

DAY
1

THE 2016

BEKA
Business Media

layar
Scan with Layar



INCOMPAS SHOW

APRIL 10-13, 2016 | WASHINGTON DC

SHOW DAILY

INCOMPAS Embraces Change, Celebrates Disruptors

By Bruce Christian

If there is one thing INCOMPAS always has celebrated, it's the great disruptors within the telecommunications industry. They are the visionaries who innovate, invent, invest and cause change.

"Our members embrace change wholeheartedly," INCOMPAS CEO Chip Pickering said in an interview before yesterday's start of The INCOMPAS Show, and just weeks after the annual Policy Summit, which took place in February.

It is the constant evolving industry that makes telecommunications

exciting and unpredictable. Even The INCOMPAS Show has changed, with a streamlined schedule that eliminated concurrent sessions and more time on the trade show floor for speakers, discussion and deal making.

"Generating business opportunities and facilitating introductions between member companies and conference attendees drives the competitive business model we stand for," Pickering explained. "We have streamlined The INCOMPAS Show to facilitate meaningful exchanges that lead to business deals and pipeline building."

(See *INCOMPAS*, page 4)



Group Vice President for Verizon Partner Solutions Dennis Elwell shares thoughts Sunday regarding how the demand for data and applications are driving the need to deliver a world class network with INCOMPAS CEO Chip Pickering and attendees during the opening of The INCOMPAS Show.

THE POWER OF ONE MARKETPLACE

Dedicated high performance connectivity
to over 9.6 million US addresses

Interconnect to extend reach across
the broadest portfolio of Ethernet services

One service agreement, SLA, and invoice
to simplify the effort and cost of going off-net



Contact a Global Capacity Network Service Specialist to learn more
Meeting Room: Chesapeake 10
solutions@globalcapacity.com | www.globalcapacity.com



THE CARRIER'S CHOICE FOR CONNECTING TEXAS CUSTOMERS

WE'RE CELEBRATING! OUR LAST-MILE FIBER EXPANSION NOW REACHES
OVER **10,000** ONNET/NEARNET BUILDINGS

The Gold Standard for Internet, Voice and Data Network Solutions

Alpheus is committed to providing resilient, high-bandwidth transport solutions through diversely protected facilities and supported by extraordinary customer care.

- Connect to **60,000+** businesses with Last-Mile Fiber in Houston, Dallas/Ft. Worth and Austin
- Fiber connectivity to over **30** major data centers in Texas
- **128,000+** MetroE qualified locations
- **3,200** route miles of metro fiber and **2,800** route miles of long-haul fiber delivering high-performance transport services
- Services for **South Texas** Corpus Christi, Harlingen, Laredo and McAllen

**CONTACT YOUR TEXAS
SPECIALIST TODAY
TO EXPERIENCE THE
ALPHEUS ADVANTAGE**

- **Ryan Lahmann**
214.679.9300
ryan.lahmann@alpheus.net
- **Mark Dorough**
214.213.6420
mark.dorough@alpheus.net
- **Tim Wilson**
214.435.5344
tim.wilson@alpheus.net

AUSTIN | DALLAS/FT. WORTH | SAN ANTONIO | HOUSTON

www.alpheus.net



BRILLIANT FIBER OPTIC SOLUTIONS.



Gigabit+

FIBER SOLUTIONS™

Our fiber infrastructure can provide Ethernet across the country with ring-protected paths for scalable data transmissions from 10Mbps to 10GB.

Mediacom Business offers a broad array of advanced services:

- Long Haul Transport
- Wireless Backhaul
- Point-To-Point Ethernet Service
- Metro Ethernet
- Dedicated Internet Access
- Primary Rate Interface

Mediacom
MEANS BUSINESS

MediacomBusiness.com

Call to learn how easy and profitable it is to add Mediacom Business to your enterprise offerings

Christina Montalvo Carrier Account Executive • (515) 246-2251 • cmontalvo@mediacomcc.com

Adam Moore Carrier Account Executive • (515) 988-3738 • admoore@mediacomcc.com

(INCOMPAS, continued from page 1)

He said the new format keeps meeting rooms, education and keynotes all in the Expo Hall to let members optimize their time.

Pickering offered some advice to first time attendees: "Take advantage of every networking opportunity – both formal and informal. It is our members and their experiences and connections that make the show what it has long been known for – THE place to do business in our industry."

He added that "any company that provides competitive communications services to businesses and consumers, as well as their supplier partners, can benefit from INCOMPAS. In addition to supporting our advocacy efforts, members receive tools to compete in an ever-changing marketplace, and relevant information about new technologies and services, as well as policy changes, that affect your day-to-day and long-term business operations."

According to Pickering, INCOMPAS has grown its membership while it has enhanced its programs and benefits in recent years, which makes being a member more valuable and relevant.

This growth includes a diversifying population of professionals that is more involved in disrupting current technologies and the status quo. This was made even more apparent at a panel called "The Disrupters, Innovators and Investors" during February's Policy Summit.

"What was clear from that panel is that participants were hesitant to predict what their companies would be doing five years from now," Pickering said. "I recently heard that we are still in



the early stages of the Internet. It already has transformed our lives, it's hard to imagine how it may transform it even more in the future.

"But with more connectivity of devices and machines, I'd expect we will see

things we cannot possibly predict today," he forecasted.

Evolving technologies are leading to the opportunity for many devices to be connected to the Internet with the potential to help consumers save time and money – from smart home monitoring to more efficient shopping, Pickering said.

"It's an exciting time for consumers and businesses to improve their efficiency and effectiveness through technology. And at INCOMPAS, we are advocating every day for pro-competitive policies that will help ensure that consumers and businesses have choice for their broadband providers, which also promotes a healthy ecosystem for over-the-top service providers seeking to connect with consumers and businesses," he said.

This year's INCOMPAS Show comes during the 20th anniversary of the Telecommunications Act of 1996, which paved the way to the innovations and disruptions we are experiencing within the industry. As a young staff member

on former Sen. Trent Lott's staff from 1992-96, Pickering played a key role in shaping this landmark pro-competition Act. So he will be especially interested in the Federal Communications Commission Chairman Thomas Wheeler's return today as a keynote speaker, and how the commission might address special access and other competitive issues.

"Special access reform is perhaps one of the most critical issues at the FCC now from our perspective," Pickering said. "Special access services are the high-capacity dedicated transmission connections that are the foundation of a wired and wireless economy, enabling providers of all types to connect banks, airlines, schools, libraries, hospitals and even our cell phones."

"We all rely on them each and every day," he continued. "But this \$40 billion market is controlled by a few powerful incumbents, and it negatively impacts the entire economy."

The CEO explained that special access services bridge a gap where "it is not economically feasible for our members to build their own networks. Without these last-mile connections, our members are unable to connect to their customers."

According to Pickering, the Act provides for a functioning wholesale market for special access services, but with unreasonable pricing and terms and conditions, the Bell companies are "trying to choke off competition."

"We've been talking about this lack of competition in the high-capacity broadband market for almost a decade, but thanks to Chairman Wheeler and his fellow commissioners, we have reason to hope that this issue will finally be resolved during the first half of 2016," Pickering said.

He added the FCC has undertaken the most comprehensive data collection in its history, as well as been provided significant additional information. This record confirms what competitive carriers have been saying for years:

- The incumbent LECs own the only loop connection to the vast majority of commercial buildings in the U.S.
- The prices, terms and conditions offered by the large, incumbent telcos are unreasonable;
- That special access services are used by competitive carriers to serve their customers;
- That incumbents are delaying the transition to all IP with their excessive pricing of Ethernet and lock-up plans.

Pickering said FCC action to ensure the Bells provide rates, terms and conditions that reflect a functioning market will promote more competition, innovation and investment opportunities by competitive and incumbent providers. □

CDG Expands MBS Online Client Billing Controls

Communications Data Group (CDG) announced the recent migration of its MBS online databases to CDG's AIX platform.

With this move, MBS online companies now have the ability to directly control their own bill processing and verification, from the pre-extract audit to final bill run, as well as the capacity to personally manage the setup, automation, approval processes and scheduling of their invoicing modules.

"With the AIX platform comes a whole host of new tools that give our clients a level of control they have never had access to before," CDG's Vice President of Product Support Mike Runyon explained. "We know that nobody knows their usage and processes better than our clients, and now they are able to capitalize on that knowledge to further increase their revenue assurance and maximize their billable revenue."

Many of CDG's MBS clients already are using

these new billing control tools successfully.

CDG's subscriber billing and invoicing solution, MBS, is a highly flexible, modular system for managing and billing wireline, Internet, cable, wireless, VoIP, IPTV and non-telecom services. MBS interfaces to customer care, mediation, customer invoicing, plant records, trouble reporting, e-care, cash drawer, service activation manager (SAM) and patronage, as well as third-party financial, mapping and facilities management products.

Besides those solutions, CDG also offers scalable, accurate billing and operational support solutions for voice, video, and data for retail and wholesale telecommunications carriers and service providers. □

For more information on CDG's products and services, visit booth 219 in the exhibit hall or go to www.cdg.ws.



Visit us at *Telispire.com*



Grow **Your**
Revenue & Profits

Become an
MVNO

**Your Brand
Your Service**



Leverage the **POWER**
of Telispire

A Full Turn-Key Solution

Customizable & Flexible

Low Capital Expenditure

**Telispire's
PHOENIX Back Office System**

Activations

Provisioning

Billing

CRM System

White Label Solutions

Usage Alerting

Ecommerce

Tier 1 Customer Care

Integrated Business Models

Postpaid

Prepaid

Machine-to-Machine



Join us at our Booth 321 to learn more about
how Telispire can help you grow your revenue!

The 2016 INCOMPAS Show
April 10th-13th
Gaylord National Hotel &
Convention Center
Washington, D.C.
Booth 321

FCC's Wheeler Returns to Keynote INCOMPAS

Federal Communications Commission (FCC) Chairman Tom Wheeler will return to The INCOMPAS Show, to address attendees at 3:45 p.m. today in the Hub on the tradeshow floor.

"Competition has no better friend than Chairman Tom Wheeler," said INCOMPAS CEO Chip Pickering. "He has set the FCC on a historic path that will open markets and speed the transition to advanced network services that benefit consumers and business customers. The Chairman has made good on his promise of competition, competition, competition and we look forward to his remarks on the future for new network builders."

Wheeler recently testified before both the Senate Communications Subcommittee and the House Subcommittee on Communications and Technology. At each hearing, he stated the commission has been hard at work to facilitate dynamic technological change to enable economic growth and ensure communications networks reflect the nation's core values: universal access, public safety and consumer protection while preserving and promoting competition.

"I am proud to report that the Commission has made significant progress in support of these goals, and we continue to see that America's communications technology sector is thriving and consumers are better served and protected," Wheeler told the subcommittees.

During his testimony, Wheeler highlighted some significant actions and previewed some of the issues the FCC will focus on in the future, including:

Rate-of-Return Modernization

Wheeler discussed visits he made to Kentucky and Montana, where he learned more about digital opportunities and connectivity challenges in rural communities. He shared information regarding two eastern Kentucky towns that have been "reshaped by broadband revolution." He also said he met a former coal miner who now works as a coder in the innovation economy.

Wheeler called the experience "a striking reminder that the Commission's work can be a critical component to renewed economic growth."

Wheeler reminded the subcommittees the FCC has a Congressional mandate to preserve and advance universal service so that all Americans have access to reasonably comparable communications services at reasonably compa-

table rates. He said that "promoting universal access to communications is not just a statutory obligation; it's smart public policy."

Wheeler added that expanding Internet access opens up new opportunities for economic growth, job creation, education, healthcare, public safety and many other national challenges.

Incentive Auction

The Commission recently completed an incentive auction for spectrum. Broadcasters and a broad assortment of parties were involved. The reason for the auction was to repurpose as much spectrum for mobile broadband as the market demands to meet growing consumer needs.

Spectrum Frontiers – 5G

Wheeler indicated support is growing in creation of a spectrum policy for 5G. He explained that with "very fast speeds, scaled to support billions of sensors, and reduced latency, 5G will allow us to realize the full potential of so many promising, yet nascent broadband-enabled breakthroughs."

These breakthroughs include emerging applications, such as the Internet of Things and connected cars.

"At this point, none of us knows exactly what 5G will be, but we can be certain that the spectrum requirements will be dynamic and ever changing," Wheeler told the subcommittees. "Accordingly, our spectrum policy must be equally dynamic to address a wireless reality that is still evolving."

Lifeline Modernization

Wheeler updated the legislators on the Lifeline project. He said, the first principle of Lifeline reform is allowing the program to support fixed and mobile broadband service.

"We will establish minimum standards of service that Lifeline providers must deliver to receive funds," he said. "We will also improve Lifeline's management and design to get to the heart of the historic issues that have undermined this program's efficiency. We will streamline the requirements to become a Lifeline provider and take a hard look at the burdens we place on those providers to make it easier for carriers to participate in the Lifeline program."

Wheeler also pointed out that many of the nation's leading service providers, and many local, innovative, small providers do not provide

Lifeline service. The FCC encourages more service providers to participate.

Next-Generation 911

Along with Lifeline, Wheeler said he wants to improve the nation's 911 system.

"Public safety is one of the primary and essential missions of the Commission and it cannot be left behind in this technological revolution," he emphasized. "In too many communities, the communications technology behind the 911 system is dangerously out of date. Too many Public Safety Answering Points have been unable to incorporate next-generation capabilities and functions into their operations."

The chairman committed the FCC to do everything in its power to make the NG911 transition happen.

Competition/Set-Top Boxes

Wheeler delved into an area where he said "competition is virtually non-existent and consumers are literally paying the price." He explained that 99 percent of pay-TV customers lease set-top boxes from their video providers, paying an average of \$231 a year. Even after the provider recovers the cost of the box, consumers must continue to pay a rental fee each month, costing consumers \$20 billion annually.

Because of the situation, Wheeler said the FCC launched a proceeding to introduce competition into the set-top box marketplace. "Specifically, we propose establishing open standards for video navigation devices like set-top boxes, the same way we have standards for cell phones and Wi-Fi routers."

He said the new rules would set the stage to provide device manufacturers, software developers and others the information they need to introduce innovative new ways for consumers to access and enjoy their favorite shows and movies on their terms, while maintaining strong security, copyright and consumer protections.

Privacy

Finally, Wheeler weighed in on protecting consumers' privacy when they use communications networks and services.

"We need to make sure our policies are keeping up as communications technology continues to evolve," he said. "We're committed to taking a thoughtful, rational approach to addressing privacy protections and data security for consumers' use of Internet access services." □



KADENCE

gokadence.com

SCHEDULED RELEASE IN Q2! KADENCE Ticketing System

KADENCE Circuit Management (KCM) drives profitability by optimizing the management of special circuits, trouble tickets and inside plant equipment.

ADVANTAGES OF KCM



*Customizable
Workflows*



*Manage SLAs
via NMS*



*Maintenance
Notifications*



*Create & Track
Trouble Tickets*



*Contract
Management*



*Network Discovery
via Integration*



Schedule a demo to learn more!
866-877-4373 or gokadence.com

Speeding Up Fiber Installations at the Premises

Operators are looking for ways to speed up fiber deployments at multidwelling units (MDU), as well as single-family units (SFU).

The question they ask is how to bring fiber deeper into the home or business without exceeding budgets or having to sacrifice anything in network performance and reliability. In a post by CommScope's Corporate Communications Manager Joseph P. Depa III that appears on the company's blog page, Product Manager Kathy Terryll explains how the company's new FTTx offerings provide operators with solutions that speed up fiber installs and helps to increase property values.

Trends in fiber optic deployments are moving toward a network architecture that drives fiber deeper to various stages of the FTTx network, and ultimately into individual homes. Equipment providers need to offer solutions that address the larger challenges of meeting targeted budgets, while still addressing shorter timelines for fiber deployments.

Customers also want complete product offerings streamlined to meet their full end-to-end architecture needs. Walker & Associates distributes the CommScope solutions.

Optical fiber continues to gain popularity as one of the best broadband mediums for future-proofing against higher and faster capacity

requirements by end users. While some have concluded the existence of optical connectivity in MDUs, office buildings and even SFUs may increase property values, fiber connectivity as part of the building structure has become an expected service for users.

The acquisition of the BNS business from TE Connectivity significantly expanded CommScope's fiber portfolio to deliver more innovative solutions. CommScope now solves more of its customers' challenges, and serves more customers around the globe with new FTTx solutions.

The company's mini Rapid Fiber distribution terminal (RDT), available in indoor and outdoor MDU applications, gives service providers a plug-and-play box to get fiber to users faster.

Using its RapidReel cable spool, the mini RDT can deploy several hundred feet of fiber cable quickly, which lowers installation costs. Both the indoor/outdoor cable and plenum cable models are available.

The RapidReel cable spool and multifiber cable with connectors help to reduce site survey inspections, and the reel spool offers a clean, neat way to store any excess cable quickly. The mini RDT minimizes product variations in inventory and provides "on-the-fly" cable length adjustments to speed up overall MDU installations.

The new optical wall box (OWB-S) is a small outdoor fiber termination solution for connecting fiber-to-the-home devices, used in outdoor above-ground applications. The OWB can be attached easily to the SFU or small MDU building. As a premise connection box, it offers multiple cable access points to transition from outdoor to indoor fiber deployment applications.

A YouTube video located at <https://www.youtube.com/watch?v=lgrB89ldmXg> also features Terryll showing service providers how to speed up fiber installations on premises with the new fiber solutions.

Walker and Associates is a distributor of network product solutions, providing world-class supply chain management, network deployment kits, quality installation, systems integration and service to domestic telecommunications service provider markets. Servicing the industry since 1970, Walker's customers include more than 1,200 service providers. ■

For more information, visit Walker & Associates at booth 213 in the exhibition hall or go to www.walkerfirst.com.

Telispire Introduces Products Designed to Increase Customer Retention

Telispire announced the release of three new services, which will present customers more options and flexibility in managing their wireless devices, while providing resellers the opportunity to increase revenue and improve customer satisfaction.

As a communications leader, Telispire continuously researches new technology and users' needs, then develops and improves on products and services to meet those needs. The three new services are:

Enhanced Device Level Alerting (DLA), an important management tool for users, this system will allow resellers to establish thresholds and end-user notifications related to high usage levels, plan expiration and contract expiration. DLA automates customer touch-points, increases customer satisfaction thus reducing churn and reseller overhead.

Automated A/R (Dunning) Management enables Telispire to offer resellers a means to maintain a healthy A/R. The service establishes automated-customer notifications via email and/or text and automated treatment. These include suspending, hotlined and disconnect, which provides resellers the ability to mitigate risk and high write-off balances.

Device upgrade solutions are proactive measures that have been developed to identify customers approaching contract expiration. Reporting and marketing solutions will identify

these customers and then initiate communication to inform them of the latest offers available. Customer retention is increased when proactive steps are taken and competitive rates offered. Telispire has enhanced their device upgrade purchase flow to be contemporary, mobile-friendly and easy to use for Resellers and their end users.

"Within the fiercely competitive wireless industry, customer retention is paramount for a company to succeed and Telispire is committed to offering our resellers the products and services that will make them successful," said Nicholas Aldi, Telispire's CFO and COO. "We are excited about new opportunities to help resellers grow their revenue and retain their customers."

Telispire is recognized as a leader in mobile virtual network operator services and supports post- and pre-pay services on the CDMA and GSM networks. It offers a complete turnkey solution for anyone wanting to enter the wireless marketplace with a low capital expenditure, a customized offering and a flexible back office system.

The company also boasts tier one around-the-clock customer care and a turnkey e-commerce including device fulfillment services. ■

For more information, visit booth 321 in the Expo Hall, go to www.telispire.com, call 940-397-9603 or email salesinfo@telispire.com.

TimelyBill®

Operations Support System

Tired of Sending Ballpark Quotes?

**Our Powerful Quoting Component is
Integrated, Accurate & Flexible!**

With TimelyBill's new TBQuote, users can access real-time quoting functionality from inside any customer account.

Our quoting component supports advanced features, such as tax calculations for both recurring and non-recurring charges. When a customer accepts a quote, simple services can trigger automatic provisioning and invoice generation. Other features include:

- Relate quote items to different locations or invoice groups
- Quote history stores previous versions of the quote as PDFs
- Profiles support unlimited templates
- Override descriptions, quantities & charges for each item
- In-line merging with external marketing documents & content

**Schedule a Demo: Call (954) 889-6699 x9131
or Visit timelybill.com**



TimelyBill® is a billing and OSS designed for communications service providers. Whether your organization delivers VoIP, Triple Play or Quad Play, our single stack solution is designed to accommodate all of your back office needs.

Granite Raises \$4.25 Million for Dana-Farber Cancer Institute in Annual Shaving Event

Granite Telecommunications LLC, a provider of communications services to businesses, announced that it has raised \$4.25 million for Dana-Farber Cancer Institute as part of Granite's third Saving by Shaving event at the company's Quincy, Mass., headquarters and branch office locations throughout the United States.

More than 700 Granite employees – nearly half of Granite's total employee count – as well as Granite CEO Rob Hale, Massachusetts Governor Charlie Baker, local celebrities and government representatives shaved their heads or beards in support of cancer research.

Joining Baker were Quincy Mayor Tom Koch; Jim Braude, host of Greater Boston and co-host of Boston Public Radio; Greg Hill, host of the Morning Show on WAAF in Boston and founder of the Greg Hill Foundation; Ken Casey, bassist and lead singer of Boston band Dropkick Murphys; and Matthew Beaton, Massachusetts Secretary of Energy and Environmental Affairs.



Granite's Saving by Shaving event began two years ago, when Hale jokingly dared an employee to shave his ZZ Top-style beard in exchange for a \$1,000 donation to Dana-Farber. Weeks later, 428 Granite employees shaved their heads or beards and donated hair to Locks of Love.

Hale and his mother, Granite owner and Dana-Farber trustee Judy Hale, donated more than \$2.2 million to the cancer research institution from that 2014 event. Last year, 550 Granite employees

participated, along with Baker and Koch, and the company donated another \$3.25 million.

This year, Hale challenged the employees to aim even higher, and they once again rose to the occasion.

"The success of this event is a testament to the commitment of our team members to go above and beyond to help others," Hale said. "We're incredibly proud that our team members have committed to participating in this campaign, and we're thankful that Governor Baker and our many special guests could once again join us in raising money for a terrific cause."

Granite has been named repeatedly as one of the most philanthropic companies in Massachusetts by the *Boston Business Journal*. The company and the Hale family have donated more than \$10 million to Dana-Farber over the past decade.

The company also supports hundreds of other community charities in Massachusetts and throughout the world through additional company charitable activities.

"We are grateful for the continued generosity of the Hale family and the wonderful employees of Granite Telecommunications," said Susan S. Paresky, senior vice president for Development and the Jimmy Fund at Dana-Farber Cancer Institute. "Their dedication and commitment to raising funds to move cancer research forward at Dana-Farber truly makes a difference in the lives of patients and their families."

The event also received support by Granite customers and other local businesses, including Dunkin' Donuts, Itzaparty, Lessing's, Ninety Nine Restaurant and Pub, Procter & Gamble and Panera Bread.

Professionals from more than 20 local barber shops and hair salons donated their time and expertise to the event.

Further donations to Dana-Farber can be made through the Saving by Shaving link at www.myjimmyfundevent.org/2016/savingbyshaving

Granite provides voice, data and other related communications products and services to multi-location businesses and governmental agencies throughout the United States and Canada. The company furnishes services to more than two-thirds of the Fortune 100 companies in the United States, and 1.35 million phone lines under management. □

For more information, visit booth 314 in the Expo Hall, or go to www.granitenet.net.

Thermo Credit Provides Capital to Gibson Technology Solutions

Thermo Credit LLC announced today it has provided Gibson Technology Solutions a \$250,000 factoring facility to be used for business expansion.

"We are confident that this factoring facility is going to give Andre and his team the working capital they need to take Gibson Technology to the next level," said Seth Block, Thermo Credit's executive vice president.

Located in New Jersey, Gibson Technology's services include full outsourcing of an IT department, project-based remediation of services and supplemental resources for additional support.

Gibson Technology Solutions was founded in 2009 after a group of top IT professionals recognized the need for innovative computer solutions at competitive rates. Today, the company delivers cost-effective IT solutions to organizations seeking quick and easy access to information.

The company's clients bridge many industries and a myriad of requirements, but they all share a need to increase productivity and save

money by leveraging their expertise. It offers a full range of technology consulting services up to and including outsourcing entire IT operations on a contracted basis.

Gibson Technology CEO Andre Gibson thanked Thermo Credit and said, "I'm very excited. This new business relationship now provides us the opportunity to pursue larger clients and compete with aggressive terms."

The facility was funded by Thermo Credit's lending partner, Thermo Communications Funding LLC.

Thermo Credit is a privately held funding company that provides asset-based loans, accounts receivable financing and factoring services. Specializing in the communications and technology industries, Thermo Credit serves established, well-run companies that need capital to expand their businesses, improve operations or fund an acquisition. □

For more information, visit Thermo Credit at booth 323 in the exhibit hall, go to www.thermo-credit.com or call Seth Block at 504-620-3101.

SAO PAULO
BARCELONA
KUALA LUMPUR
BOSTON
MARSEILLE
LUXEMBOURG
JAKARTA

Connect to our
award-winning
**GLOBAL IP
NETWORK**
in the fastest-growing
IP markets in the world

We're NTT Communications. And we are **global leaders in all Internet-related business**. We are fully dedicated to getting your **video, content and data** where they need to go. Fast and safe, through our Tier-1 Global IP Network.

Our ongoing pursuit of new technologies and extensive global connectivity keep our network and our customers at the forefront of Internet technology. And that's what we do. All day. Every day.

Come join our
Global IP Network.



Winner

Best North American
Wholesale Carrier

us.ntt.net
@NTT_America
@NTTCom
#globalipnetwork
info@us.ntt.net

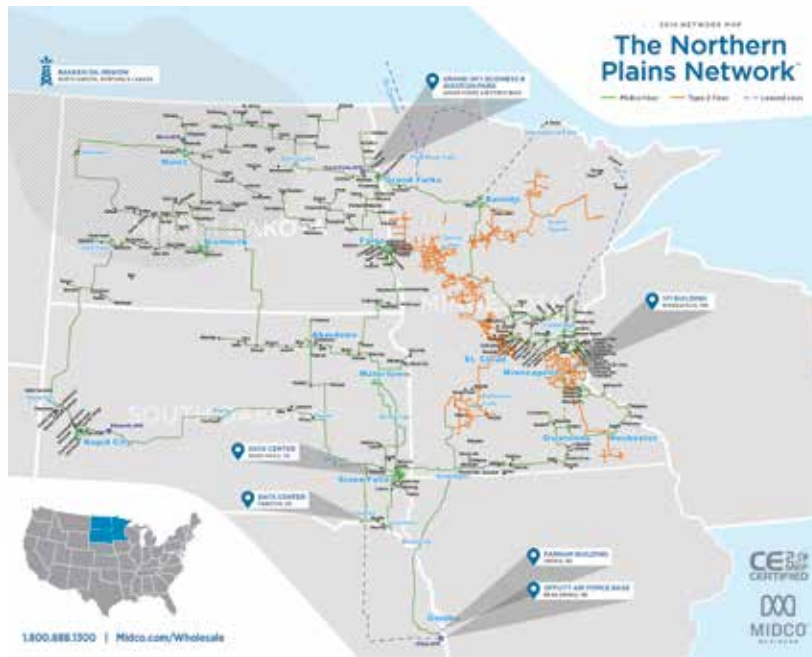


Midco Announces Agreement to Acquire Dataware; Launches New Services

Midco has entered into an agreement to acquire Dataware, LLC, a firm that has provided data center space, as well as cloud and managed services, since 2001.

The deal includes two data centers located in Sioux Falls and Yankton, S.D. – giving Midco the infrastructure to deliver business-class data center and managed services across the Upper Midwest.

“The combination of the data center environments on top of our Northern Plains Network is an advantage for Midco Business, but even more so for our



customers,” said Scott Smidt, who leads the data center strategy and serves as vice president of Business Engineering and Operations for Midco.

“Businesses already benefit from the reliability, redundancy and capacity of our wholly owned and operated fiber-optic network. Soon, they can use that network to access their secure data housed in a Midco facility,” Smidt said.

Some examples of how businesses could use Midco’s services include:

- Wholesale providers can efficiently and cost-effectively extend their networks into the Upper Midwest by connecting to the region’s network through a connection in a Midco data center.
- Enterprise-level businesses can rent a Midco data center suite or rack space for their own equipment – establishing an off-premise primary data location or a backup for disaster recovery purposes.
- Small and medium businesses without a dedicated IT staff can move their IT equipment from less secure locations, such as a backroom or office, to the Midco data center – ensuring proper security, environmental controls, power supply and fire suppression.

Midco data centers are considered Tier II facilities, meaning they deliver on service-level commitments, while also offering a cost-effective solution for businesses of all sizes.

The company will continue to serve Dataware customers as it expands its service line near-term and long-term to include additional managed business IT services. The company is assessing opportunities to expand the data center strategy into other cities.

“As we look to the future, we may examine opportunities in additional Midco markets presently underserved by large data centers, such as Fargo and Grand Forks, and then move our focus to other key Midco markets,” said Steve Grosser, executive vice president.

Midco Business is a provider of Internet, networking, Ethernet, phone, cable TV, advertising and carrier services in the Upper Midwest. Businesses rely on Midco’s Northern Plains Network, an 8,400-mile fiber-optic network connected to more than 40 regional and national fiber networks. Scalable to eight terabits per second, the Midco network earned MEF 2.0 certification for meeting high industry standards for an Ethernet network. □

For more information visit booth 214 in the Expo Hall or Midco.com/Business.

eX2 Technology Introduces Triple “A” Professional Services

eX2 Technology LLC (eX2) today announced Triple “A” Professional Services (TAPS), a single-source solution for businesses to assess, audit and review critical infrastructure networks throughout all project phases.

In a market saturated by single-service providers, TAPS is the all-in-one program to address the increasing business demand for a complete network infrastructure audit and assessment solution.

The TAPS program, designed with advanced industry knowledge and expertise, combined with newest technology and service solutions, provides end-to-end network inspection and assessments of existing network assets and network lifecycle planning to maximize the efficiency and revenue potential of the network.

As the regulatory industry rapidly evolves, the need for timely, high-quality audits is critical, requiring the highest levels of quality and insight while providing an educated perspective from within the industry.

TAPS’ auditing services, which involve turnkey infrastructure audits with physical asset inventory, geographic information system (GIS) mapping, and drawing package consolidation present the guidance and expertise needed in an ever-changing regulatory environment.

Additionally, eX2’s resources are able to provide the reassurance necessary in a formal review of existing easements and permits, and expiring or new indefeasible rights of use (IRU) agreements, while also providing the capability to assist with IRU and similar network asset agreements.

“This industry is rapidly evolving, and many customers are unsure of how to plan for the future, audit and assess their critical infrastructure projects,” said Jim Kawamoto, president, eX2. “Our single-source solution combines the industry’s most highly regarded professionals – equipped to manage dynamic projects and give the support needed throughout the program.”

eX2 specializes in financing, designing, installing and maintaining robust broadband networks, critical infrastructure solutions, and intelligent transportation systems for government agencies, consortiums and public/private partnerships. eX2 empowers its customers to achieve their goals through a faster connected world and transforming their digital experiences. □

For more information visit booth 514 in the Expo Hall, go to www.ex2technology.com or contact Misty Stine at 402.817.7872.

Join FLTG in Meeting Room #16
To Learn More About How We Can Be Partners!



Unleash The Power of the Network.

FLTG owns and operates the **largest fiber network** in New York State.

We know that the ability to deliver the best communications experience starts with the network. FLTG is continuously expanding their privately owned footprint, which reaches over 25 markets in New York State and Pennsylvania. Our network, along with our breadth of knowledge, allows us to deliver customized solutions to some of the top tier providers in the industry. Meeting specific needs, on time and on budget is what we do. If you work in New York State or Pennsylvania you should be talking to us.

 Powered

**METRO
ETHERNET**

WAVELENGTH

**MOBILE
BACKHAUL**

**DARK
FIBER**

**HOSTED & CLOUD
BASED SOLUTIONS**

**OUTDOOR ANTENNA
SYSTEMS (ODAS)**

**DATA
STORAGE**

**DISASTER
RECOVERY**

**FULL AGENT
PORTFOLIO**

**SMALL
CELLS**

VISIT US ON THE WEB AT: FLTG.COM/CARRIERSERVICES
EMAIL US AT: CARRIERSERVICES@FLTG.COM

7890 LEHIGH CROSSING / VICTOR, NY 14564 / (585) 924-3510 / FLTG.COM
WITH OFFICES IN PHELPS, TRUMANSBURG, BUFFALO, BINGHAMTON AND ROMULUS

FINGER LAKES
TECHNOLOGIES GROUP, INC.

Great Plains Communications Expands Path

Great Plains Communications, a middle-mile and last-mile provider in Nebraska, ended 2015 on a positive note as it prepared to complete one of many recent network expansion strategies: The acquisition of Pinpoint Network Services and the Pinpoint Broadband business units in February.

This was just one of many fiber expansions that Great Plains Communications completed since the beginning of 2015. Its ongoing branding message is: "A high-performing network complemented by high-performing people."

This message gained great momentum throughout 2015 as the company racked up fiber miles creating multiple diverse routes to high-demand areas across the Midwest Region, increasing its fiber network from 5,000 miles to just over 8,000 in a period of 13 months.

Last April, the company completed an extensive land and underwater boring project that expanded its Nebraska network into South Dakota, extending services into Minnesota. The unique project took place at the Nebraska and South Dakota state lines crossing the Missouri River into Yankton, S.D. The extension provided the company the opportunity to offer carrier capacity to South Dakota and Minnesota, while enabling Nebraska-based customers to extend

their reach into these new markets.

Also last year, the organization completed construction on multiple, diverse, low-latency fiber routes from Cheyenne, Wyo., to Denver, crossing through the center of Nebraska. These three redundant routes provide customers and carriers access to various, truly diverse options to connect from Wyoming into Nebraska, Colorado, Minnesota and the Dakotas.

The next Great Plains Communications expansion took place last October with another diverse route addition into Des Moines, Iowa. This route provides capabilities ranging from low-end Ethernet to 100 gig both within market and throughout the Plains region extending from the Nebraska market into the Des Moines carrier hotel connecting with regional and national carriers.

Also in October, the company expanded its network by adding unique routes into Kansas City, Kansas. This expansion differentiates Great Plains Communications with truly unique routes providing the capability to bypass Omaha and extend within Nebraska and the surrounding markets of Colorado, Iowa, Kansas, Minnesota, Missouri, South Dakota and Wyoming on multiple, diverse pathways.

"The significant 2015 investment into ongoing network expansion by Great Plains

Communications has been in direct response to the ever-increasing need for more bandwidth throughout the nation, particularly in the Midwestern region. Our company is committed to continuing this expansion trend to meet the needs of enterprise and carriers. We want to be known as the network of choice for true diversity and redundancy," Great Plains Communications CEO Todd Foje said.

Great Plains Communications is the largest privately owned telecommunications provider in Nebraska. At the core of its service offering is its extensive more than 8,000-mile regional fiber network with community access rings, last-mile and middle-mile solutions, fully supported by its 24x7x365 network operations center.

The company is financially strong with a 106-year history of providing reliable and innovative solutions. Great Plains Communications prides itself on a progressive approach to accommodating the needs of all regional and national telecommunications carriers, LECs, ISPs, wireless carriers and other service providers utilizing superior custom engineering and custom build strategies. □

For more information, visit booth 413 in the Expo Hall or go to www.gpc.com.

Alpheus Grows Network to Meet Demand in Texas

Alpheus Communications announced today that its latest fiber network expansion has added 2,400 near-net buildings, reaching an additional 14,000 businesses in Austin, Dallas and Houston.

Buoyed by solid demand for high-performance fiber services, the company's latest activities mark a major milestone of its fiber build-out investment reaching more than 10,000 near-net buildings and 65,000 businesses in Texas.

"The last couple of quarters were exceptionally strong for Alpheus' fiber network services, largely due to the growth of Texas businesses and ever increasing demand for network bandwidth to satisfy voice, data, video and cloud solutions," said Scott Widham, CEO at Alpheus Communications. "Whether we are there to provide connectivity for our carrier customers or to individual businesses, the need is always

the same – affordable, high-performance fiber and network services."

Alpheus' most recent expansions include new fiber routes near the University of Texas Southwestern Medical Center in Dallas, plus growing business, retail, restaurant and multifamily housing areas in the uptown area. Alpheus also expanded fiber connectivity near Dallas' Love Field airport.

In Houston, expansion focuses on business areas northwest of downtown Houston, east and west of U.S. Highway 290.

In Austin, fiber connectivity expansion serves a high-growth area near Loop 360/Texas Capital Freeway and Bee Caves Road.

"Our ability to reach 10,000-plus buildings with more than 65,000 businesses over fiber is a huge milestone for Alpheus," Widham added. "But while we continue investing in our networks and our team, we remain ever-focused on our

highest priority – making sure that Alpheus customers get the personal care, responsiveness and networking expertise they need to keep their businesses on track."

Alpheus Communications is a provider of Texas metro-regional fiber and networking solutions. With owned facilities in Austin, Corpus Christi, Dallas-Fort Worth, Houston, the Rio Grande Valley and San Antonio Alpheus is flexible, content-neutral and responsive to customer needs when low-latency and uptime are essential.

As the preferred fiber backbone for metro Texas, Alpheus is in a unique position to support mission-critical information technology functions and cloud computing solutions through its resilient SSAE 16-compliant data center platforms for colocation and disaster recovery. □

For more information, visit www.alpheus.net.

Introducing **SRP DataStation™** Thinking beyond the box!

Come meet us at **booth 418** to learn more about the next-generation data center, or visit us at **srptelecom.com**.



Data Tech Emphasizes Carrier Margin Assurance

Intercarrier margin assurance involves more than carrier access billing systems (CABS) and access cost, and that's where Data Tech Inc. can help. Generally, each local exchange carrier should have a cost per subscriber, which constantly is being tracked. That per sub cost comprises several "puts and takes" of which access revenue and costs are components, especially for facilities-based LECs.

Still, when assessing profitability on a per subscriber basis, LECs must track numerous key performance indicators and trends within the big data inherent in voice telecom. Sometimes that's not easy, convenient or even possible, especially if your legacy CABS and Access Cost groups are being repurposed as the incremental value of access declines.

The key is not just having the data on hand – though for some LECs that is an issue – but also having the tools, subject matter expertise and experience to visualize and monetize the many components of network revenue and expense.

As an example, does the circuit and trunk inventory, which you may or may not have in an

accessible database, include the carrier, traffic type and direction as key fields?

Does that data source specify if those facilities are least-cost routing (LCR), toll, 911, interconnect or feature group?

If you have that piece squared away, are the data fields normalized to the fields in your call detail records (CDR) so you can see where the traffic is actually going and coming from?

Are the CDRs warehoused or data stored, including those from your switch as well as your third party CABS and vendor CDRs?

How about circuits?

Are your wholesale Ethernet and backhaul circuits inventoried and reconciled to your billing out to your wholesale customer?

Are they normalized and accessible for comparing to your Type-2 facilities that drive your cost basis and can have you upside down rapidly?

Are you paying for stranded facilities?

Do you have enough for overflow?

Are your LCR carriers reducing your rates at the pace of switched access reductions?

Are they carrying the calls they are signing up for, or are they failing them over to your anchor carrier at a premium rate?

It's easy to see the many moving parts; and each can be a margin killer. What if you could squeeze out even another dime per subscriber in bottom line revenue each month?

Just the thought that either it could happen or the same dime per sub, per month might be slipping away should be keeping the CFO awake at night.

What if a provider could capture, mediate, bill and store your CDRs?

What if in addition to doing that, the same provider could manage all your wholesale circuit contracts and "Move, Add, Change, Disconnect" orders, bill your customers in a mechanized CABS format, reconcile your circuit inventory to billing and cost, manage and audit, all of your access and long distance telco accounts payable as well as warehouse all your data in an accessible way that fulfills reporting, auditing and compliance, like the Communications Assistance for Law Enforcement Act?

What if that same provider could use SS7 and/or SIP data to verify 100 percent recording for voice traffic and identify phantom traffic and fraud?

ULECs, are you reconciling your subscriber in-service unbundled network elements to the ILEC bills every month?

What about switched access, ICA and wholesale long distance rates. Are the data stored and accessible for auditing your switched invoices?

Are you giving away too many long distance minutes in a bundle to your customer? Not enough?

Is all of the above spread around more than half dozen vendors and/or several employees that may or may not be there tomorrow?

How sure are you, CLEC, LEC or ULEC CFO, that you have these baseline margin assurance processes in place?

Data Tech can help put an end to the questions and start getting you answers and replace the problems with solutions. Enjoy consistent, identifiable return of investment from best-of-breed systems managed by experienced subject matter experts and partners who have been in the business for decades. ■

Contact Jon Jones at Data Tech Inc. and schedule a complete assessment of your company's margin assurance practices. Call 706-698-3282 or email jjones@cabspros.com to learn more.

CSF Releases 8MS TeXT Version 1.3

CSF Corporation Inc. announced the availability of 8MS TeXT Version 1.3 to enable texting with toll-free numbers as part of its 8MS Toll Free Provisioning and LCR Software Suite.

CSF's 8MS toll-free number management, provisioning and least cost routing (LCR) solution enables carriers, RespOrgs and enterprise customers to provision faster, safer and more efficiently.

The addition of 8MS TeXT Version 1.3 for toll-free numbers adds texting enablement with new auto-responder capabilities to CSF's 8MS suite of solutions.

"CSF is pleased to announce the availability of 8MS TeXT Version 1.3," CSF's Executive Vice President Frank Lauria said. "In addition to provisioning and managing toll-free voice services and routing using 8MS, our customers can now enable texting from the same easy-to-use 8MS provisioning interface. This opens up a whole new revenue opportunity for RespOrgs, carriers and their customers because mobile users can now send texts to

and receive texts back from toll-free numbers.

"With a whole new generation of customers that prefer to interact via text, and years of investment in branding of their toll-free voice vanity numbers, this new capability is not only logical, but highly synergistic with their existing toll-free voice services," Lauria added.

CSF is a leader in toll-free number management, provisioning, and LCR software. With more than 95 RespOrg and carrier customers, CSF's flagship software product 8MS manages more than half of all toll-free numbers in the industry.

Customers of CSF save time and money with its toll-free number management, and they can reduce external carrier costs more than 20 percent using CSF's LCR and route optimization software. ■

During The INCOMPAS Show, CSF is demonstrating 8MS TeXT and the rest of the 8MS toll-free provisioning and LCR software suite at booth 200 in the Expo Hall. For more information, visit www.csfcorp.com.

SM *Harness the Power of Light*



The First Choice for Carriers

In this competitive world, it helps to have a partner you can rely on for the connectivity solutions you need to grow your business and serve your customers.

Whether it is cell tower & small cell backhaul, or connections to central offices, data centers, carrier hotels or end users...

FirstLight Fiber is that partner.

- ✓ **LOCAL**
- ✓ **RELIABLE**
- ✓ **SCALABLE**
- ✓ **FIBER-BASED**



For more information on how **FirstLight** solutions can enhance your network and grow your business, call **800-461-4863** or visit **firstlight.net**.

DATA | INTERNET | DATA CENTER | VOICE

 [linkedin.com/company/firstlight-fiber](https://www.linkedin.com/company/firstlight-fiber)

 twitter.com/firstlightfiber

Schedule at a Glance

MONDAY, APRIL 11

7:00 a.m. – 6:00 p.m.

Registration Open

Prince George's Exhibition Hall Registration Desk E

7:00 a.m. – 6:00 p.m.

Deal Center Open

Expo Hall

Sponsored by Granite

8:00 a.m. – 9:00 a.m.

Attendee Breakfast

Expo Hall

7:30 a.m. - 8:30 a.m.

CEO Breakfast

(Invitation Only)

Sponsored by iconectiv

9:00 a.m. – 9:15 a.m.

Welcome to The INCOMPAS Show

Expo Hall (The Hub)

9:15 a.m. – 10:00 a.m.

Trends in the Industry: Staying Ahead of the Competition

Expo Hall (The Hub)

Tony Thomas, CEO, Windstream

10:00 a.m. – 10:30 a.m.

Refreshment Break

Expo Hall

10:00 a.m. – 3:30 p.m.

Expo Hall Open

10:30 a.m. – 11:30 a.m.

Next Generation of Mobile Technology

INCOMPAS Theater

11:30 a.m. – 1:00 p.m.

Attendee Lunch

Expo Hall

11:45 a.m. - 12:45 p.m.

Lunch and Learn

INCOMPAS Theater

Lifeline for the Digital Age: What You Need to Know about the FCC's Major Overhaul of the Program

Sponsored by Davis Wright Tremaine

1:00 p.m. – 1:30 p.m.

INCOMPAS Board Elections

Voting Members Only

National Harbor 6

1:30 p.m. - 2:00 p.m.

Get Paid for Your Unused Calls

INCOMPAS Theater

Sponsored by Reconnect Research

2:00 p.m. – 3:00 p.m.

Meeting Customer Demand

– Views from the C Suite

Expo Hall (The Hub)

3:00 p.m. – 3:15 p.m.

Refreshment Break

Expo Hall

3:15 p.m. – 3:45 p.m.

The Benefits of Competition for the Customer

Expo Hall (The Hub)

Robert T. Hale Jr., Founder, CEO and President of Granite Telecommunications, LLC

3:45 p.m. – 4:15 p.m.

Keynote: FCC Chairman

Tom Wheeler

Expo Hall (The Hub)

5:00 p.m. - 5:15 p.m.

ATLANTIC -ACM Awards

INCOMPAS Theater

TUESDAY, APRIL 12

7:00 a.m. – 3:30 p.m.

Registration Open

Prince George's Exhibition Hall Registration Desk E

7:00 a.m. – 3:30 p.m.

Deal Center Open

Expo Hall

Sponsored by Granite

7:30 a.m. - 8:30 a.m.

INCOMPAS Board Meeting

National Harbor 2/3

(Board members only)

8:00 a.m. – 9:00 a.m.

Attendee Breakfast

Expo Hall

9:00 a.m. – 10:00 a.m.

The New Faces of INCOMPAS

Expo Hall (The Hub)

10:00 a.m. – 3:30 p.m.

Expo Hall Open

10:00 a.m. – 10:30 a.m.

Refreshment Break

Expo Hall

Sponsored by Generali Global Assistance

10:30 a.m. – 11:30 a.m.

Encryption vs. Security

INCOMPAS Theater

11:30 a.m. – 1:00 p.m.

Attendee Lunch

Expo Hall

1:00 p.m. - 1:30 p.m.

Cloud Risk and Compliance Strategies

INCOMPAS Theater

Sponsored by Juvo Technologies

2:00 p.m. – 3:00 p.m.

The Evolving Privacy and Cybersecurity Landscape

INCOMPAS Theater

3:00 p.m. – 3:30 p.m.

Refreshment Break

Expo Hall

3:15 p.m. – 3:30 p.m.

Expo Hall Grand Prize Drawing

INCOMPAS Booth #320

Sponsored by Sales Tax Associates

4:00 p.m. – 5:00 p.m.

Chairman's PAC Reception

(Invitation Only)

5:00 p.m. – 8:00 p.m.

Closing Party – Backyard BBQ

Gaylord Atrium

Sponsored by Google Fiber

WEDNESDAY, APRIL 13

8:30 a.m. – 11:30 a.m.

Deal and Dash

National Harbor 4/5

Sponsored by Granite

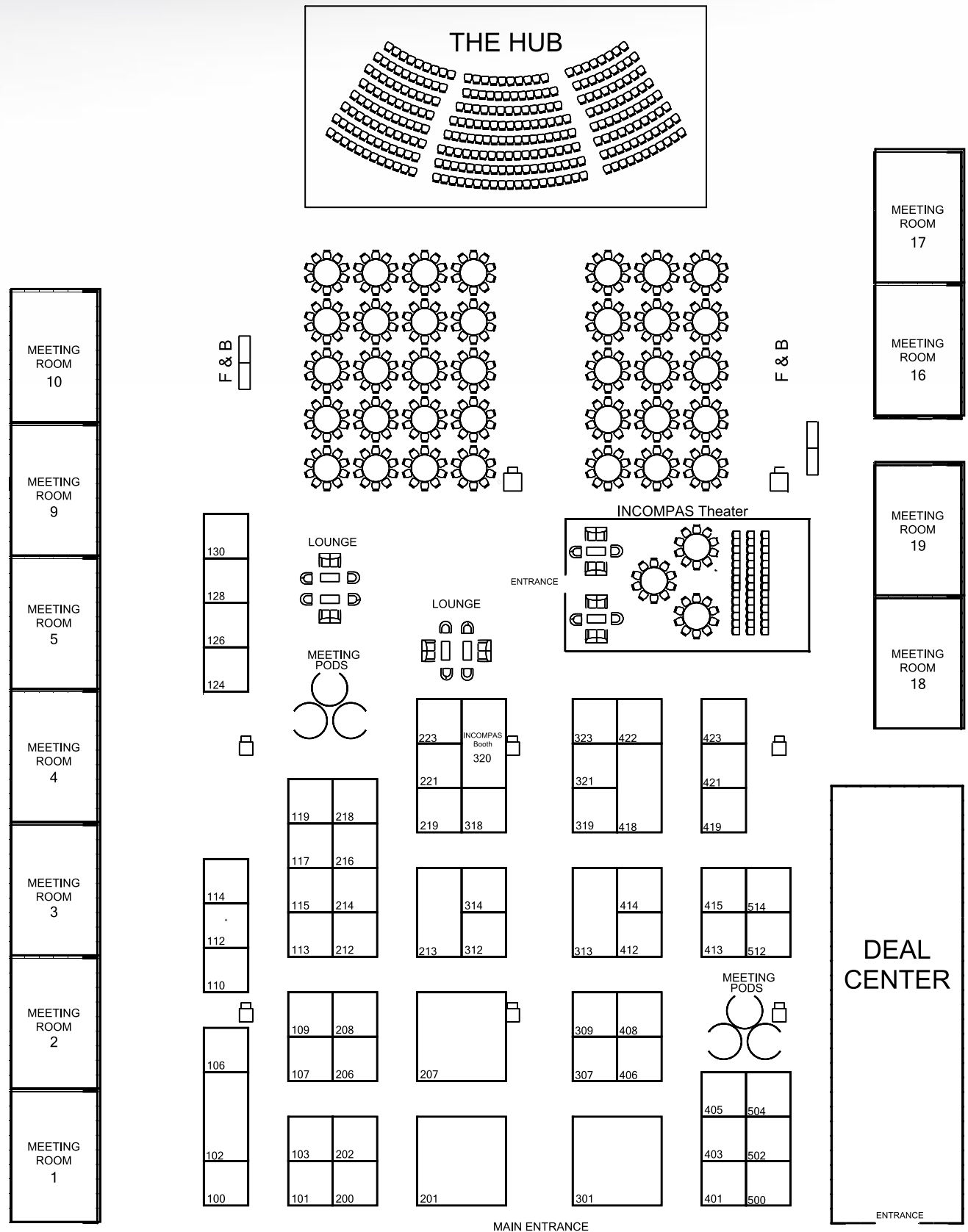
Expo Hall, Exhibitors and Meeting Rooms

EXHIBITORS

BOOTH

1st Point Communications.....	107
Accedian	403
ADVA Optical Networking	414
Axcent Networks, Inc.....	421
Aureon	103
ChannelVision	512
CHR Solutions	319
Ciena	201
Comcast Business Enterprise Solutions	119
Communications Data Group (CDG)	219
Compliance Solutions, Inc.....	216
CSF	200
Enghouse Networks	221
Equinix Information Systems	208
eX2 Technology	514
FTS Fiber	114
Fujitsu Network Communications	504
GeoResults A ShareTracker Company	206
Granite Telecommunication	314
Great Plains Communications	413
GSA	312
H2O Overgroup	101
Henkels & McCoy, Inc.	422
Hitachi Cable America	117
Horizon Network Partners	415
INCOMPAS	320
INDATEL	313
KADENCE (formerly TeleSphere Software)	218
LightRiver Technologies, Inc.	401
Lightspeed Technologies	124
Mapcom Systems	106
Magic Telecom	223
MIDCO	214
NetSapiens	408
Nokia	110
Optelian Access Networks.....	128
PEG Bandwidth	500
Profitec Billing Services, Inc.....	412
Sales Tax Associates, Inc.....	307
Sandy Beaches Software	406
Sansay, Inc.	113
Spirit Communications	309
SRP Telecom	418
Tarana Wireless	115
Technologies Management, Inc.	202
Telecom Reseller	126
Teli	109
Telispire	321
Thermo Credit, LLC	323
TimelyBill	301
TMC.....	502
TransNexus, Inc.	212
Unite Private Networks	423
United Fiber & Data	207
Walker and Associates	213
Wolfe	318
World One Communications	405
AT&T	Chesapeake 7, 8, 9
Earthlink	Chesapeake C
Fiberlight	Expo Hall, 9
Finger Lakes Technologies Group.....	Expo Hall, 16
FirstLight Fiber	Expo Hall, 18
Global Capacity	Expo Hall, 10
Granite Telecommunication	Expo Hall, 4
INDATEL	Expo Hall, 5
Inteliquent	Chesapeake G
Level 3 Communications	Chesapeake L, K
Lumos Networks	Chesapeake J
Somos	Expo Hall, 3
Spirit Communications	Expo Hall, 1
Sunesys, LLC	Expo Hall, 19
Time Warner Cable	Chesapeake F
Verizon	Chesapeake A, B, D, E
West Telecom Services	Expo Hall, 2
Windstream	Chesapeake H, I
Zayo Group	Expo Hall, 17

INCOMPAS Expo Hall Floor Plan



FLTG Earns Cisco Cloud and Managed Services Master Certification; Launches White Label Services

Finger Lakes Technologies Group Inc. (FLTG) has earned the distinction of becoming Cisco's first Cloud and Managed Services Master Partner in New York State. The company is one of only 25 such partners in the nation.

The announcement comes at the same time as FLTG launches its white label services.

With this certification, FLTG will be the first provider in New York State to sell Cisco's Hosted Collaboration Solution, which provides flexibility in delivering unified communication, collaboration and compute via the cloud.

"FLTG is extremely proud to be Cisco's largest Cloud and Managed Services Master Partner in New York State," said FLTG President and CEO Paul H. Griswold. "This is a tremendous milestone in our 17-year relationship with Cisco, it bolsters our existing certifications to sell all Cisco products, and it is a testament to our long-

standing success as a valued Cisco partner."

FLTG's HCS Voice FX (Hosted Communication Services Flexible eXperience) combines Cisco's Hosted Collaboration Solution platform and market-leading applications with FLTG's leading Internet and cloud solutions.

It provides customers a complete end-to-end solution, so they do not need to look to another company for voice or broadband services.

FLTG's HCS Voice FX is powered over its Internet network, and the company is the only Cisco Cloud and Managed Services Master Partner with its own voice and broadband Internet network. The HCS FX solution enables a people-focused collaborative experience across multiple devices, so users can connect with employees, partners and customers anywhere, any time and on any device, without deploying and managing hardware and software internally.

Business customers will benefit from promoting intimate customer interaction, increased remote expert touches and transactions to increase revenue, and improved competitive - advantage. With HCS Voice FX from FLTG, which is now available, users can:

- Call or send a chat to a contact from Cisco Jabber, call from their desk phone, call from their desktop using a softphone with Cisco Jabber, or call from a mobile device.
- Make phone calls, access voicemail and chat with colleagues.
- Access voicemails from any device, anytime and anywhere.
- Chat with others and view status information using Cisco Jabber or the full Unified Communications suite with collaboration features for Windows and Mac.
- View contacts on the softphone and smartphone clients, extending corporate directory, voicemail and calling features for those working outside the office.

HCS FX from FLTG also gives customers the flexibility to scale the solution to their current and future needs, and it eliminates the need for additional equipment, maintenance and support.

FLTG hosts the equipment in a former nuclear bunker at its secure data center at FLTG Park in Romulus, N.Y., on the base of the former Seneca Army Depot.

"This certification is a great accomplishment for FLTG, but our partners throughout the country will be the ones reaping the rewards," said Paul Nikitas, FLTG's vice president of Sales. "Our business customers will benefit from another state-of-the-art solution from Cisco, which takes the Cisco Call Manager to the cloud."

With the launch of FLTG's white label, partners across the country can take advantage of the breadth of products offered by FLTG and brand it with their own company name and logo.

"With our 2,500 mile fiber network, FLTG has become as a trusted partner to many VAR's and wholesale providers across the country," said Jessica Nava, FLTG's director of Carrier and Wholesale Services. "White labeling our products and services provides our partners with another customer solution and gives them a tremendous growth opportunity." □

For more information, visit meeting room 16 in the Expo Hall or go to www.ftlg.com

KADENCE KCM Platform Earns ChannelVision's Spotlight Award

KADENCE announced that its KADENCE Circuit Management (KCM) platform has been selected as one of the recipients of *ChannelVision's* Visionary Spotlight Award.

The Visionary Spotlight Award competition was created by *ChannelVision* to honor outstanding products, services and deployments across a broad range of communications technology categories. Inaugural awards are based on overall innovation, capacity for future-thinking and feature set differentiation.

Launched in 2014, KCM is an innovative OSS platform that drives profitability by optimizing the management of special circuits, inside plant and trouble tickets.

Courtesy of a workflow engine, business processes are formalized, key performance indicators (KPIs) are developed and the timing associated with revenue realization is improved.

Network visibility is enhanced by functionality that efficiently documents circuits, facilities and inside plant and ultimately correlates network customers, circuits, contracts and SLAs. As a result of this association, maintenance notifications can be issued in a matter of minutes through an intuitive GUI. A report library offers comprehensive and customizable informa-

tion specific to customer and off-net contract management as well as NECA reporting.

"The recognition from *ChannelVision* further grows our confidence that KCM is addressing the operational challenges faced by many service providers across the industry," said Todd Twete, KADENCE's vice president of Sales. "We are taking a unique, inventive and cost-effective approach to addressing the business drivers of our customers and the Spotlight Award validates our approach."

The KCM product development roadmap includes a ticketing system (Q2 release), power management enhancements (Q4 release) and an outside plant module (Q2 2017).

KADENCE is a nationwide telecommunications software and professional services provider offering special circuit management, carrier access billing (CABS), mediation and wholesale billing solutions for ILEC, CLEC, tandem and MSO organizations.

KADENCE is a wholly-owned subsidiary of Blackfoot Telecommunications Group, based in Missoula, Mont. □

For more information, visit booth 418 in the Expo Hall or go to www.gokadence.com.

We **Pay** You

For your UNUSED Calls

Stop Losing Money & Start Making Money

Over 5 billion MIDI Calls™ (Misdialed, Incomplete, Disconnected, Inbound) are made each month, costing carriers millions of dollars. Our new platform connects these calls to political polls & research surveys, turning calls into PROFITS.

To learn more, call 1-800-Reconnect

Turn your unused calls into revenue.

www.ReconnectResearch.com

Optelian Expands Outside Plant Portfolio with Extended Temperature Products

Optical networking solution provider Optelian announced an expansion of its portfolio for outside plant (OSP) environments, including a range of optical fiber amplifiers (OFAs) and dispersion compensation modules (DCMs), each supporting extended temperature operation.

The addition of these products broadens Optelian's existing OSP solution significantly.

Optelian solutions deliver services across regional, metro and local networks. Service providers choose Optelian for its expertise in delivering a portfolio of products for the optical transport market, its organizational focus on partnering with customers throughout the life-cycle of the network, and its full service implementation encompassing design, deployment, sustaining services and consulting capabilities.

The company's extensive portfolio of GR-3108 OSP-rated products includes the compact

OMS-2190 shelf, the family of transponder/regenerator cards, the FLX-1610 muxponder, pluggable SFP, SFP+, and XFP modules, passive mux/demux shelves, and a full set of compact passive modules delivering splitter, mux/demux and optical add-drop multiplexing (OADM) functionality.

This addition to the portfolio allows operators to expand their WDM footprint across their entire service area. Service providers can now extend their reach, deploy fiber to the premises (FTTx), interconnect communities, deploy mobile backhaul solutions, and support centralized RAN (C-RAN) and small cell common public radio interface-based interconnect in the metro.

These revenue-generating deployments are made possible with Optelian's OSP-rated products, the low acquisition cost as well as the low operational cost.

The Optelian infrastructure is designed to operate without operator intervention or site visits,

which is key to low total cost of ownership.

Optelian's OFA-1700 and OFA-2000 series of amplifiers are certified for extended temperature range operation. And the company offers its DMS family of passive dispersion compensation modules, packaged into the smallest enclosure available in the industry.

These DCMs are compatible with 100 GHz and 50 GHz channel spacing and with coherent and non-coherent transceivers. With the addition of these products, the portfolio provides a complete low-cost small-footprint solution for OSP applications.

"These new products build on our solid foundation of products that are already in the field providing connectivity to service endpoints in a variety of environments," Vice President of Sales Dave Mills said. "Customers rely on Optelian's proven ability to develop a versatile and effective range of products, and work closely with them to engineer the most cost-effective network to fit their needs. These OSP amplifiers and DCMs complete the end-to-end solution, extending the proven portfolio capabilities of providing services in challenging locations."

These OFAs and DCMs join Optelian's portfolio of NEBS-certified products. Network operators with Optelian's NEBS and extended temperature rated products benefit from carrier-grade quality solutions in the central office, aggregation sites and remote locations, wherever service is required.

Optelian is a full-service provider of optical networking solutions that move customer data reliably. Its comprehensive portfolio of products provide a dynamic infrastructure that delivers multiprotocol services.

The Optelian FLEX Architecture comprises modular elements that are focused on the optical and circuit network layers. The architecture enables the deployment of networking services from access to core, passive to packet, and 100M to 100G. Optelian provides the transport infrastructure – the foundation for packet networks.

With agile design capabilities and North American engineering, Optelian's solutions fulfill any network requirements, and its professional services ensure networks are planned and deployed optimally. The service offerings, coupled with 24x7 customer technical support, ensure Optelian delivers the technology and services to enable next generation networks. □

For more information, visit booth 128 in the Expo Hall or www.optelian.com or contact the company via email at info@optelian.com.

ShoreTel Adds to Licensing of Equinox's Fraud Management Solution

Nashville-based Equinox Information Systems reported that ShoreTel Inc., one of the largest providers of cloud, premises-based and hybrid business telephony and unified communications (UC) solutions, has expanded its licensing of the Protector fraud management system (FMS), adding the Case Manager Portal (CMP) application.

CMP's streamlined web tools allow analysts to investigate alerts and research fraud incidents from any browser-enabled device for more efficient response time.

Equinox initially established a relationship with ShoreTel in 2009, when it deployed the automated Protector FMS to identify suspicious, abusive or otherwise fraudulent activity. As part of the company's ongoing efforts, ShoreTel deployed the Protector system and became an active participant in Equinox's annual fraud symposium.

Based on the positive results achieved with Equinox, ShoreTel recently added the CMP application to its fraud management arsenal.

"The Equinox team is a real pleasure to work with and very responsive to our needs," said ShoreTel's Manager of System Engineering (VOIP) Slava Kosoy. At ShoreTel, we

not only provide our customers technologically advanced solutions, but we also offer them flexible choices that can adapt to changing needs. Equinox truly understands and supports this mission."

Protector, the most installed fraud management system in the United States, is a comprehensive, scalable solution that distinguishes communications fraud from legitimate customer usage to help combat even the newest fraud schemes.

Processing hundreds of millions of call records per day for customers worldwide, Protector has earned a reputation as a reliable and cost-effective solution by saving carriers hundreds of millions of dollars in annual fraud losses.

"We have enjoyed working with ShoreTel these past seven years and are pleased with their continued trust in Equinox," said Equinox Executive Vice President David West. "The enhancements we made as part of this most recent project clearly demonstrate our ability to meet the evolving needs of our customers." □

To learn more about Equinox's products and services, visit booth 208 in the Expo Hall or go to www.equinoxis.com.

GRANITE CAN HELP

simplify your technology platform with efficient, advanced, and economical solutions.

• **Hosted** • **SIP** • **MPLS** • **Granite Grid**

Granite consolidates and manages vendor relationships so you don't have to. Granite's effective network and strategic partnerships can create efficiencies that will allow you to concentrate on the bottom line.



www.granitenet.com | 877.884.5200 | wholesale@granitenet.com
100 Newport Avenue Extension
Quincy, MA 02171



Lumos Networks Lights up EdgeConneX's Edge Data

Lumos Networks Corp., a fiber-based infrastructure provider in the mid-Atlantic region, announced it has extended fiber connectivity into the EdgeConneX Edge Data Center in Norfolk, Va.

This marks the 35th data center, including seven company-owned colocation facilities, connected to Lumos Networks' 8,607-route-mile fiber network and the first in the company's expansion market of Norfolk/Hampton Roads, Va.

The company's network expansion announced in November 2014, which also includes the Richmond, Va., metro markets, is estimated to increase the total company's enterprise addressable market by \$135 million, an increase of 60 percent compared to its core markets.

Lumos Networks already has secured one customer contract into the EdgeConneX facility and has begun to market its capabilities for secure advanced fiber connectivity to its approximately 1,200 enterprise customers.

The EdgeConneX facility, located at 3800 Village Ave., Suite C in Norfolk, is a tier-3, high availability data center with more than 100,00 square feet total and an expansion capability to 10MW's.

"Lumos' connectivity complements our mission to place edge data center infrastructure as close to end users as possible in order to maximize performance," said Clint Heiden, chief commercial officer, at EdgeConneX. "Our content and cloud provider customers can combine EdgeConneX premium facilities

with Lumos premium network service for a high-speed data delivery infrastructure that's right in the backyard of Norfolk-area Internet users. With their strong footprint in Norfolk, throughout Virginia, and across the mid-Atlantic region, Lumos is an ideal connectivity partner for us."

This data center connection leverages Lumos Networks' 822-fiber-route-mile expansion in the state of Virginia, including 270 route miles of dense fiber (average metro core strand count of 144) in the Hampton Roads/Norfolk markets.

Hampton Roads, which is the 37th largest metropolitan service area, encompasses the cities of Hampton, Chesapeake, Portsmouth, Suffolk, Newport News and Virginia Beach.


Lumos offers Ethernet and wavelength services into the EdgeConneX facility. The Ethernet service is certified by the Metro Ethernet Forum and available at select speeds from 3Mbps to 10Gbps. The wavelength service supports 1Gbps, 2.5Gbps, 10Gbps and 100Gbps speeds.

"I am pleased to announce that the EdgeConneX Edge Data Center is the first data center connected to our fiber network in our Norfolk/Hampton Roads expansion market," said Tim Biltz, CEO of Lumos Networks. "Our enterprise customers continue to demand access to high quality data centers across our footprint and we look forward to expanding our relationship with EdgeConneX."

EdgeConneX is a global data center provider specializing in infrastructure solutions at the edge of the network. It provides space, power and connectivity for content, network, cloud, colocation, CDNs and service providers, as well as wireless carriers, telecommunications companies, and commercial property owners. EdgeConneX has created a "new edge" for traditional networks, offering superior performance and economics. Its purpose-built Meet You Points optimize delivery of data at network-critical locations closest to the end-user. For more information, visit the EdgeConneX Internet of Everywhere at edgeconnex.com

Lumos Networks is a fiber-based service provider in the mid-Atlantic region serving carrier, enterprise and data center customers, offering end-to-end connectivity in 24 markets in Kentucky, Maryland, Ohio, Pennsylvania, Virginia and West Virginia.

As of the end of 2015, the company had a fiber network of 8,607 fiber route miles and more than 384,000 total fiber strand miles, Lumos Networks connects 1,099 unique fiber to the cell sites, 1,440 total FTTC connections, 1,732 on-net buildings and over 2,800 total on-net locations.

In 2015, Lumos Networks generated more than \$114 million in data revenue and over \$51 million in adjusted EBITDA over its fiber network. 

For more information, visit meeting room J in the Expo Hall or go to www.lumosnetworks.com.

are the tasks that keep your
BUSINESS RUNNING
keeping you from running
YOUR BUSINESS?

AUREON™

Let's get back to work.
Aureon.com

If back-office hassles are weighing you down, contact Aureon. Aureon is the new name for Iowa Network Services, Alliance Technologies, Alliance Connect, Merit Resources, Portico Staffing and Caleris. We offer a full suite of business support solutions, including technology, HR and contact center. And with our highly responsive and collaborative customer service, you're able to focus on what you do best.



Speed. Scope. Reliability.

Let's get to work.

Extend your network — and exceed your expectations — with Midco® Carrier Services. Our vast fiber network spans more than 8,400 miles, with service level agreements including up to 99.999% reliability. No middlemen, no multiple points of contact. Just one powerful, scalable solution for your organization — on one of the largest and most reliable fiber networks in the Midwest. Let's talk about what Midco can do for you.



Private Fiber Network • 8,400+ Miles • NNI Partnerships
• Scalable to 8 Terabits • 24/7 Support & Monitoring

1.800.888.1300 | Midco.com/Wholesale

 **MIDCO**[®]
BUSINESS
Let's Go

Cyber Threats Growing for Communication Companies

Every business has unique risks that seriously can harm an organization's operations if not properly protected against.

As a business utilizing technology to produce and deliver products and/or services, it's important to recognize and take precautions against risks that your commercial general liability insurance coverage doesn't include.

Technology professional liability coverage, also referred to as cyber liability coverage, is essential for companies using technology because it addresses a lack of protection in commercial general liability policies, which typically don't cover claims of third-party financial harm.

Cyber threats are real, growing in number and sophistication. There is an increased potential for errors and omissions, copyright or trademark infringement and breaches of private information.

Technology businesses today are driven by data. With that comes the profound responsibility to protect customers' private information, to prevent the inadvertent transmission of

computer viruses and to ensure that authorized users are able to securely access your website or computer network.

The theft or misuse of private or confidential customer information occurs daily.

Who needs cyber liability coverage? Any communications company engaged in providing computer services, Internet services or those companies using the Internet in its everyday course of business.

Here are some activities that can create cyber risk:

- Use of Email
- Support of Webmail
- Internet Service Providers
- Dependence on Network Services
- Electronic Storage of Customer Information
- Storage of Third-Party Trade Secrets and Data
- On-Line Advertising and Marketing
- Web Site Design, Development & Ecommerce
- Web Site Activities (Content, Links)
- E-Commerce
- E-Brochures/E-Catalogs

- E-Bill Payment
- Internet/Digital Media
- Electronic Bulletin Boards or Social Interaction

What does tech error and omissions (E&O), or cyber liability cover?

Tech E&O manages risks, resulting from providing a product or service to a third party, that are not covered by a commercial general liability policy.

Specifically, tech E&O protects your business in the event that a third party suffers a financial loss due to your product or service not performing as it was intended or expected, including the event of an error or omission committed by your company.

These policies also cover defense costs in the event of litigation.

Tech E&O coverage would apply in the following situations:

- A mistake was made and an error in the code of a website or program your company

(See *Unitel*, page 28)

Are You Maximizing Your CABs Revenue?

With decades of experience, the Data Tech CABSPros team is dedicated to maximizing your company's CABs revenue.

From switch to bill to a check in the bank, Data Tech CABSPros offers the true end-to-end, best practice CABs solution anywhere. Complete Billing Assurance, the powerful CDG CABs and Mediation engine, and stellar, consistent results are what sets CABSPros apart.

CABS Invoicing
+
CABS Billing Assurance
...welcome to both

Give us an opportunity to show what we can do for your bottom line.

www.cabspros.com
info@cabspros.com
706.698.3282



Equinox

makes data actionable!

Chosen by 350+
carriers for mediation,
fraud management,
revenue assurance,
and usage analytics



(615) 612-1200
www.equinoxis.com

NTT Com's Innovation Helps Customers Grow

With a focus on new infrastructure, technology and customer service, NTT Com empowers communications service providers, CLECs, ISPs, network operators and Internet-centric businesses with cost-effective, reliable and flexible IP services.

The company operates one of the world's most extensive Tier-1 wholesale IP networks, known as the Global IP Network. From Silicon Valley to Bangkok, from Luxembourg to Sao Paulo, it links more than 90 points-of-presence (PoPs) and data centers and is dedicated to getting customers' videos, content and data where they need to go quickly and safely.

Pairing a state-of-the-art IP backbone that delivers high-quality transit with dedicated customer support has proven to be a winning formula for NTT Com. The company achieved a 99.63 percent customer retention rate among North American customers, far above industry standards.

It also has been named Best North American Wholesale Carrier at the Carrier Global Awards 2015 and Best Global Wholesale Operator at the World Communication Awards 2015.

According to independent research firm Dyn (formerly Renesys), NTT Com remains one of the top wholesale IP providers in the world and also in North America.

NTT Com consistently has focused on extending and improving its Global IP Network.

"Strengthening our IP backbone helps our customers enhance their own networks as well," said Brent Duncan, vice president of Sales and Marketing for the NTT Communications Global IP Network at NTT America.

"By increasing performance overall and continuing to expand our content-rich IP network, we're empowering companies to provide the best service possible and deliver an exceptional customer experience to their end users which we believe differentiates them from their competitors," Duncan added.

Innovation is an important piece in NTT Com's success. In addition to launching new 100G-enabled PoPs and upgrading submarine cables to 100G speeds, NTT Com has been a pioneer in IPv6, software-defined networking (SDN) and a number of green initiatives.

One of the first global carriers to transition from 1G to 10G, NTT Com has been offering 100G ports to customers for more than two

years. In 2014, the company opened a PoP in Luxembourg built exclusively on 100G network links, the first 100G connected PoP anywhere in the NTT Com's European network.

The company broke new ground when it became the first carrier to deploy 100G technologies on its PC-1 subsea cable system – a 13,000-mile network linking the United States and Japan. The move effectively bolstered capacity on the route by 2.5 times.


In another recent breakthrough, NTT Com completed a successful field trial of 400-Gbps optical signal transmission in an existing 100G-based optical network in Japan. This was achieved without affecting the existing 100G channels during the addition and removal of 400G channels in a 100-Gbps-based wavelength division multiplexing (WDM) system.

This success is a step toward expanding the optical communication capacity by four times

that of the currently installed 100G systems by using 400G advanced digital coherent optical transmission technologies.

This advancement will allow NTT Com to meet the rapidly increasing demand represented by the distribution of high definition 4K/8K movies, the Internet of Things and other killer apps in a timely manner.

NTT Com also has been setting the pace in the field of software-enabled connectivity, launching flexible and scalable networks in a fully automated SDN environment.

SDN technology has been at the core of the company's global IP backbone for more than a decade, resulting in operations with higher quality of service, lower error rates and extensive network visibility. 

For more information about NTT Com and its global IP services, go to www.us.ntt.net.

ANPI Connect Expands Direct Connections with PoPs

ANPI, a provider with a 20-year history of partnering with rural carriers, has made significant progress one year after launch.

ANPI Connect was launched before the 2015 Rural Telecom Industry Meeting & Expo and had already reached 30 end points. Since then, ANPI Connect has increased 366 percent, with 110 end points, and expects to grow to more than 200 by the end of the year.

"ANPI Connect has been a long-term vision of ANPI's since I joined ANPI, and I am thrilled to see what a positive impact it has made," said Randy Lemmo, ANPI executive vice president of Carrier Services.

"By working together to form one large network, carriers can connect to ANPI's switching network and knock out many of the call quality, completion and billing issues they have been battling," he said.


Previously known as VAP, ANPI Connect was developed to provide an answer to call quality and call completion issues that have plagued the ILEC community for years. The VAP initiative provides ILECs with the purest direct interconnection to destinations within the ANPI footprint

and a network efficiency ratio above 98 percent.

ANPI Connect provides improved access billing as it is a trusted partner known for prompt payment. In addition, members have been reporting fewer trouble tickets, fewer moving parts and no longer a need to deal with the headaches of revenue conciliation.

ANPI offers a private label hosted unified communications solution for carriers and as direct connections, wholesale long distance, peering, tandem access and SS7 solutions.

Based in Springfield, Ill., ANPI began serving rural telecom companies in 1996, and today serves the voice and data needs of nearly 800 ILECs, CLECs, IXCs and regional wireless carriers, as well as more than a thousand business customers throughout the United States.

ANPI also owns and operates a nationwide IP network with switching and/or PoP facilities in Atlanta, Chicago, Dallas, Los Angeles, Las Vegas and New York City, and monitors all activity around-the-clock in its own network operations center. 

For more information, go to www.anpi.com or call 877-366-2674.

(Unitel, continued from page 26)

produced isn't found before it is implemented. A third party depends on this product or service to operate its business and its operations are stalled due to the error, causing them a financial loss.

- A part your company produces is installed in a piece of equipment. After a short amount of time, the component simply stops working, causing the equipment to fail to work, but otherwise not damaging anything or hurting anyone. The third party that relies on this equipment for its business has to stop operations and suffers a financial loss.
- An employee of your company recommends that a client make an adjustment to its network. The client follows the advice and its network crashes as a result, causing a time and financial loss for its operations.

In all of these cases, commercial general liability coverage would not cover a claim or any costs of litigation because of the presence of an error and the lack of resulting physical damage to the third party's property.

It should be noted that tech E&O policies usually exclude product recall, but some will

accept damages for loss of use of a failed product. They also generally exclude non-financial losses and intentional or dishonest acts.

A lot can be done to reduce or eliminate exposures through better understanding of the coverages you have and do not have. Not all exposures require an insurance policy to control or avoid a loss.

The number of cyber threats we face daily are becoming staggering.

Contracts can also have a dramatic impact on your exposure to liability as a result of the acceptance or transfer of risk. However, some

exposures are best solved by a technology errors and omissions policy (cyber liability).

Often we think of war being fought with bombs and bullets, but there is a silent attack called cyber attack, using only a computer. With the increase in electronic productivity our lives are more exposed than ever to an attack that can grind our business to a stop.

The number of cyber threats we face daily are becoming staggering. Remember planning for cyber attacks should be considered when putting together your company's emergency plan.

It is essential to conduct a risk analysis to identify exposures you may have and to what extent they exist. Purchasing a cyber liability policy may not meet your needs at all. In fact, without a thorough analysis of risk and coverage you may end up buying a cyber liability policy that only partially meets your needs.

UNITEL can offer special pricing, coverage and risk management tools to INCOMPAS members. □

To learn more go to unicogroup.com/unitel/, contact Carl Zeutzius at 402-770-7150 or czeutzius@unitelinsurance.com. We'd be happy to meet with you while at the INCOMPAS Show.

COMMScope®

WALKER AND ASSOCIATES INC



Deploy High Quality FTTH Networks Faster and at Lower Cost

Fiber indexing is a novel approach to FTTH network design. CommScope's pre-connectorized plug-and-play solution allows to:

- Deploy fiber up to 75% faster
- Reduce the amount of cable required by up to 70%
- Eliminate the need for fiber splicing

Contact Walker and Associates for CommScope Solutions at **1-800-WALKER1** or **walkerfirst.com**

How? By changing from a star to a daisy-chain topology for connecting service terminals, and consolidating functionality into the service terminal. By using hardened service terminals with hardened multi-fiber connectors, this architecture combines the advantages of a daisy-chain topology with plug-and-play connectivity.

© 2016 CommScope, Inc. All rights reserved. AD-110055-EN

OmniConnect, Two-way API Supports Profitec's OmniBill

Profitec Billing Service Inc., a Wallingford, Conn.-based billing service bureau, is unveiling the newest version of its API ORLS and companion software product, OmniConnect.

The online record logistical service is a two-way, always-on web service, which is attached directly to a client's OmniBill master billing database.

ORLS acts as an intermediary between Profitec's OmniConnect, or any custom client front-end application and the billing system database.

OmniConnect is a versatile program product designed to take delivery of multiple feeds from a variety of carrier and platform portals. The individual feeds are reformatted and integrity checked and then converted to XML as they are uploaded into the OmniBill system using ORLS.

OmniConnect makes handling multiple platforms and databases manageable as it enables electronic upload of database content eliminating duplicate data entry and minimizing the

effort of keeping the billing system in synch with outside portals and platforms.

ORLS is completely industry standard XML based, eliminating cross system compatibility hurdles. The system is fully two-way, enabling data extraction as well as record loading for a variety of areas including master account level, lines, services, features, equipment and technical line information.

ORLS supports activation, deactivation and change functionality for all areas. Additional system methods allow for the direct extraction of billing cycle-end information as well as full payment processing functionality directly to the master OmniBill database.

"In working with our customers we discovered that the billing system needs are a little more sophisticated in today's challenging and competitive environment" states Randy Minervino, Profitec's vice president of Sales and Marketing.

"Customers are using the billing system in conjunction with outside CRM systems and

other sales operating systems as extensions of the presale effort and are looking for direct connection with the billing database," Minervino continued. "Many of the sales being made today require extensive implementation effort and engineered organizational planning. Much of this aspect of the client turn up is being handled by custom client configured systems expressly created to handle complex task assignment.

"ORLS enables those systems to perform real-time interaction of the billing system with the results of the sales effort to minimize manual updating. Additionally, many of those same clients wish to utilize their CRM systems to handle front line customer service interactions so ORLS supports fetch calls to bring the specific account data to the CRM in real time," Minervino said.

ORLS works in conjunction with other functionality inherent in OmniBill to update outside applications, such as provisioning activity at the switch or on the network platform, to enable

(See Profitec, page 30)



Maximize your billable revenue with our innovative BSS/OSS solutions

WE OFFER

- Online and Licensed Web-Based Solutions
- Consumer Billing for Wireline, Internet, Cable, Wireless, VOIP, IPTV and Other Services
- Wholesale Interconnect, and Circuit Billing
- Mediation Processing
- Comprehensive Billing, Reporting, and Revenue Collection Analysis
- Tariff, ICA and Contract Support
- Data Processing, Invoicing and Fulfillment
- Service Order Engineering
- Concurrent Dashboard Analysis

MBS CUSTOMER CARE AND INVOICING

MBS, is a modular consumer billing and account management system for dynamic environments. MBS's modules include: Customer Care, Mediation, Customer Invoicing, Plant Records, Trouble Reporting, Task Management, E-Care, Cash Drawer, Service Activation Manager and Patronage, as well as 3rd-party financial, mapping and facilities management products.

MEDIATION

Flexible business rules make filtering and editing call detail records easy. Track files throughout the system with Audit IDs. Variance identification, including trending and auditing reports, help provide revenue assurance and fraud detection.

CDG INTERCONNECT AND ACCESS BILLING

CDG's interconnect and access billing solution allows clients to fine-tune data and billing to their individual needs, while our robust reporting capabilities give users the tools and data needed for definitive financial analysis and revenue assurance. We also provide an array of services to help you analyze and improve any aspect of your billing.

WHOLESALE BILLING

- Bill different rate structures, tariffs, rates and billing percentages.
- Manage bulk wholesale carrier usage based on capacity and consumption.
- Effectively create and maintain your contracts with service providers.

LOOK TO CDG FOR SUPERIOR SERVICE, INNOVATIVE SOLUTIONS, AND EXCEPTIONAL BILLING CAPABILITIES

BOOTH 219

cdg.ws | 888.234.4443

UPN Extends Fiber Network to IP Pathways Iowa Data Center

Unite Private Networks (UPN) a provider of high-capacity, fiber-based communication networks, announced today it now offers a full suite of carrier-grade, high-bandwidth Ethernet, IP, dark fiber and data transport services to customers in IP Pathways' Urbandale, Iowa, data center.

"We look forward to providing advanced connectivity options for customers that require IP Pathways extensive infrastructure capabilities and UPN's high capacity network," said Travis Noble, vice president of enterprise sales at UPN. "Our secure, reliable and low-latency network offers connection speeds ranging from 100 Mbps to 100 Gbps and we are certain Iowa businesses will benefit from this partnership."

Equally excited with the partnership is IP Pathways President Joe Shields, who said he welcomes UPN into the Urbandale data center.

"Businesses are rapidly moving out of the data center and colocating their IT assets in facilities like our Tier 2, carrier-grade facility. UPN offers our customers high performance, high speed connectivity to our data center and allows them to unleash the power of our data

center, cloud and managed IT services." Shields said.

IP Pathways provides IT hardware and software, data center, cloud and managed and professional services solutions to business customers throughout Iowa, Kansas, Missouri and Nebraska. The company's highly certified and nationally recognized IT engineering team architects, implements, monitors, supports and manages private and hybrid cloud solutions for data centers.

UPN provides high-bandwidth, fiber-based communications networks and services to schools,

governments, carriers, data centers, hospitals, and enterprise business customers across a 20-state service area. Service offerings include dark and lit fiber, private line, optical Ethernet, Internet access, data center services, and other customized solutions. Headquartered in Kansas City, Mo., UPN has been providing customer focused communications solutions since 1998. □

For more information, visit booth 423 in the Expo Hall or go to www.uniteprivate.com.

(Profitec, continued from page 29)

a remote workforce's access to the billing database to perform account record updates and resolve trouble tickets, hand off order info to fulfillment centers and the updating of accounting systems with general ledger and other financial information.

Profitec Billing Services provides sophisticated billing services to local telephone companies, long distance carriers, cable providers, utilities, ISP's, wireless providers and many others.

In addition to its staple services – service

bureau processing, in-house customer service, and database administration – the company also offers a range of support services, including network provisioning, credit and collections, inbound sales and order entry, and telemarketing. It also can pull from this broad base of services to design a custom turnkey solution. □

For more information, visit booth 412 in the Expo Hall, go to www.profitecinc.com or call 203.679.7010.

Reach outside your footprint.



Mammoth Networks: Your off-net provider.
Contact us at 307.685.5557 or visit www.mammothnetworks.com

FirstLight Fiber Grows Partner Program with Intelisys

FirstLight Fiber, a fiber-optic bandwidth infrastructure services provider operating in New York and Northern New England, announced its new partnership with Intelisys Communications Inc., the national technology services distributor.

The agreement gives Intelisys' sales partners full access to FirstLight's complete portfolio of data, Internet, data center and voice services, which are backed by strong, locally based service and support.

Consideration for the Intelisys Supplier Partner portfolio requires that vendor and carrier candidates meet strict criteria. FirstLight successfully met those requirements on several merits, offering competitive pricing, a wide breadth of service offerings and strong support in pre- and post-sale situations.

"As we continue along an unprecedented growth trajectory, we're extremely enthusiastic about what FirstLight can offer to our sales partners and their customers in the East Region," said Rick Ribas, senior vice president, East Region for Intelisys.

"FirstLight's expansive fiber optic network presents new and exciting opportunities for our agents, and provides a meaningful alternative for local loops in New York and Northern New England. FirstLight brings a stellar solution set to our supplier partner portfolio, and we look forward to a strong partnership," Ribas said.

FirstLight designed its partner program for agents who want to expand their businesses by marketing FirstLight's comprehensive solutions to clients. The company works with master agents, VARs, systems integrators and others.

"We are excited to be joining Intelisys as a supplier partner. Our relationship will be a key driver of growth and value, with each company benefiting," said Mark Ayotte, senior director of Alternate Channels at FirstLight. "With Intelisys' reach and subagents that span across FirstLight's footprint, this is an excellent opportunity for the company to enhance its partner program across its expanding geography. We look forward to joint success with this partnership."

Based in Albany, N.Y., FirstLight Fiber provides fiber-optic data, Internet, data center

and voice services to enterprise and carrier customers in New York and Northern New England with connectivity to Canada. The company connects nearly 2,000 locations in service, with an additional 14,000 locations serviceable by our 260,000 fiber mile network.

The company offers a robust suite of advanced telecommunications products featuring a comprehensive portfolio of high bandwidth connectivity solutions including Ethernet, wavelengths and dark fiber as well as dedicated Internet access solutions, data center services, and voice services such as SIP trunks, virtual PBX, and traditional TDM solutions.

FirstLight's clientele includes national cellular providers, wireline carriers and many leading enterprises, spanning high-tech manufacturing and research, hospitals and healthcare, banking and financial, secondary education, colleges and universities, as well as local and state governments. □

To learn more about the FirstLight Partner Program, visit meeting room 18 in the Expo Hall or www.firstlight.net/partners.

CIRQUE DU sunesys

THE GREATEST WANS ON EARTH

**ETHERNET
DARK FIBER
WAVELENGTHS**

**COME VISIT
sunesys
UNDER THE BIG TOP
MEETING ROOM 19**

How's Your Bandwidth?

Balancing Act?

Too Much Stress?

NOW TOURING!

New York
Boston
Philadelphia
Los Angeles
Washington D.C.
San Francisco
Ashburn

Baltimore
Atlanta
Chicago
And More!

sunesys
Fiber.Faster. ||

web sunesys.com | tel 888.35.FIBER

Download more

GSA Reduces Mobile Carrier's USF Liability

GSA has enabled a mobile carrier client save hundreds of thousands of dollars adapting its regulatory regimen from a previous business model.

The GSA approach the carrier applied supports a method for rating tax and calculating regulatory liabilities; the largest of them being the federal Universal Service Fund (USF) liability. Unfortunately for the carrier, assumptions regarding how its products should be rated were based on antiquated resources.

GSA performed a three-level approach to engagement with the carrier:

- First, GSA identified the methods by which the carrier applied tax rating to its transactions. This research provided details on how efficient and accurate the rating logic applied tax liability to the customers' transactions.
- Secondly, GSA rebuilt the revenue experience in its Tax Lab. GSA applied its knowledge of the customer's product and sales goals to revenue and modeled scenarios that achieved the best tax treatment.
- Finally, GSA recognized that revenue recog-

nition for the carrier along with marketing materials did not reflect the proper offerings to achieve the optimal results.

The carrier reduced its USF liability by more than \$700,000.


As a result, GSA and the carrier embarked on a full review of terms and conditions and a re-application of revenue recognition methods to synchronize USF filing reports, profiled by GSA to be optimized.

This outcome led to a redesign of the customer's point of sale and tax rating engine. Integral to that redesign were GSA's optimization rules that synchronized the rating with the reporting of liabilities.

A byproduct of the redesign was seamless

automation of transaction data imported into the general ledger for revenue recognition without manual manipulation. The outcome: The carrier reduced its USF liability by more than \$700,000, which was credited within the year of its annual report, creating a return-on-investment of more than 400 percent on the project.

GSA is a North American telecom regulatory and indirect tax compliance advisory and outsource provider with data repositories of more than 24,000 jurisdictions. The company has more than 14 years of experience in the industry and is experienced in understanding guidelines surrounding federal and state regulatory and tax rules.

If you have manual processes involved in tax and regulatory reporting, or if you have older resources (advisors and systems), GSA would be happy to review your reporting methods to see if there are ways to improve your bottom line. 

For more information, visit GSA at booth 312 in the Expo Hall, go to www.gsaudits.com or call Karine Vosberg at 678.304.6469.



Toll-Free Provisioning, Texting & LCR Software

If you are a Carrier, Reseller, Master Agent, or Toll-Free RespOrg, we can help you!

- Customer/Agent Portal, Toll-Free Number Management, Provisioning, Texting & Route Optimization Software
- 8MS Now Allows You to Provision SMS/800 AND Your Carrier's Network in One Step Automatically!
- 8MS is Used by Over 85 RespOrgs to Manage 30% of all Toll Free Numbers in the Industry
- Save Money Immediately Using CSF's Toll Free Provisioning and LCR Software!

CSF Corporation Contact
www.csfcorp.com
8MSsales@csfcorp.com
 +1.732.302.0222
 Frank Lauria, 732.713.3562

Ask us about
 8MS TeXT texting
 for toll-free numbers!



Extensive 8,000 Mile, Self-Healing, Physically Diverse Fiber Network

Nebraska Statewide Coverage,
 Multiple Routes with Ability to Bypass Omaha

Expanded Routes: Colorado, Iowa, Illinois, Kansas, Minnesota, Wyoming

Carrier POPs: Chicago, Denver, Des Moines, Kansas, Minneapolis, Omaha

24x7x365 TL9000 Certified Network Operations Center

Switched and Dedicated Ethernet Capable

Lit Buildings and Custom Builds

90 C.O.'s Owned and Operated

Largest Telecommunications, Last Mile and
 Middle Mile Provider in Nebraska

Visit us at www.gpcorp.com or at
 INCOMPAS 2016 - Booth #413

Global Capacity Launches Wireless Backup Services

Global Capacity announced the availability of its wireless backup with managed failover service across a nationwide 4G LTE wireless footprint.

The wireless backup service provides customers with cost-effective, redundant backup with managed failover for its Internet access services to ensure customers' critical revenue-generating business operations are maintained in the event of a primary service disruption.

This new service is available to customers that use Global Capacity for their primary access services. The fully automated service leverages managed customer premises equipment that enables Global Capacity to monitor the primary data network connection; to detect instantly the need for a backup service and initiate failover; and then failback to the primary once service is restored.

"In today's economy, businesses cannot afford to halt operations because employees are unable to communicate or process transactions. Businesses require a continuity plan that includes a resilient connection to access data, process transactions and serve customers," said Pat Hannon, chief revenue officer of Global Capacity. "With the wireless backup option, Global Capacity's customers can rest assured that they have a cost-effective, resilient connectivity service with failover and the ability to have applications continue to perform in the event of an outage. It's instant, secure and seamless."

Global Capacity has added 4G wireless connectivity to its One Marketplace platform to provide nationwide coverage at competitive rates. The optional wireless backup service provides businesses with an affordable, high-speed connectivity option in locations that would otherwise require more expensive T1 backup services.

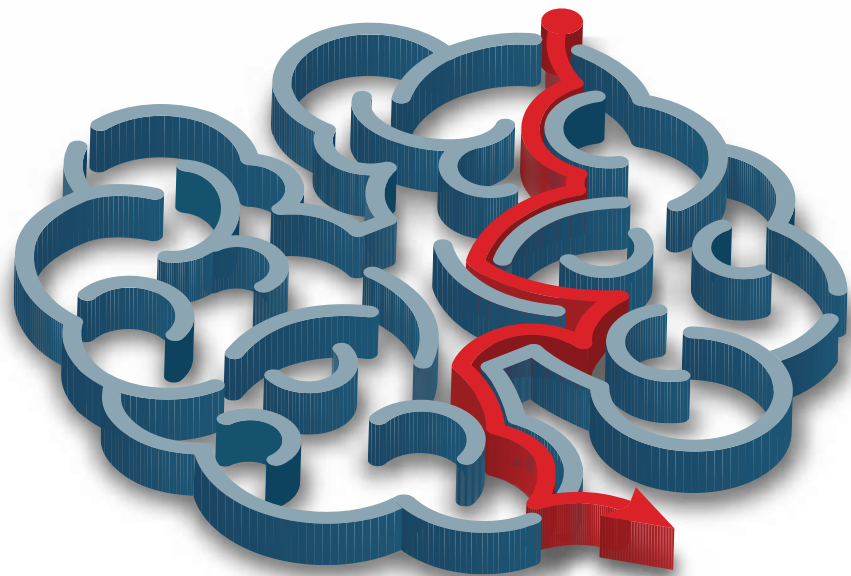
Global Capacity customers can leverage the new 4G LTE service as backup for their Ethernet, T1 or DSL connections. The 4G LTE wireless broadband access delivers asymmetric services with up to 10 Mbps download speeds providing real-time responsiveness to support videos and large file transactions.

Global Capacity is a connectivity-as-a-service company that improves the efficiency and reduces the cost of data network services globally. Through its One Marketplace, the company brings together customers and suppliers with an automated platform that

provides ubiquitous network solutions that deliver on its brand promise of Connectivity Made Simple. Global Capacity delivers its innovative solutions to telecommunication carriers, managed service providers, application service providers and enterprise

customers throughout the world. □

To learn more about Global Capacity's wireless backup with managed failover services, visit www.globalcapacity.com and see the Wireless Backup Data Sheet.



SMART FUNDING FOR TODAY'S TECHNOLOGY COMPANIES

Working capital. No personal guarantee.

Thermo Credit focuses on funding well-run companies in every segment of the technology industry. We are able to deliver funding, insight, and strategic opportunities that foster growth for both traditional companies and those on the cutting edge.

THERMO
Credit, LLC

Asset Based Loans
Accounts Receivable Financing
Factoring

1-504-620-3316
www.ThermoCredit.com

Booth #323

THE INCOMPAS SHOW OPENING RECEPTION

Attendees of the Spring 2016 INCOMPAS Show enjoyed meeting new people, finding old friends, networking and sampling delicious appetizers and beverages during the Taste of D.C. welcome reception.



Berge Kaprelian
Group Publisher
berge@bekapublishing.com

Bruce Christian
Editor-in-Chief
INCOMPAS Dailies
bruce@bekapublishing.com

Percy Zamora
Art Director
percy@bekapublishing.com

Photos by
Yossi May
Christie's Photographic Solutions



Beka Publishing

Berge Kaprelian
President and CEO

Neil Ende
General Counsel

Jim Banks
Business Accounting

Corporate Headquarters

745 N. Gilbert Road
Suite 124, PMB 303
Gilbert, AZ 85234
Voice: 480.503.0770
Fax: 480.503.0990
Email: berge@bekapublishing.com

© 2016 Beka Publishing. All rights reserved.
Reproduction in whole or in any form or medium without express
written permission of Beka Publishing is prohibited.

FLEXIBLE VOICE, MESSAGING AND CLOUD-COMMUNICATIONS SOLUTIONS FOR CARRIERS AND BUSINESSES.

Toll Free Origination

Domestic and International Termination

SMS & MMS: A2P - P2P - M2M

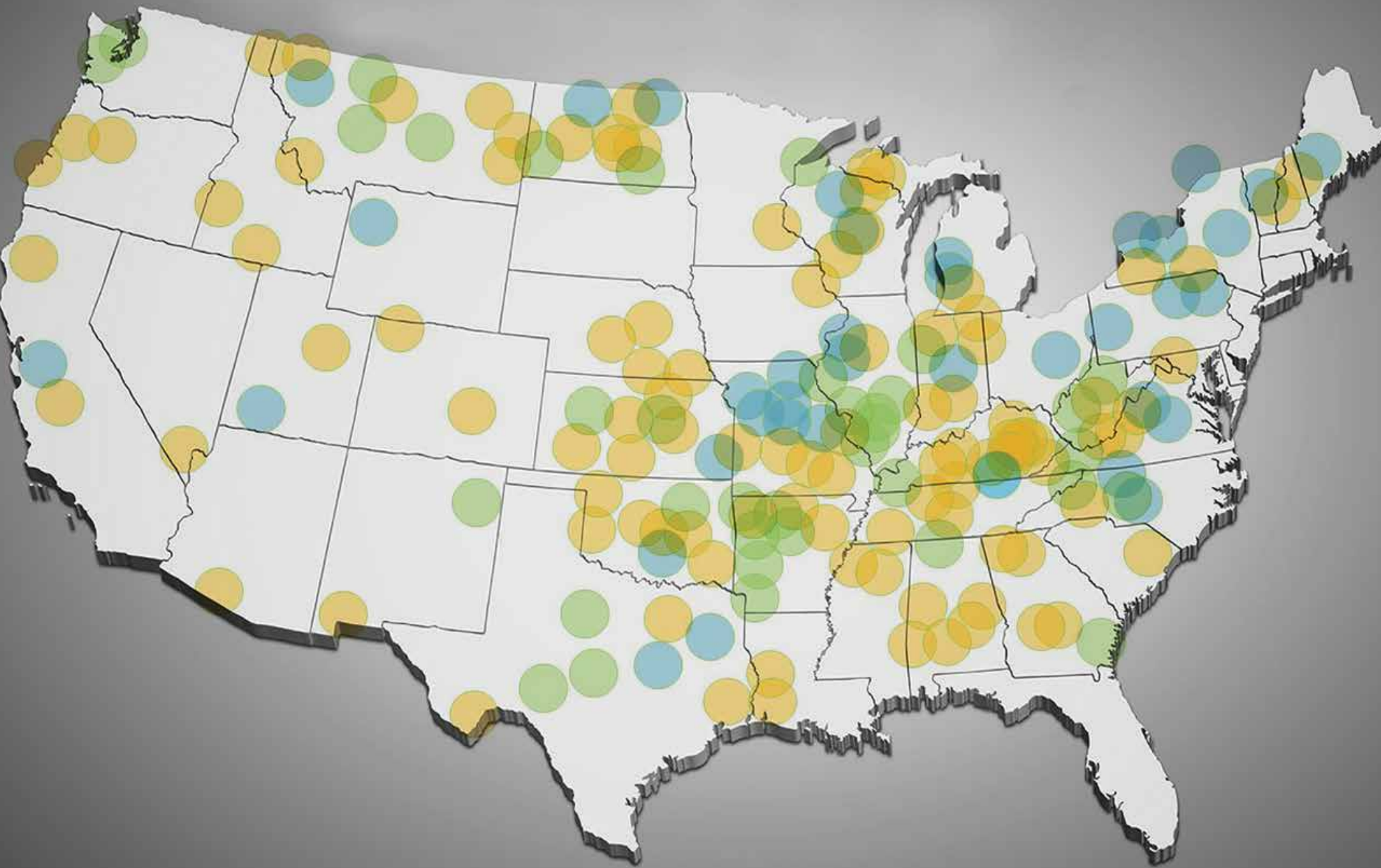
Experience the Impact Telecom Difference!

Expansive network | Dependable quality | Dedicated account management



866-557-8919
sales@impacttelecom.com
www.impacttelecom.com

ANPI CONNECT



ANPI Connect provides an answer to call quality and call completion issues that have plagued the ILEC community for years. ANPI Connect provides ILECs with the purest direct interconnection and a network efficiency ratio above 98%. Learn how to establish a direct connection with ANPI by calling (877) 366-2674 or visiting anpi.com/connect.