickly without too much overhead."

The turnkey suite of services cuts down on overhead costs by including activation, provisioning and billing support for post-paid wireless MVNOs and ensures that bill rating and troubleticket reporting and resolution will be easier.

Ricky Moore, vice president of telephony, data and enterprise IT at Baja Broadband, which owns and operates broadband cable systems serving close to 100,000 residential and commercial business customers in the West, said "this is a chance to work with a proven wireless provider and implement wireless offerings quickly."

Companies that sign on to Sprint's new solution will be able to customize their wireless offering, including pricing, marketing, sales strategy and distribution channels.

Michael Mayer, director of mobility at Chicago-based Call One said "this wireless solution from Sprint allows us to offer our customers another high-quality option to meet their complete telecom needs."

Call One is a telecom provider that offers a single source for integrating voice, data, video and Internet services with phone systems and network equipment, wiring, installation and management.

President of Sprint Wholesale Solutions Dan Dooley said the company's "wireless turnkey solution gives companies the tools they need to enter the wireless space quickly and successfully."

"Mobile communications, whether voice or data, continue to exhibit strong growth. To remain relevant and to capitalize on this growth opportunity, service providers must find a way to satisfy the wireless needs of their customers," Dooley added.

"Many of Sprint's wholesale partners are successfully executing wireless strategies. While there is no single formula for success, we find companies that can effectively leverage the power of their brand, the loyalty of their customers and the assets in their core business are the winners when it comes to operating a successful MVNO," he said.

For more information, visit: http://www.sprint.com/wholesale/mvno.shtml ■

UDP Navigator charts financial solutions

DP Inc., a leading billing and operational support systems provider in the telecommunications industry, announced today at COMPTEL *PLUS* the release of its Navigator Financial Management solution.

Built to work in conjunction with Microsoft Dynamics SL, the Navigator solution includes functionality UDP developed to address the telecommunications industry's particular accounting needs.

The company also announced that Saddleback Communications signed an agreement to implement the Navigator solution.

UDP's President Claud Gilmer said "we are pleased to expand our business relationship with Saddleback. The Part 32 specific modules for managing fixed assets and allocations that UDP's team has created will allow customers like Saddleback to track and report on industry information much more easily and accurately."

Jim Tuton, Saddleback's CFO, added, "UDP is easy to work with and understands Saddle-

back's accounting needs. We're excited about the new Navigator Financial Management solution because UDP has developed a full featured telecom financial system using a well established accounting platform that will allow us to interface with their COMET end-user billing solution."

The Navigator solution is flexible, allowing a company to configure it to meet its individual needs or preferences, and the software can be interfaced with any telecommunications customer care and billing solution.

Also, the financial management system's fixed asset module allows UDP's customers to manage the creation of new assets from work orders or payables, enter detailed information on the components that make up the asset and allow for the retirement of assets.

The Navigator financial management system also includes a module for managing continuing property records, utilizing the Fixed Assets Ledger. ■

What's a wireline provider to do?

n an increasingly wireless world, what's the wireline provider to do?

It's a question that may get some answers from the "Wireline Product Strategies of the Wireless Era," at 2:30 p.m. today, led by Chris Carabello, marketing director for Metaswitch Networks.

TECHNOLOGY TRACK "Wireline Product Strategies of the Wireless Era" Tennessee A, 2:30 p.m.

"I look forward to the session," Carabello said. "We have a fantastic panel including two CLECs that can share their true field perspective as well as two vendors that offer opportunities for service providers seeking to incorporate wireless into their product offerings."

Those who attend the session will discover that service providers can be a play in a wireless world, with or without being a wireless provider, Carabello said.

"Particularly with next-generation IP networks, there are a lot of possibilities to add to your current product offering – growing minutes and revenue and further earning customer loyalty. With the dissatisfaction we're seeing among small businesses in particular with their wireless carrier, we see an opportunity instead of just a threat.'

Carabello said "we will live in a 'converged' world where whatever end-point that is most convenient to the customer at a given point in time (whether it is a mobile device, wireline phone,

television, home LAN monitoring station, or personal robotic assistant in 20 years), will be able to share a network and a common set of advanced applications 'in the cloud."

On the other hand, service providers who do nothing with their pipes will be at most risk from both wireless and overthe-top providers, he added.

"Those who optimize this key asset by placing voice and other applications on it and by effectively managing their customer relationships with reliability and quality will have a greater opportunity," Carabello said.

The experts on the panel, all with experience and vision, should entertain and enlighten attendees, who will be asked to take part in what is expected to be a lively question and answer session.

Carabello said he expects the key takeaways include:

- Identifying the threats and opportunities from wireless services in the business market
- The drivers for Fixed Mobile Convergence (FMC)
- Several opportunities for participating in wireless without necessarily being a wireless provider

Finally, although the FCC's National Broadband Plan won't be released until tomorrow, Carabello said the national trend is for further and deeper deployment of big IP pipes to end users.

"Wireline voice will be just one of myriad of applications that service providers will supply on these 'smart pipes,'" he concluded.







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high-quality voice, broadband and video services over its advanced communications networks to consumers, businesses and carriers in 33 states.

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PAETEC expands services to VoIP providers

uilding on the success of its service suite to enhanced service providers, PAETEC will expand coverage and functionality for its VoIP Origination product.

Designed for VoIP service providers' business and operational needs, the product, which is suited to residential and commercial markets, enables companies to assign DID numbers to VoIP end users in order to receive voice calls from the Public Switched Telephone network.

With a 30 percent increase in footprint coverage, the product now covers 4,700 rate centers from PAETEC's 84-market service areas and adds Calling Name (CNAM) store to a featurerich product that already includes:

- G. 711 or compressed G.729 service
- Fully FCC compliant nomadic 911 support
- Inbound CNAM presentation
- XML real time direct inward dialing reservation and provisioning
- Web provisioning
- Efax: fax to PDF solution
- Directory assistance and operator services
- Automated local number portability
- Interconnection via public Internet and dedicated circuit.

"VoIP service providers tell us they love our product and that speaks to our success at understanding our customers' needs and delivering to meet and exceed them" says John Mahler, vice president of PAETEC's VoIP Service Provider division.

"We knew we had a strong footprint, but what we really wanted to do was provide VoIP service providers with a service which contained all elements they need to be successful," Mahler continued. "Footprint and coverage obviously matters, but providing carrier grade automated tools and processes that simplify porting numbers or reserving and allocating DIDs is what really makes the product stand out."

"And some of those clients have bursty traffic, while others are much more steady state. For that reason we chose to offer two pricing options, a per usage model and a per session model and we work with the client to determine which works best for their specific application"

PAETEC also designed its tools to facilitate its VoIP customer's business needs from presales and reservations to provisioning to post activate maintenance and support.

"Our product provides footprint, but so much more and customers are realizing that they no longer need to simply compromise because PAETEC's product delivers the complete solution."

John Mahler, Vice President of PAETEC's VoIP Service Provider division

Mahler added, "In a VoIP provider's life, these day-to-day tasks are the ones which make or break you, so we wanted to ensure that our product fully addressed those aspects."

And address them it does. From a pricing perspective Mahler explained the customer was the key driver in determining the methodology used.

"We wanted to ensure that the pricing methodology made sense for our clients," he said.

From the moment a VoIP provider signs with PAETEC it is provided with an XML validator to check its API compatibility (as applicable) and a dedicated interoperability test suite allowing it to test and evaluate services prior to rolling them out to end users.

This non-production test facility is made available to the client for the entire contract life.

Once initial interoperability is complete, users can bulk load ANIs or LNPs, automatically reserve, provision and activate live DID numbers in real time, or provision E911.

Access from the customer portal also provides clients with full online reporting including inbound and outbound usage, international usage and various CDR and CSV reports. From a maintenance perspective, customers can sign up to receive real time alerts of upcoming service issues. If they need to open trouble tickets, they can do this either through the online tools or by telephone, and receive updates and status reports in the same manner.

Mahler said, "I think that this product has rocketed in its popularity simply because we have delivered what the VoIP provider needs. Until now VoIP providers always went to the biggest provider for footprint because that was their biggest need and really just got by on every other requirement.

"Their providers knew that footprint was key so they tended to focus on that, and I think, forget about support," he said. "But now there is a true alternative. Our product provides footprint, but so much more and customers are realizing that they no longer need to simply compromise because PAETEC's product delivers the complete solution."

So, what's next? The logical next step is a product that forms part of the VoIP Service Provider portfolio, which already includes transport, termination and collocation services. This product is T.38 faxing, which is slated for the second quarter.

In the meantime, VoIP service providers continue to contact PAETEC's wholesale division, a group which serves the needs of VoIP service providers, carriers and resellers.

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Omnitron unveils iConverter enhancements

mnitron Systems Technology
Inc., a provider of fiber optic
demarcation and access
products for carrier Ethernet and
TDM Business services, announced
the availability of new modules and
feature enhancements to the iConverter Multi-Service Platform.

The iConverter Multi-Service Platform is a modular fiber connectivity product family that enables wholesale revenues from Carrier Ethernet and TDM business services, and from hybrid mobile backhaul.

Omnitron is introducing new modules and feature enhancements to the iConverter Network Interface Devices and T1/E1 Multiplexers that combine in a variety of chassis configurations to provide "These capabilities become even more important to a service provider when transporting Ethernet virtual connections out of franchise across several operator networks," said Doug Baar, Omnitron's vice president of Engineering. "The complexities of fault detection and performance monitoring over multiple networks are simplified with Service OAM tools that monitor the entire circuit from one customer demarcation point to the other."

The iConverter T1/E1 MUX modules enable the wholesaling of hybrid mobile backhaul by multiplexing up to 16 T1/E1 circuits, plus 10/100/1000 Ethernet over fiber links. The new modular



reliable, flexible and cost-effective delivery of business services over fiber infrastructure.

The iConverter GM3 Network Interface Devices (NIDs) provide carrier-grade, MEF 9, 14 and 21 certified compliant demarcation for carrier Ethernet business services. They are available as compact standalone devices, and now as chassis plug-in modules that improve flexibility for deployments in multi-operator networks.

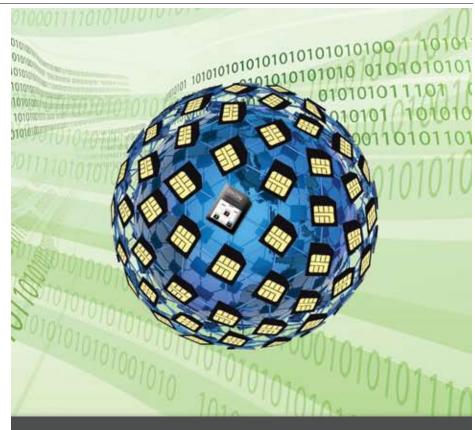
iConverter GM3 NIDs comply with the latest Carrier Ethernet Service Operations, Administration and Maintenance (OAM) standards. Service OAM enables end-to-end fault management and performance monitoring for on-net and off-net business services or mobile backhaul services.

The IEEE 802.1ag Service OAM protocol provides fault management for rapid fault detection and isolation, and the ITU-T Y.1731 protocol ensures Service Level Agreement (SLA) compliance by enabling end-to-end performance monitoring and statistic reporting.

T1 Mux can be installed in 5 and 19-module iConverter chassis in configurations that transport Ethernet and 4, 8, 12 or 16 T1/E1 circuits. They feature a connector that can be attached to an external clock source, such as a GPS to provide a global synchronized reference clock.

The iConverter Multi-Service Platform can be managed via Telnet and SNMPv3 management that can be accessed using Omnitron's NetOutlook® network management software, or third-party SNMP management software. NetOutlook provides comprehensive configuration, monitoring and fault notification tools.

Finally, the iConverter Multi-Service Platform consists of
Network Interface Devices, T1/E1
Multiplexers, CWDM Multiplexers,
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360networks celebrates 2009 accomplishments

networks, a facilities-based, full-service wholesaler of VoIP, transport, IP and local access services, announced 2009 as a year when the company expanded its coverage, customer base, service offerings and revenue.

"2009 presented a challenging business climate for the nation and most industries," said Rob Frasene, president of 360networks. "However, despite the economic turmoil we experienced our best year on record and were able to invest in our infrastructure to better enable next-generation services like hosted VoIP, SIP trunking, content delivery and other Webbased IP applications."

In 2009, 360networks added nine new markets to its Western U.S. coverage. They are: Brawley, Palmdale, Palo Alto and San Jose, Calif.; Gooding, Idaho; Hillsboro, Oregon; and Everett, Omak and Oroville, Wash.

The company also added 185 rate centers in California, South Dakota and Texas covering 9.7 million people. 360networks' VoIP coverage includes more than 68 million people in over 1,400 rate centers.

360networks added incumbent local exchange centers collocation in nine existing markets. They are: Colorado Springs and Denver, Colo.; Boise, Idaho; Billings, Bozeman, Great Falls and Helena, Mont.; Casper and Cheyenne, Wyo.

Also in 2009, the company introduced new Single Point of Interconnection (SPI) and Direct Internet Access (DIA) services.

"Despite being an expansion year for 360networks, we were able to increase revenue, margins and free cash flow," Frasene said. "We plan to continue our expansion this year to create more opportunities on our fiber-based infrastructure, and to roll out new wholesale services that support our customers' current and future communication needs."

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USCarrier announces expansion in two hubs

SCarrier Telecom, a Southeastern provider of wholesale long-haul optical transport networks, announced plans to extend its fiber optic network to Huntsville, Ala., and Nashville, Tenn.

For the project, USCarrier selected the Cyan Z-Series multi-layer transport platform for installation.

The network expansion is scheduled for completion by the end of March, and it will extend from Atlanta to Birmingham and Birmingham to Huntsville,

USCarrier will construct a metro ring in Huntsville with POPS centrally located to provide easy connectivity to its carrier customers.

The increasing demand for high speed long-haul fiber optic transport for wireless, Ethernet and IP applications is driving USCarrier's growth and expansion into Huntsville and Nashville. The second phase of this expansion is connecting Huntsville to Nashville and will be completed by the end of the second quarter.

USCarrier is investigating the most centralized PoPs locations to accommodate the majority of its customers.

The company will offer private line time division multiplexing service, which is carried over its scalable long-haul optical transport network. The company provides leased dedicated point-to-point transport with bandwidths between DS1 to OC192.

In addition, USCarrier offers wholesale Ethernet service from 50 Mbps to 10 Gbps. This service provides high performance dedicated transport service for applications such as Internet service, voice over IP, video, multimedia and data transport.

"Not only will this expansion extend the reach of the USCarrier network, it will also broaden the footprint of the DDR Broadband partners, which include USCarrier, PalmettoNet, Access/On and ValleyNet and services more than 150 cities throughout the Eastern United States," said Jack Roberts, vice president of USCarrier.

Windstream invests \$20m for fiber network growth

million to expand its fiber network to offer customers advanced technology, improved reliability and faster data speeds.

Customers across Windstream's 16-state territory will benefit from the improved network. The expanded fiber network will deliver Ethernet and next-generation technologies to business customers, as well as wireless carriers.

"Increased data needs require us to invest heavily in upgrades to our network," said Bill Bellando, Windstream vice president of network services. "By expanding and fortifying our network capabilities we can afford our customers a reliable network with faster speeds."

Fiber offers virtually unlimited capacity made possible by adding wavelengths of light to feed more data onto fibers, and fiber networking is more reliable than copper.

Windstream's fiber network expansion includes a fiber-to-the-cell site project, which includes running fiber-optic lines to cellular tower sites requiring higher bandwidths. This fiber expansion will enable wireless carriers to offer next-generation services and meet the increased data needs of their customers. The fiber will allow for 3G and 4G technology and will meet an ever-increasing demand for bandwidth that is difficult to achieve when using traditional copper-based lines.

"Wireless carrier needs for more bandwidth are growing dramatically due to the explosion of data and multimedia devices," said James Taylor, Windstream director of wholesale business solutions. "Our fiberto-the-cell site program will allow for faster data speeds and enhance overall reliability."

Wireless carriers interested in deploying fiber-to-the-cell site should contact their Windstream account manager.

For information about Windstream's advanced technology and wholesale services, visit www.windstream.com/wholesale. ■

Profitec's OmniBill.net offers pre-bill capability

rofitec Billing Services introduces this week at COMPTEL PLUS its new on demand service charge generation capability as part of its upcoming version release of its OmniBill.net OSS/BSS.

Profitec is a provider of service bureau billing services to the communication industry offering ASP and SAS deployments. OmniBill. net is Profitec's latest generation OSS and billing system front end.

As part of Profitec's redevelopment effort, all applications within the OmniSuite product line have been revamped and enhanced.

According to John Minervino, Profitec's vice president of Product Development, OmniBill is part of a larger product mix of applications dubbed OmniSuite which are designed to invoice and service end users, provide enhanced tools to sales channels and direct remote work force and installation crews.

Orders can be placed by end users or sellers, work orders can be generated and downstream activation processes can all be performed in real time.

OmniSuite combines Web-based sales channel management, online consumer signup and E-billing systems with Profitec's powerful service bureau billing to provide a single-vendor comprehensive solution.

Collectively, OmniSuite supports order entry, activations, workflow management, customer care and CRM, receivables management,

trouble management, and commission and sales channel management in one integrated system. The consolidated approach unifies billing, order entry and customer service for all products thereby enabling maximum back office efficiency and associated labor cost reductions and elevating the level of service that can be provided to end users.

"In working with some of our enhanced services providers, the need was expressed to provide the capability to produce an on-demand pre-bill to help generate immediate revenues to offset service activation expenditures", said Randy Minervino, Profitec's vice president sales and marketing. "Our response is a very robust capability which can be enabled whether the account is entered through our end user or sales channel sign up systems, through OmniBill itself or has come from an external system using our Web service."

OmniBill allows for the production and creation of an on-demand calculation, as well as the recovery of the revenues included through the production of a statement or the generation of a transaction for payment via credit card or ACH. The system houses the transaction for presentation on the first regular cycle billing and revenues posted from the transaction feed into the system for receivables handling and revenue tracking.

To see more, visit Profitec Billing Services in booth No. 511. ■

iRis unveils Cyan Powered upgrade

Ris Networks announces today a Cyan Powered upgrade to its regional and metro backbone network, which is based in Tennessee and serves adjoining states.

iRis Networks, a wholesale carrier's carrier that delivers stateof-the-art, high-speed transport for voice, video and data, is uniquely positioned to deliver a gateway to broadband transport to many underserved rural areas.

The upgrade, which uses the Cyan Z-Series of multi-layer transport platforms and CyMS multi-layer management system, enables iRis Networks to offer cutting-edge technology-based services throughout

its service area. It also allows for the expansion of the total transport capacity of the network from 40Gbps to 400Gbps per direction.

This new platform is capable of efficiently handling growing variable data rates, packet-oriented data transmission, the convergence of voice and data to data, and wavelength services transmission. As a result of the upgrade, iRis Networks can competitively deliver 10Gbps services and more across the network.

"We conducted an evaluation of available technology and products for over a year. We selected the Cyan Z-Series system because it is service rich, yet so dense and flexible that it

(See iRis, page 15)



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Matrix agrees to acquire Excel Telecommunications

atrix Telecom Inc., a Platinum Equity company and provider of voice and data services to small and medium enterprise and residential customers across the United States, and Denham Capital, an energy- and commodities-focused global private equity firm, announced they have signed a definitive agreement for Matrix to acquire substantially all the customer relationships and assets of Irving-based Comtel Telcom Assets, LP, operating as Excel Telecommunications Inc from Denham.

Financial terms of the transaction were not disclosed.

"By acquiring Excel, we are demonstrating our commitment to making Matrix the highest quality, most affordable choice for wholesale voice services in the telecommunications industry," said Charles G. "Chuck" Taylor, Jr., president and CEO of Matrix. "This acquisition builds on other recently announced Matrix initiatives to broaden its domestic and international wholesale voice services offering."

Excel Telecommunications provides a suite of high quality, integrated voice and data commu-

nications products and services to residential, commercial and carrier customers.

Based on its Veraz softswitching platform, Excel has developed and deployed next-generation, IP-based voice and data services. Excel provides Matrix with complementary network coverage, state-of-the art switching, efficient back-office technologies, highly loyal customers and an experienced, customercentric work force.

"Matrix specializes in smoothly integrating complex telecom acquisitions. It was extremely important to Excel to identify an acquirer in whom our customers and employees can be confident," added Jerry McGee, CEO of Excel. "In addition to its wholesale strategy, the Matrix business and residential customer bases closely mirror those of Excel, with similar service bundles and customer support models geared to customer satisfaction and loyalty. Matrix and Excel are a great fit."

The acquisition is Matrix's third in the last four years, having successfully integrated the small business group of Global Crossing in 2006 and certain assets of the former Trinsic Communications in 2007.

"Matrix has a strong track record of seamlessly integrating businesses and the ability to grow through strategic add-on acquisitions," said Brad Holtmeier, vice president at Platinum, which is leading the investment. "This acquisition is great news for Excel's valued customers and further demonstrates Matrix and Platinum's commitment to industry leadership."

Managing partern, and head of Denham's Energy Infrastructure Group Bill Zartler added, "Since Denham's acquisition of Excel in late 2005, the management team has transformed the company into an attractive platform for future growth. "As with other recent exit transactions Denham has concluded, including the sale of SunRay Renewable Energy and Trinity Coal, Matrix saw the value in the platform that management and Denham created, and is well-suited to take Excel to the next level."

The transaction is expected to close in the second quarter of 2010 and is subject to, among other conditions, receipt of approvals of the FCC and applicable state regulatory authorities. ■



The work began early Sunday as exhibitors unpacked and set up their booths transforming an empty space into what became a bustling and busy COMPTEL PLUS Conference and EXPO trade show floor.

FPL FiberNet expands in Florida

PL FiberNet, an award-winning broadband provider, continues to expand its presence throughout most major metropolitan areas in Florida with its extensive long-haul and metro fiber-optic networks.

In 2009, FPL FiberNet enhanced its network by adding more than 500 locations and hundreds of route miles in the Sunshine State and extended its footprint into a premier data center and interconnection hub in Atlanta.

"Data transport and connectivity needs for the business segment are growing dramatically. We will continue to invest in our network in order to better serve our customers growing requirements for diverse broadband transport," said Carmen Perez, FPL FiberNet president.

Investing in the network provides customers requiring access in and out of Florida a reliable, cost-effective option. By enhancing its footprint and adding locations to FPL FiberNet's roster of on-net buildings, data centers and collocation facilities, companies can expand their network connectivity and grow their businesses with a leading broadband provider, recognized as "best in class" for its service and technology.

FPL FiberNet is supporting its expansion efforts by strengthening its workforce in numbers and strategically aligning its personnel throughout its footprint, ensuring that FPL FiberNet is there to serve the needs of customers.

FPL FiberNet provides broadband services to telecommunication providers, wireless carriers, ISPs, enterprise and government agencies. The robust network handles SONET/SDH transport as well as Ethernet and IP over a state-of-the-art MPLS infrastructure covering the state of Florida and Atlanta with approximately 4,000 route miles of high quality, high count fiber.

ADVA Optical focuses on cloud computing

DVA Optical Networking will discuss the enablers of cloud computing and exhibit the latest version of its flagship FSP 3000 product, during COMPTEL PLUS.

FSP 3000 supports cloud computing by providing high-capacity, universal interconnect between geographically dispersed data centers.

Cloud computing is designed to provide pay-as-you-go services, which are attractive to enterprises looking to decrease expenses and outsourcing labor- and equipmentintensive computing functions.

Because of the business-critical nature of many enterprise applications, data center operators must deliver reliable storage and compute resources at often very short notice. With new capabilities, the FSP 3000 gives operators the opportunity to provide ultra-high bandwidth between data centers and remote backup locations.

The FSP 3000 empowers an operator to choose any transport protocol at any rate and transport it over a fully tunable long-haul DWDM channel.

With simple point-and-click provisioning, the FSP 3000 can deliver speeds that range from 1Gbps to 10Gbps, while it addresses all storage interfaces in use in data centers, including Fiber Channel, InfiniBand and Ethernet.

The FSP 3000 also offers optional encryption. Security is addressed at the most efficient and cost-effective transport layer, providing high security with minimum impact on latency. It thereby creates a strong and viable solution for high-performance networks in the data center and Cloud Computing environment.

Additionally, ADVA Optical Networking experts are available to discuss the benefits of low-latency networking.

In the past, dedicated fiberoptic solutions for enterprises were primarily used to connect data centers for data protection and recovery purposes, leaving standard site-to-site connectivity to the service providers. This has changed. Successful time-sensitive applications require lowest-latency data transmission - something only achieved through dedicated fiber-optic networks with the fastest electronics. The ADVA FSP 3000 is designed to achieve the lowest-latency transmission possible to respond to the demanding requirements driven by time-sensitive applications.

(iRis, continued from page 13)

will allow us to physically remove a large amount of legacy equipment we have in the field, dropping our OPEX cost dramatically," said Peter De Bono, vice president of engineering at iRis Networks.

and management software tools and Cyan's support resources to maximize their network and organizational scalability with lower total costs. This gives iRis a competitive market advantage, which is ulti-

"We selected the Cyan Z-Series system because it is service rich, yet so dense and flexible,"

Peter De Bono, vice president of engineering, iRis Networks

"iRis Networks' need to scale capacity, enhance SLA performance and simplify operations is common across the industry," said Frank Wiener, vice president of marketing and business development at Cyan. "The iRis team is leveraging the full concept of a Cyan Powered network, which includes not only the breadth of service capabilities of the Z-Series platforms, but also Cyan's industry leading planning

mately our mutual objective."

Cyan and iRis Networks are taking part in the COMPTEL PLUS Spring 2010 Convention & EXPO. To speak with iRis about the benefits this new network upgrade will provide for their business and customers, visit the company at booth No. 723. For service providers interested in a demonstration of the Cyan Z-Series at the event, visit Cyan at booth No. 820. ■



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Intercarrier compensation reform discussed

othing ever gets done too fast in Washington, D.C., and proof of that is the Federal Communications Commission's attempt to reform intercarrier compensation.

That effect began nine years ago, and the commission still has not achieved meaningful reform, while major controversies exist before the courts and state public service commissions on whether VoIP traffic is subject to access charges.

REGULATORY TRACK

"Access Reform and Intercarrier Treatment of VoIP" Tennessee D, 2:30 p.m.

An examination of what's been happening, the treatment of VoIP providers and where intercarrier compensation needs to go is what the panel, led by Michael Hazzard, a partner at Arent Fox, will explore today at 2:30 p.m.

"We have a tremendous panel on VoIP and intercarrier compensation reform," said Hazard. "Eric Einhorn of Windstream is a long-time veteran of the intercarrier compensation debate, and he brings a mid-sized ILEC perspective to the table, which is really important given the FCC's linkage of USF and intercarrier compensation reform. Also, Windstream just spent about \$700 million to buy NuVox, which is a CLEC. Hypercube's Bob McCausland has intercarrier compensation experience dating back to divestiture, and as a competitive tandem services provider, Hypercube is competing in one of the most innovative and rapidly emerging segments of the industry.

Skype's Staci Pies brings a non-carrier communications provider's perspective to the table. Skype has changed the world of communications, and Staci has been a leading policy voice for the IP community since it emerged. "

As Hazzard planned for the panel discussion he identified three takeaways for attendees. They are:

- **Business** As VoIP and wireless traffic volumes increase, third-party tandem service providers will emerge as a key source of innovation and competition.
- **Regulatory** Meaningful FCC intercarrier compensation reform remains a long way off. It could be another year or two in the making.
- Adjudicatory Expect the federal judiciary and state commissions to increasingly fill the FCC "leadership gap" on intercarrier compensation issues by resolving co-carrier disputes.

As VoIP and wireless continue to grow rapidly, it is expected that the controversies caused by FCC inaction will grow, and that is an impending problem.

"I don't see any meaningful reform as likely in the near term, as noted above," Hazzard said. "Tariffed-based litigation will continue to be heavy for the foreseeable future. That said, some 'peace' is breaking out among various players in the form of voluntarily-negotiated agreements, which tend to lead to pretty stable relationships.

"I expect that trend will continue, and we will see a continued move from tariffed-based

arrangements to contract-based arrangements," he added.

One place where FCC action on the issue may appear is in the National Broadband Plan, which is expected to be released tomorrow.

"The Broadband Plan will have a lot of discussion on intercarrier comp, although I expect the focus will be on the relationship to universal service," said Hazzard. "For example, if rural access charges move to cost, or something like cost-based rates, should carriers get additional USF funding, and if so which carriers and for what purposes?"

He cautioned that, "it's important to remember that the Broadband Plan is a 'plan,' or really a report to Congress. There's no doubt that it is going to set the 'go-forward' FCC agenda, but the rubber is going to meet the road in the rule-making proceedings that emanate from the plan."

Hazzard added, "As for action, I would like to see the FCC step up and give the industry some much needed clarity so that disputes can be resolved reasonably – preferably through business negotiations rather than litigation."

Because the intercarrier compensation disputes touch on companies' bottom lines, Hazzard said the discussion is geared for business people, but adds that "anyone whose business has an interest in the outcome of intercarrier comp disputes and reform" should attend.

"Intercarrier compensation flows affect everyone's business, and there's a lot of complexity," he said. "I expect every attendee to walk away with a lot of food for thought."



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Siegel speaks to CEO Council

partner with Columbia Capital, John T. Siegel Jr., speaks to the invitation-only CEO Breafast this morning, as COMPTEL *PLUS* begins its first full day in Nashville.

Siegel is a prominent venture capitalist focusing on communications services investments. He will speak about trends in the capital markets relating to the telecommunication sector.

"I'm honored to be speaking to COMPTEL and its members, and I look forward to discussing the future of telecommunications as it faces the post-bubble world of financing, capital structures and the Obama Administration's goals with regards to broadband stimulus," Siegel told COMPTEL.

A member of Columbia Capital since 2000, Siegel serves on the Board of Directors at Envysion, euNetworks Group Limited, GTS CE, MegaPath, MindSHIFT Technologies, Presidio, Teliris, and Zayo Bandwidth.

He served on the board of ICG Communications prior to its sale to Level 3 Communications and represented Columbia Capital's interests in Mpower Communications prior to its sale to TelePacific. Siegel also was a board member of FDN Communications prior to its merger with NuVox Communications.

Prior to joining Columbia Capital, Siegel was a member of Morgan Stanley's Private Equity Group, where he specialized in investments in the telecommunications/data services arena. He has held positions with Fidelity Ventures, the private equity division of Fidelity Investments, and the Investment Banking Division of Alex. Brown & Sons, Inc.

Siegel earned a bachelor's degree from Princeton University and got his Master's in business administration from Harvard Business School.

The CEO Breakfast is for members of COMPTEL's CEO Council, which is designed to bring together top executives from competitive telecommunications service providers and their supplier partners, in order to network and discuss business, technology and policy issues.

NYSERNet selects ASC's Contract Management Solution

dvanced Software Concepts
Inc. (ASC), a provider of
tailored, industry-specific
Contract Lifecycle Management
(CLM) solutions, announced that
NYSERNet, Internet pioneer and
private not-for-profit corporation
created to provide advanced network
technologies and applications to
the science and education services
in New York State, selected ASC
Contracts as its contract management solution.

NYSERNet selected ASC Contracts, a Web-based CLM application, to deliver a centralized, Web-based Contract Management System (CMS) to create, capture, store and manage its contracts through their lifecycle.

NYSERNet's selection was based on the flexibility of ASC Contracts, a unique implementation of bar code technology that recognizes and stores contracts automatically, and ASC's strong domain expertise in customer-specific contract lifecycle management solutions in the IT sector.

Using secure Web access, the NYSERNet tailored CMS will automate key date notifications, store and manage all documents electronically in a centralized hosted repository and provide online searching, audit and reporting capability.

Key benefits for NYSERNet include cost savings through operational efficiencies, higher employee productivity and greater control of contracts and processes.

"We are very pleased to be the successful contract management solution for NYSERNet," said ASC president and CEO Shawn King. "The ASC Contracts solution is replacing an internally developed and managed contract management process with a central online contract and amendment repository. The new streamlined contract management processes with automated reporting and notification of key dates provide NYSERNet staff with excellent accessibility to their contract commitments."

The platform's advanced query and reporting tools permit NYSERNet staff to analyze contract data quickly and forecast trends from a complete, centralized repository of contractual information.

The CLM platform also provides organizations with the means to ensure compliance with contract terms and reduce the costs associated with processing and handling contracts. ■

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Sales trainer Costigan schedules seminars for COMPTEL *PLUS*

nternationally recognized sales trainer John Costigan is attending the COMPTEL PLUS Spring 2010 Convention & Expo and is showing attendees how to succeed with cold calls and overcome objections.



John Costigan

President and founder of John Costigan Companies,

Costigan conducts sales training courses around the world for corporate giants like Experian, Exxon-Mobile, SAS Software and Tommy Hilfiger.

During his training sessions, Costigan motivates and inspires sales forces, sharing his experience to help sales professionals master their craft.

In addition to sales training, Costigan has been the host of a radio talk show called Everybody's a Sales Person, and he was a guest commentator offering expert opinions for a local media station during Donald Trump's television series The Apprentice.

Costigan's COMPTEL *PLUS* Sales Seminar include sessions on:

 Moving Stalled Deal Forward: 51 Deals - \$2.9
 Million in One Day – On Costigan's radio show, he demonstrated how to close business, then proved it in Chicago in a one day class that closed 51 deals worth \$2.9 million. This session will show attendees the secrets of how he did it and then trained the sales people to do it themselves in just one day.

- Cold Calling Yes, It Works! You're just doing it like everyone else ... and that's the problem. Only 2 percent of cold calls usually get returned. In this session, Costigan will show attendees how to get more than 50 percent of your voice mail messages returned the same day.
- Overcoming Objections The average sales person faces rejection seven times a day.

BUSINESS TRACK Cold Calling Tennessee B, 3:30 p.m. Most sales people don't have a process to overcome objections and, ironically, what they are saying is usually

the absolute worst thing they can say. This session will teach attendees an acclaimed process that has sales people handling objections with more confidence and success.

A former professional basketball player, Costigan earned a bachelor's degree in education from Northern Illinois University and he sits on the Board of Directors for Excellence in the Field of Sales at his alma mater.

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Lynx Network Group LLC has job opening

Sr. Network

Operations Manager

Lynx was awarded NTIA funding to create a fiber network in underserved areas throughout Michigan. Partners for voice and data transport services include ILECs, CLECs, resellers and carriers.

This has allowed Lynx to now hire a Sr. Network Operations Manager to assist its growing Michigan Company in architecting and implementing a regional fiber network. The job will be based in Southwestern Michigan and is an excellent opportunity for the right candidate to assemble the "A" team for a progressive expanding company.

Must Have Skills:

- * Bachelors degree or equivalent work experience.
- * 8+ years of network operations experience with at least 3 years in a 24x7x365 environment
- * 2+ years of operations or NOC (Network Operations Center) management experience
- * Strong process and documentation background* Billing and Operational Support System evaluation
- * Excellent written and verbal communications skills.
- * Strong background and understanding of networking concepts (TCP/IP)
- * Strong background in SONET, carrier Ethernet & DWDM transport networks
- * Experience with networking equipment layer 2 & layer 3
- * Experience with managing and monitoring a telecommunications infrastructure
- * Experience Architecting, Designing, Planning Fiber Optic Builds and Transport Equipment
- * Proven ability to multi-task and work within a fast paced environment
- * Willingness to travel, reliable transportation and valid drivers' license

Responsibilities:

- * Lead and manage the network operations center
- * Architect and Implement Optical Transport Network Infrastructure
- * Oversee Central Office Collocation Builds
- * Lead and manage team of network engineers
- * Ensure the continuous availability of all services
- * Manage and maintain SLA performance
- * Ensure proper 24x7x365 staff coverage (Ops and NOC)
- * Ensure proper training of the Operations and NOC staff
- * Ensure standard operating procedures are developed, maintained, and executed
- * Managing, coordinating, and communicating all network maintenances
- * Identify areas for improvement within the NOC & Engineering team and recommend enhancements for implementation

Additional Experience:

- * Prior experience managing Operations or NOC for a Telecommunications Network Operator, ISP, data center, or a hosting service provider is preferred
- * Database experience
- * Experience with SIP, Security
- * Experience with ILEC and Mobile operators is preferred
- * Experience with fiber construction to towers

Other

Send resume to jobs@goLNG.com.

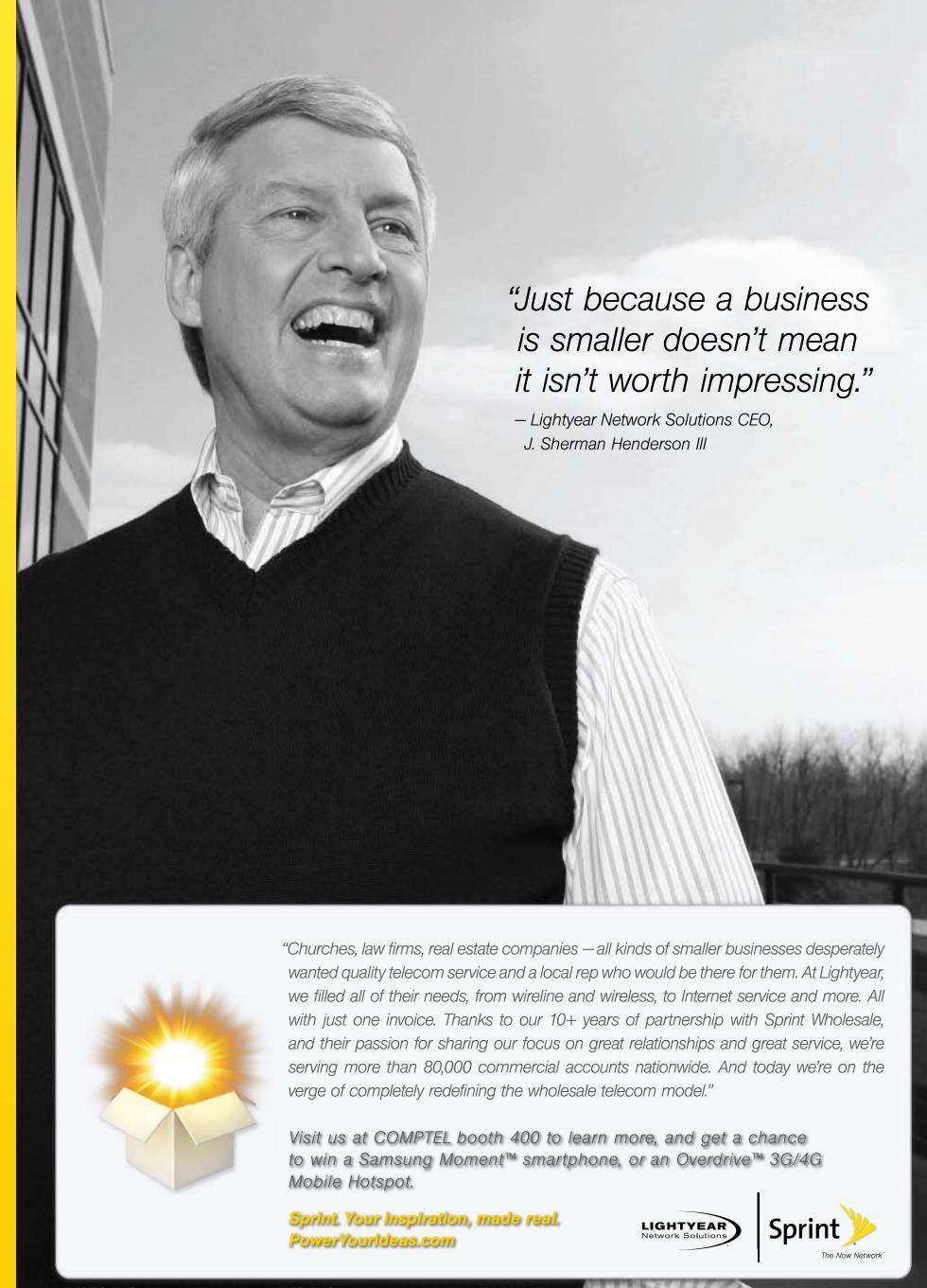
Follow Lynx progress at twitter/broadbandMI or join its LinkedIn group at Broadband Michigan-REACH 3MC, for more information, e-mail: broadbandmichigan@ goLNG.com, or go to www.goLNG.com

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COMPTEL offers an Annual Unlimited Job Posting opportunity in the COMPTEL Career Center. COMPTEL members can post as many jobs as they would like for \$295 a year. For nonmembers, the cost is \$495.

Each job is listed for 30 days and is promoted in the COMPTEL Connection e-newsletter for three consecutive weeks.

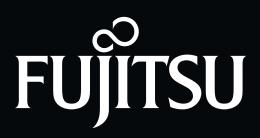
For more information, contact Anna Bayer at 202-296-6650 or e-mail abayer@comptel.org.





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