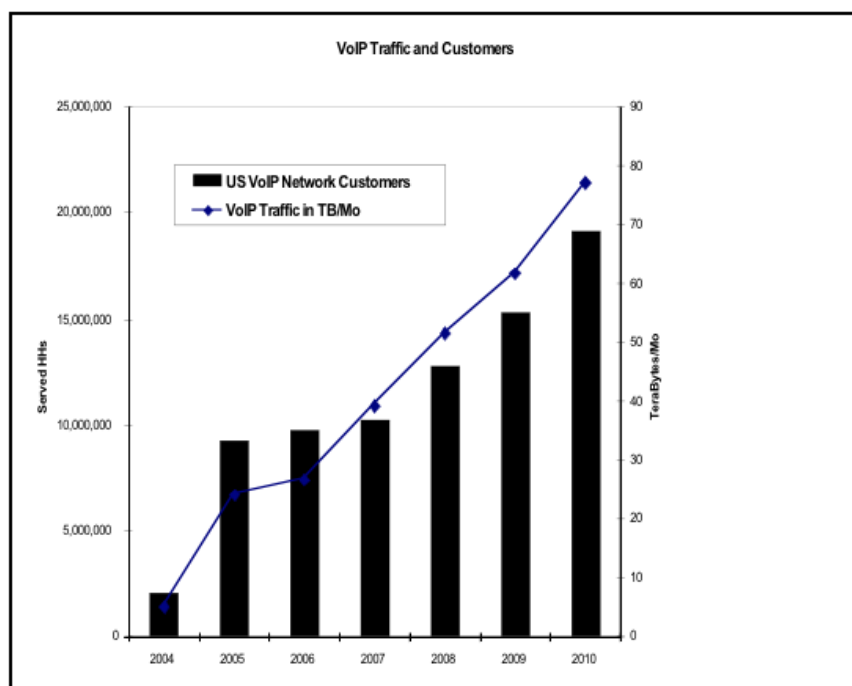


# VoIP Monthly Newsletter

Vol. 4 No. 12

December 2006

## Forecast of VoIP Traffic and Customers in the U.S.



Source: IGIC and B&C Consulting

## TOP NEWS

### Nokia launches new platform to block peer-to-peer file sharing and VoIP

Nokia plans to unveil a platform to help operators block certain data services, like peer-to-peer file sharing and VoIP calls. This centralized solution would be a software upgrade to

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the Nokia Flexi Intelligent Service Node (ISN). Roberto Loiola, vice president of marketing and sales for networks at Nokia, said that due to the popularity of high-speed mobile data access, operators are trying to make optimum use of their networks when peer-to-peer applications increase traffic load. The Nokia Peer-to-peer Traffic Control solution would help operators structure their businesses and be more competitive by prioritizing their preferred partners' traffic, increasing their return on investment. It enables Nokia's Flexi ISN to identify data traffic and allows operators to utilize network resources optimally.

### **American Telecom Services signs deal with Broadband National to provide 'one-box-solution'**

A provider of "Pay 'N Talk" phones, American Telecom Services, has signed a deal with online marketing firm Broadband National to enable the two firms to provide a "one-box-solution" of Internet services. This is the first occasion when the two firms have joined hands to provide consumer phones bundled with broadband services and VoIP. The CEO of American Telecom Services, Bruce Hahn, said that the firm wants customers to utilize the benefits of Internet calling, and this deal with Broadband National would be a step in that direction, as it will provide eligible users with the choice of buying high-speed services from any broadband provider. Users would be able to make inexpensive VoIP calls via the provider's broadband network and save hundreds of dollars every year.

### **NTC gives green light to phone-to-phone Internet calling services**

Thailand-based National Telecommunications Commission (NTC) has finally decided to allow ISP licensees to offer phone-to-phone VoIP call services by opening the market to phone-to-phone Internet calling services. Those ISPs without an Internet license

will have to apply for one before providing the services. NTC earlier allowed its Internet service licensees to provide VoIP calls only from PC to PC and from PC to mobile or fixed-line telephone. The NTC, as per its interim numbering plan, allocated a "06" prefix for providing VoIP services from phone to phone. Current VoIP service providers of PC-to-PC and PC-to-phone include True Internet, TT&T, and CAT Telecom. NTC is likely to unveil the official numbering plan next month.

### **Centennial announces launch of Aptus in Puerto Rico**

Centennial Communications introduced Aptus, its broadband telephony service in Puerto Rico. The service has specially been made for business and commercial customers. In the Caribbean, the company will concentrate more in VoIP and will invest a 1,300 route-miles fiber connecting 1,800 buildings. The company's CDMA2000-based wireless networks will be upgraded with Evolution Data Optimized (EV-DO) technology. The company also plans to launch mobilePBX telephony service, developed along with BroadSoft and Atreus. Aptus will provide control over all voice communications through a single and integrated VoIP platform.

### **Firetide announces release of Wi-Fi access control software**

Firetide Inc. announced the release of its HotView Controller software. It is designed to deploy, manage, and secure a dynamic mobile architecture. This software allows a diverse range of mobile applications like uninterrupted VoIP calls across multiple IP domains, video surveillance on moving vehicles, mobile Wi-Fi access for public transportation customers, and more. The HotView Controller software functions on Linux-based PCs. This software also uses advanced mobility controls, which enable Ethernet devices like computers, surveillance cameras, and mobile data terminals, among others, to be connected to the wireless mesh

network even in the case of the devices moving from one stationary mesh node to the other at rapid speeds. HotView Controller also provides mobility for Wi-Fi clients like laptop computers and VoIP phones.

## SERVICES

### **Voxpath announces release of Harmonica Complete hosted VoIP service to Houston area businesses**

Voxpath Networks Inc., a provider of hosted VoIP telephony solutions for small businesses, announced that it has reached agreements with several Houston-based telecommunications and IT providers to distribute Harmonica Complete services to small businesses throughout the Greater Houston market.

An advanced, hosted VoIP solution, Harmonica Complete provides customers with complete end-to-end communications services, including the phone system; expanded local, long-distance, and international phone service; and broadband access services. Harmonica Complete offers a full range of enhanced small-business features, such as advanced voicemail, group call routing, "Find Me" capabilities, music on hold, configurable line and extension status keys, multilocation support, and virtual receptionist.

These elements are bundled into a single-source solution to give small businesses a comprehensive, robust communications system for a fixed monthly fee. In addition, Harmonica Complete customers enjoy a highly efficient and user-friendly system, and do not have to worry about managing or maintaining complex premises-based communications systems or trying to decipher complicated monthly phone bills.

"We are genuinely excited to serve Houston, one of the most growth-oriented markets in the country," said Carey Balzer, president and chief executive officer of Voxpath.

"We are fortunate to join forces with several of Houston's most accomplished and successful IT professionals and resellers in delivering Harmonica Complete services to the market. They have a long history of working with small businesses throughout the Houston area, and agree that Harmonica Complete is a compelling solution that addresses the unique needs of small business by delivering higher functionality at a price point substantially lower than competing premise-based and service provider solutions."

According to one Houston-based communications dealer, Harmonica Complete should be well received by local businesses.

"Our company is focused on providing products and applications that assist customers in streamlining their business while still delivering powerful tools to increase their bottom line," explained W. Austin Stanton, vice president of Regency Tele-Com Corporation. "We have observed that there is a definite requirement from small business owners to have high-end applications that are normally found in a full featured telephone system. Voxpath's Harmonica Complete service addresses these demands quite well. As a hosted solution, it takes all of the headaches and capital investment out of the equation and hand delivers a well-rounded, feature-rich solution, as well as eliminating the need for a capital investment in communications technology."

Harmonica Complete is available through authorized dealers in the Austin, Dallas, Fort Worth, and Houston markets. To locate a dealer, please visit [www.harmonicaphones.com](http://www.harmonicaphones.com).

### **Voxpath Networks announces 911/E911 support for Harmonica Complete small-business VoIP services**

Voxpath Networks Inc., a provider of hosted VoIP solutions for small businesses, has announced a relationship with Intrado Inc., a provider of integrated data and telecommunications solutions, to expand 911

and E911 emergency service coverage nationally to support the market launch of its Harmonica Complete hosted business telephone services.

This relationship allows Voxpath to expand market coverage of Harmonica Complete services efficiently without compromising the core reliability of its hosted services.

"Providing clear and instant access to emergency services was one of our top priorities when we first developed the Harmonica Complete solution," explained Carey Balzer, president and chief executive officer of Voxpath Networks.

"Our relationship with Intrado leverages their particular expertise in routing emergency calls to the proper local authorities, giving our customers the comfort of knowing that their calls will reach the proper local emergency services agency should the need ever arise."

Voxpath, a member of the National Emergency Number Association (NENA), has been a strong proponent of providing first-class emergency services in the VoIP environment. As part of this advocacy, Voxpath developed its core technology to immediately pinpoint the location of every 911 call made on its system.

### **AccessLine opens Virginia market for new retail SmartVoice VoIP service**

AccessLine Communications, a provider of hosted VoIP services, announced the availability of its new retail version of SmartVoice Service for business in Virginia. SmartVoice, the company's hosted VoIP service that delivers the benefits of advanced business telephone service at a fraction of the cost, is specifically designed and built for small and midsized businesses (SMBs) and offers as much as 50 percent savings over traditional business phone service rates.

Combining local, long-distance, and toll-free phone service with no need for the purchase of any phone equipment, AccessLine's

SmartVoice Service delivers savings while making it easy for customers to transition from their current legacy phone service.

"The increasing demand for our SmartVoice offering across the U.S. is continuing evidence of the need for voice services products specifically designed for the SMB market," said Doug Johnson, CEO at AccessLine. "AccessLine's SmartVoice Service eliminates the on-site administrative requirements of a voice system and, unlike other VoIP products available today, supports an organization's legacy phone investment to further reduce the overall expenditure of upgrading telecom infrastructures. We remain dedicated to making it easy for SMBs to adopt feature-rich VoIP services to meet today's business requirements."

Concurrently, AccessLine is pleased to announce a partnership with Telecom Players Inc., DBA Telecom Arena, as an AccessLine authorized SmartVoice Dealer serving the Richmond, Virginia, market. Telecom Arena provides an online telecommunications directory for telecom customers, agents, and service providers that features cost-effective solutions for VoIP, local and long-distance, international calling, and T1 integrated services.

"Previously, our customers had to undergo time-consuming and resource-draining system upgrades to leverage the cost savings of today's most advanced communications services, such as VoIP," noted Lisa Kaye, vice president of marketing and agent channels at Telecom Arena.

"AccessLine's suite of telecom offerings allows smaller organizations to adopt the same comprehensive communications services enterprises have been leveraging for years. Moreover, the company's hosted approach significantly reduces the administrative time required to install, rollout and manage these services."

For more information, please visit [www.telecomarena.com](http://www.telecomarena.com).



**Coms launches VoIP service with 2 million numbers**

Coms plc has switched on its Internet Telephone network for UK public use.

Unlike Skype, Coms will work on all devices that support the SIP protocol, which is recognized as the international standard for VoIP networks, bringing simple, cheap Internet telephone service to a wide range of PDAs, mobiles, and landlines Coms lets each customer select his own free UK personal number from a range of 1.4 million Ofcom-allocated numbers in the top 178 UK geographic area codes by population. Incoming calls are free and calls between Coms users are also free. Coms charges low rates to UK phones, mobiles, and international destinations, and for enhanced messaging services. There are already over 2 million British households using the Internet to make calls. Further, SIP is becoming standard in most portable devices. By 2008, most mobile phones and PDAs will be able to receive VoIP calls from the nearest wireless hotspot. "This mass saturation will enable people to make cheap calls wherever they can get onto a Wi-Fi hotspot, giving the networks a real run for their money," said Terry Martin, CEO of Coms.

"Integration of Coms numbers with existing handsets will be the linchpin of this sector," said Richard Bennett, corporate development officer of Coms. "Our phones are reminiscent of mobile handsets which brings users a sense of familiarity that will drive the uptake of our service – users will quite literally take their landline with them."

Coms will offer its service and special Internet phones through the company's online shop ([www.coms.com](http://www.coms.com)).

**Eastern Telecom deploys NexTone IntelliConnect System to expand VoIP services for wholesale carrier and enterprise customers**

Eastern Telecommunications Philippines Inc. (Eastern Telecom), a full-service provider

of world-class communications services, has deployed the NexTone IntelliConnect System to support the expansion of its VoIP services business, including wholesale services for carriers throughout the Philippines and tailored VoIP solutions for thousands of enterprises worldwide. Eastern Telecom marked NexTone's 500th customer in July 2006.

The telecommunications provider is using the NexTone Multi-Protocol Session Exchange (MSX) and the NexTone Real-Time Session Manager (RSM) to support its significant investment in the Philippines' first national all-IP network. NexTone's IntelliConnect System will bring Eastern Telecom new efficiencies in managing its vast network by enabling the provider to control all aspects of its network interconnects for real-time IP services and applications, including end-user policies, service connectivity, multivendor interoperability, and traffic management.

The NexTone MSX provides Eastern Telecom with the flexibility and scalability required to ensure consistent Quality of Service (QoS) and security within its VoIP network. Eastern Telecom is deploying the MSX edge device with NexTone's RSM in the network core. NexTone's RSM provides centralized QoS and SLA management and traffic engineering to VoIP and IMS networks. With the NexTone RSM, Eastern Telecom has the ability to optimize service quality and exchange, secure, and bill for the VoIP calls flowing through its interconnections.

Eastern Telecom chose NexTone's IntelliConnect System because of its industry reputation as the leader in VoIP peering. NexTone's unique Dynamic Policy Management (DPM) technology enables Eastern Telecom to automatically control interconnects used by real-time sessions. NexTone's DPM technology combined with the NexTone Real-Time Session Manager will enhance Eastern Telecom's VoIP peering quality, capacity, and availability. The NexTone IntelliConnect System's advanced

session routing capabilities will also allow Eastern Telecom to route traffic between multiple peering exchanges with the least cost, best quality, and most profitable routing to create an expanded community of carrier customers.

### **International VoIP origination services provider Voxbone joins Voice Peering Fabric**

Voxbone, a provider of international VoIP origination services to carriers, ITSPs, calling card operators, call centers, and other businesses, announced that it has joined Stealth Communications' Voice Peering Fabric (VPF) to enable it to exchange voice traffic directly with other VoIP providers.

As a VPF member, Voxbone can now interconnect with carriers and enterprises to buy, sell, and peer DID/termination services across a private network. Additionally, through the use of the VPF ENUM Registry, Voxbone can now send and receive calls with VPF members directly, completely bypassing the public telephone network and the public Internet.

"We are committed to providing our customers with the highest levels of service quality combined with highly competitive pricing," said Rodrigue Ullens, cofounder of Voxbone. "Joining the VPF is consistent with both of these goals."

Voxbone leases international VoIP virtual phone numbers and worldwide origination services via VoIP to organizations in North and South America, Europe, and Asia/Pacific regions. It delivers high-quality call origination and provides the global infrastructure that enables its customers to expand to international markets quickly and efficiently. Using either direct inbound dial (DID) or virtual numbers from Voxbone, for example, customers may receive inexpensive, locally dialed phone calls from 50 countries and 4,000 cities throughout the world.

"Voxbone is an excellent addition to the VPF community," said Shrihari Pandit, president and CEO of Stealth Communications Inc. "Voxbone is a recognized leader for international

origination services to the service provider and business markets. Its participation in the VPF enables many of our members to gain access to international markets quickly and securely over the fabric."

Located in nine US cities and London, the Voice Peering Fabric has become the preferred platform for service providers, enterprises, and government agencies to buy, sell, and peer VoIP traffic and telephony services. VPF is designed as a private voice Internet and functions as an exchange or meeting point for its members to establish peer-to-peer connections in a secure, quality-of-service environment. At current levels, traffic on the VPF is expected to surpass 100 billion minutes, up from 18 billion minutes in 2005.

### **Talkster Network bridges mobile and VoIP services**

Business mobility company Talkster Inc. unveiled a groundbreaking VoIP network that allows users to place calls from ordinary mobile phones to traditional and next-generation voice services. As an important component of the company's forthcoming enterprise communications service, the Talkster network connects mobile phones to VoIP networks and devices without phone numbers, such as IP-PBX office phones provisioned inside a corporate IP network.

To demonstrate this network capability, Talkster is offering an individual user beta service that substantially cuts the cost of international long-distance and roaming, and is also the first service to enable mobile phones to call instant messenger with voice services such as MSN and Google Talk. The Talkster beta service can be used by the widest number of mobile phones without requiring software, special networks, or convoluted calling methods. During this beta, calls to instant messaging services are free. People can sign up at [www.talkster.com](http://www.talkster.com) and start using the beta service today.

The Talkster beta service and the company's international network of access points adapts to calling, long-distance, and roaming plans worldwide, making it possible to lower costs on any calling plan with simple direct outbound or callback calling options. Such features will be of particular value to the nearly 400 million Europeans with mobile phones in the 25 EU countries. Today these European callers can realize cost savings immediately, and stand to realize even greater savings after the enforcement of new European Union roaming regulations expected in 2007.

"Today Talkster launched its network, but soon businesses will have a comprehensive solution from Talkster to give them unprecedented control over the mobile communications services and devices their employees use," said James Wanless, president and chief operating officer of Talkster. "The first step in rolling out this solution is unveiling this network and the capabilities and intelligence we built into it. Beyond mobile VoIP and Voice over Instant Messaging, Talkster is also demonstrating the future potential of contact presence as well as the ability to use our VoIP network for long distance and roaming cost savings that works in a truly global fashion."

Talkster architected its VoIP and presence network with patent-pending intelligence to reduce the cost of mobility while increasing workforce productivity. The Talkster network utilizes Web services to integrate and manage calling services, and to provide contact presence features — used by instant messaging services to indicate a person's online status — to drive a dynamic contact list, features that will be enhanced in the enterprise version. When released next spring, Talkster's full-featured voice and text communications solution for enterprises will consolidate the many different work and personal communications services and phone numbers already being used by employees into a centrally managed, policy-based service used from a basic mobile phone.

"Talkster's VoIP services are a good example of Voice 2.0 — the marriage of web services and telecom," said Rebecca Swensen, research analyst for VoIP Services at IDC. "Talkster's beta service differentiates itself from other mobile VoIP companies by using web services to increase functionality, usability in more countries, and extending service capability to a large number of mobile devices."

The Talkster beta service is open to users worldwide at [www.talkster.com](http://www.talkster.com). Enterprises interested in Talkster's forthcoming enterprise service can send an email to [enterprise@talkster.com](mailto:enterprise@talkster.com). Resellers and system integrators interested in adding Talkster's enterprise mobility service to their portfolio of top-selling solutions can send a request for more information to [partners@talkster.com](mailto:partners@talkster.com).

## NEW PRODUCTS

### **Telchemy launches distributed application for enterprise VoIP, IP videoconferencing, HD telepresence pre-/post-deployment test**

Telchemy, Incorporated, a provider of voice- and video-over-IP performance management technology, announced the release of DVQattest/EN, a powerful active test tool for voice-over-IP, IP videoconferencing, and HD telepresence service assurance. DVQattest/EN uses Telchemy's VQmon technology to provide network assessment, predeployment testing, SLA monitoring, and advanced network troubleshooting for enterprise networks.

DVQattest/EN comprises a powerful software agent that can generate 200 concurrent VoIP streams, 20 concurrent high-definition 1080p simulated IP video streams, and a range of network diagnostic tests, with an intuitive interactive application for configuration and reporting. The DVQattest agent is highly advanced, yet compact enough to be integrated directly into network equipment.

In predeployment test mode, DVQattest generates VoIP and IP Video streams that

closely match actual traffic, which ensures that test results are representative of conditions expected after deployment. In SLA monitoring mode, DVQattest generates occasional test calls that have minimal effect on the network but allow accurate measurement of service levels. For network troubleshooting, DVQattest generates short active test sequences that help to diagnose typical Ethernet, switch, and router problems.

“DVQattest/EN is ideal for today’s Enterprise looking to take advantage of new IP-based voice and video services,” said Alan Clark, Telchemy’s CEO and president. “This new tool meets the immediate need for VoIP deployments, and supports emerging technologies such as HD telepresence and IP Videoconferencing.”

Telchemy’s VQmon/SA-VM video analysis technology reports TVQM video quality metrics, including MOS-V, MOS-AV, I/P/B frame statistics, and other diagnostic data. It monitors the quality of IP video streams, which can be unidirectional or bidirectional, with programmable image size, frame rate, GoP structure, and codec type. For VoIP, DVQattest/EN uses Telchemy’s VQmon/SA technology to analyze and report listening and conversational quality MOS scores and a wide range of diagnostic data.

DVQattest/EN is available as software for license to OEMs and network equipment vendors.

### **Cantata Technology introduces new release of software-based media server to drive new VoIP and IMS services**

Cantata Technology, an independent provider of enabling communications technology, introduced a new version of its SnowShore IP Media Server, with video and voice features optimized to power the industry’s most robust set of VoIP messaging, conferencing, and video-sharing applications. By delivering unprecedented capacity for high-

performance processing of video streams for multimedia and messaging applications, along with advanced collaboration features for voice- and videoconferencing applications, Cantata enables service providers to rapidly develop and deploy new revenue-generating services.

Cantata Technology was established in 2006 through the combination of Brooktrout Technology and Excel Switching Corporation.

### **Sonim mobile VoIP push-to-talk service validated on Symbol Technologies mobile computers**

Sonim Technologies, a provider of high-performance mobile VoIP and IMS-based applications for mobile data networks, announced that its push-to-talk (PTT) service for Symbol Technologies’ MC70 Enterprise Digital Assistant (EDA) has been “co-validated” through Symbol’s Solution Validation Program, and is granted the SymbolPLUS Validated logo. Symbol and its more than 12,000 global PartnerSelect members now have immediate access to Sonim’s managed VoIP services to offer their mobile workforce customers the option of adding rich voice collaboration tools to the existing utility of Symbol mobile computers.

Sonim’s end-to-end PTT service is fully compliant with the new Open Mobile Alliance (OMA) PTT-over-Cellular (PoC) 1.0 standard for PTT interoperability and offers best-in-class functionality for the mobile workforce market segment. The solution presents mobile workers with an intuitive presence-enabled contact list, enabling the initiation of 1-to-1 and group PTT calls to coworkers and managers that are available for immediate collaboration, and is offered by Sonim as a remote managed service that delivers a high-quality voice experience over both GSM and Wi-Fi networks — enabling ubiquitous coverage for workers both inside and outside of the enterprise environment.

“Sonim’s PTT service is a valuable addition to Symbol’s portfolio of mobile



workforce tools as it leverages the power of VoIP to enhance team-based collaboration in the field,” said Patrick McCullough, vice president and general manager of Symbol’s Solutions Division. “The agreement with Sonim will help our customers maximise the benefits of PTT using our ruggedised mobile computers — including the MC70 EDA — that can be taken into harsh environments.”

“Symbol’s global customer and PartnerSelect community represents the leading-edge in the deployment of mobile workforce productivity solutions, the precise market that Sonim has identified for initial adoption of OMA PoC services. Industry analysts suggest the global market for PTT will grow to USD 10.1 billion by 2008, so we believe that the Symbol PartnerSelect community will find immediate revenue opportunities by delivering Sonim’s solution,” said Paul Longhenry, VP business development at Sonim. “We are excited about the opportunity to supply our PTT service through Symbol’s partners and intend to add support for additional Symbol mobile computers in the coming months.”

### **Network Physics delivers integrated voice and application performance management with NetSensory Solution Insight for VoIP**

Network Physics, a provider of real-time application performance insight, announced the new NetSensory Solution Insight for VoIP, which integrates VoIP call quality metrics into the more than 60 network and application performance metrics already offered by NetSensory application performance appliances. Managers struggling to make their networks support VoIP can now drill down from standard voice quality metrics to discover the network conditions responsible for call degradation, or monitor the impact of other enterprise applications on VoIP traffic and vice versa, all in real time. Unlike competing products, which require complex deployments and data collection from hundreds of devices and handsets, the NetSensory

Solution Insight for VoIP is an option for the simply installed NetSensory appliances, which require only a simple SPAN/mirror port or tap connection.

“Many enterprises have already implemented voice over IP: if not full deployment, then a pilot program to become familiar with the challenges of this technology,” said Jeffrey Nudler, senior analyst, Enterprise Management Associates. “One of the challenges they found is the inadequacy of their management tools, which aren’t able to deal with a converged network. Call managers offer no insight into the network causes of call degradation, and traditional network management tools don’t deliver all the metrics required to judge call quality. Tools like NetSensory that can give voice and network managers common ground for problem solving, without adding yet another layer of management complexity, are sorely needed to advance VoIP in the enterprise to the next level.”

“2007 will be the year of VoIP monitoring for us,” said Deb Garrod, director of IT Shared Services US at OMD, a media communications specialist. “So we’re really excited about the NetSensory Solution Insight for VoIP. Our NetSensory appliances have already made a huge difference in our ability to proactively manage data applications on our network. I fully expect that adding industry-standard voice metrics to NetSensory, as this Insight does, will give us the same advantage for voice applications, and play a major role in our network convergence efforts worldwide.”

“Our main business focus is helping customers with the convergence of voice, data, video, and Internet technologies,” said Paul Griswold, president and CEO at Finger Lake Technologies, a leading Cisco VoIP solutions provider. “The NetSensory Solution Insight for VoIP holds a lot of promise for us. Not only will it make it easier to evaluate customer network needs when it comes to VoIP implementations, but its graphical presentation of the relationship

between network performance and voice quality will help us vividly demonstrate the need for and benefits of the solutions we recommend, as well as easing the customer's management of day-to-day VoIP operations.

As a traditional telephone company and a supplier of VoIP / SIP Trunks, we'll use the NetSensory Solution to evaluate our internal network to provide the best service possible. All this will add up to increased customer satisfaction, which is key to our success."

#### *Real-time VoIP insight*

The NetSensory Solution Insight for VoIP is the latest application of Network Physics' unique Insight technology. Insights are easy-to-use, point-and-click action guides that incorporate problem-solving best practices extracted from hundreds of customer cases in a wide range of industries.

They enable IT staff to quickly solve application performance problems by integrating a wide range of metrics into meaningful diagnostic patterns, so that users can drill down from a high-level business view to network and application details.

The NetSensory Solution Insight for VoIP exploits the integration capabilities of Insight technology to combine standard voice quality metrics such as listening, conversational, and transmission quality MOS scores, R-values, and others with the more than 60 network and application performance metrics offered by NetSensory appliances.

Delivered as a software option for these appliances, the NetSensory Insight for VoIP provides real-time insight into call quality (both ongoing and completed), with the ability to drill down to the underlying network conditions that govern call quality.

Network managers can also view voice traffic in network terms and see its impact on other enterprise applications.

This unified view of voice traffic as just another application on the network gives voice and network professionals the ability to

communicate effectively and collaborate efficiently to solve VoIP problems.

The NetSensory Solution Insight for VoIP possesses three key advantages over competitive products:

1) Single-arm deployment: Unlike other solutions, which require connection to, data from, and management of hundreds of handsets and call managers, the NetSensory Solution Insight for VoIP, as a software option for standard NetSensory appliances, can monitor call quality from a single SPAN/mirror port or tap.

The Insight automatically uses RTCP-XR call management data if such is detected, but this is not necessary for core functionality.

2) Real-time visibility of call quality and related network and application metrics: Data is gathered from actual traffic, and NetSensory's ability to correlate signaling and media data (call setup and call activity), and to monitor multiple channels (e.g., inbound and outbound, calling and listening) yields immediate insight into call quality and the impact of network conditions on it. In addition, NetSensory can even monitor the quality of encrypted calls, as long as the headers are transmitted in clear.

3) An extensible architecture: Implementations can easily be extended to cover distributed environments, and data from other VoIP products (e.g., the caller name supplied by a call manager) can be integrated to extend the reach of the solution. (Resellers can easily modify any NetSensory Insight to match specific customer needs using the NetSensory Insight Builder.)

With the NetSensory Solution Insight for VoIP, IT Managers can:

- Manage VoIP like any other application on their network
- Baseline their network in preparation for VoIP rollout, and monitor the impact of voice on the network, and vice-versa, during implementation. This is impossible with solutions that require management data from other

devices, rather than the single-arm implementation of the NetSensory solution.

- Plan efficiently for future VoIP capacity and investments
- Escalate trouble tickets within VoIP providers using detailed information about the actual causes of call degradation
- Communicate the business impact of VoIP implementations to non-technical managers

"Network Physics continues to provide the missing link in application performance by further extending the capabilities of our Solution Insights to tackle the challenges of VoIP," said Kenny Frerichs, president and CEO of Network Physics. "By eliminating much of the guesswork, confusion and challenges that are prevalent with VoIP today, NetSensory enables managers to treat VoIP as just another application on the network. This makes NetSensory a unifying force across both the voice and network domains, which sets our VoIP offering apart from other solutions."

NetSensory Insights are available as part of the company's family of NetSensory application performance management solutions. The NetSensory Solution Insight for VoIP is available at the end of December from Network Physics' authorized reseller partners. The solution starts at \$4,995 US Suggested List Price, for a capability of up to 100 concurrent calls, or about 600 handsets, as an option to any NetSensory appliance (excluding the NP-Director). For a limited time (through March 31, 2007), the NetSensory Professional appliance is available with a special edition of the NetSensory Solution Insight for VoIP (up to 50 concurrent calls, or about 300 handsets) at no additional charge, giving customers a combined voice and data application performance management solution for \$9,995 US Suggested List Price. For more specific product information about Network Physics' NetSensory Insights, please visit [www.networkphysics.com/products/overview.shtml](http://www.networkphysics.com/products/overview.shtml).

## PARTNERSHIPS

### **Charys Holding Company subsidiary partners with ShoreTel to bring next-generation VoIP solutions to businesses**

Charys Holding Company Inc.'s ("Charys") subsidiary, Method IQ Inc., and ShoreTel Inc., a provider of enterprise IP telephony, announced that they are partnering to bring the benefits of next-generation voice technologies to business in the Southeast. Method IQ is now using ShoreTel's award-winning ShoreTel 6 IP PBX platform to create cost-effective business phone systems that can bring voice and data together in powerful ways, including voice-and-data conferencing and virtual contact centers.

IP voice systems reduce voice signals to standard Internet Protocol data packets, so conversations can run over data networks. This eliminates the need to build and maintain two separate networks, and enables business applications that combine voice and data. It also gives voice the routing flexibility and location independence that makes a Web site on another continent seem closer than the shop next door.

"Thanks to the simplicity and reliability of ShoreTel's IP voice technology, convergence is no longer restricted to the bleeding edge," said Aaron Masih, Method IQ's vice president of strategy and marketing. "It is now a practical alternative for businesses of all types, sizes and geographic configurations. Voice and data are moving inexorably together, and ShoreTel's unique IP voice systems are now giving our customers a head start on the future as well as the competitive advantage today."

"We are delighted to welcome Method IQ to the ShoreTel team of channel partners," said Joe Vitalone, ShoreTel's vice president of sales and business development. "Unlike traditional phone systems, IP voice is extremely flexible and provides endless opportunities for customization and adding value. However, this requires intimate knowledge of specific

customer needs, which we rely on our channel partners to possess. Method IQ is not merely installing our products, but also elevating the business phone system from a taken-for-granted utility to a productivity-boosting environment.”

The applications bundled into the enterprise-class phone system include voicemail, an automated attendant, automatic call distribution, call detail recording, unified voicemail, and desktop call control. Everything is accessed from the same intuitive Windows-based interface, making the system very easy to use and manage.

#### *Multiple locations, one phone system*

The ShoreTel voice communication system and all of its applications operate across multiple sites, so businesses with more than one location leverage a single phone system.

Calls are automatically routed among sites, enabling receptionists and assistants at one office to transparently field incoming calls for another. Interoffice calls that extend beyond the local dialing area bypass toll and long-distance carriers and “ride for free” on the data network.

Users interact with the ShoreTel system through a Windows-based Personal Call Manager application and can check the presence of other employees anywhere on the enterprise network before placing or transferring calls to them. Integration with Microsoft Outlook enables automated point-and-click and dial-by-name dialing.

When calls come in for people not currently present on the network, ShoreTel Smart systems can check outlook calendar information before deciding how to handle the call. This is one of many features that makes the ShoreTel system particularly adept at supporting increasingly mobile workforces.

“ShoreTel’s IP voice communication system is user-centric, associating phone numbers with people, not offices,” said Masih. “Your calls find you whether you are at your

desk, working at a branch office, or using a PC-based softphone at home, in a hotel room or some other remote location.

You give out a single contact number and have a single voicemail box, eliminating a lot of redundant phone calls and duplicate messages. And you get to use a consistent voice environment, wherever you want to work.”

#### *Better Conferencing and Contact Center Options*

Method IQ and ShoreTel also offer conferencing and contact center solutions that integrate with the ShoreTel system, reducing costs and improving customer service.

ShoreTel’s converged conferencing combines audio conferencing with data sharing, providing a much richer communications environment for collaboration or interactions with customers. It eliminates the need to reserve time on costly conferencing services, or to engage them at all. Ad-hoc conferences can be set up as needed.

ShoreTel contact center solutions operate across multiple locations as virtual contact centers, and can do skills-based routing to match the most appropriate agent to a particular caller.

When integrated with a customer database, the system can check order status and other variables before routing the call. Supervisor tools enable agent monitoring and historical reporting of agent performance, and provide real-time statistical views.

“IP telephony represents a new voice paradigm,” said Masih. “Using ShoreTel’s unique VoIP solutions, we can minimize the disruption of this paradigm shift while providing businesses with a powerful new communications environment.”

#### **Aastra Telecom partners with BroadSoft to streamline VoIP deployments by service providers**

Aastra Telecom, a provider of traditional and VoIP communication products and systems,



announced that it has entered into an agreement with BroadSoft Inc., a provider of VoIP application software, to provide pre-integrated access solutions for hosted VoIP applications. Aastra will join BroadSoft and a consortium of other customer premises equipment (CPE) and access equipment vendors to build solutions that integrate equipment with hosted applications to simplify the integration challenges service providers face when deploying new services.

As part of the program, BroadSoft's Premier Access Solutions partners engage in joint product development, marketing, sales, and support of the BroadWorks VoIP application platform, and collaborate with each other to validate components with each new product release.

Aastra's complete line of standards-based SIP (Session Initiation Protocol) phones will now become an integral part of best-of-breed pre-integrated access solutions for telecommunications carriers and service providers that offer hosted VoIP services.

"Customers are looking for high quality, well integrated hardware and software solutions that add the most value to their business communications process," said Yves Laliberte, executive vice president of sales at Aastra Telecom. "By partnering with leading providers of application software platforms, like BroadSoft, we can offer service providers and their valued customers additional flexibility and choice in the terminals they deploy with their hosted VoIP application solutions."

"Every access component is vital in the timely delivery of new hosted voice services. That's why we are proud to add Aastra and its SIP phones to our best-of-breed access solutions," said Scott Hoffpauir, chief technology officer for BroadSoft. "Including Aastra phones as part of the pre-integrated solutions of the Premier Access Solutions program, service providers will be able to give end-users access to the BroadWorks VoIP platform features more quickly."

## CONTRACTS

### **GlobalTouch Telecom deploys Cantata Technology's IMG 1010 Integrated Media and Signaling Gateway in worldwide VoIP network**

Cantata Technology announced that GlobalTouch Telecom Inc., a provider of vertically integrated VoIP platforms, has deployed the IMG 1010 Integrated Media and Signaling Gateway in its worldwide network.

The IMG 1010 was selected by GlobalTouch due to its integrated "one box" media and signaling (ISDN/SS7) functionality, and its ability to connect the GlobalTouch VoIP network to PSTN networks around the globe. As a result, the IMG 1010 provides GlobalTouch with a high-density scalable architecture that simplifies implementation and significantly reduces operational expenses.

GlobalTouch Telecom provides organizations the means with which to enter and operate in the VoIP marketplace. Its affordable, fully integrated, ASP VoIP platform delivers services including hosted IP PBX with ACD, IP Fax, softphone, and all network services (DIDs, LNP, 911) and competitive termination rates to customers.

The IMG 1010 is an integrated media and signaling gateway that provides any-to-any network connectivity, enabling delivery of SIP services into legacy SS7/PRI networks, as well as IP-to-IP transcoding for networking peering applications.

The IMG 1010 offers the widest range of network interfaces in a compact, high-density 1U package, allowing service providers to deploy applications across fixed and mobile networks worldwide.

"GlobalTouch's selection of Cantata's IMG 1010 is reflective of the product's growing influence and strong demand among the global communications service provider community," said Marc Zions, chief executive officer of Cantata Technology Inc. "In little more than a

year of commercial availability, the IMG 1010 has already been deployed by more than 55 carriers in 20 countries spanning five continents.”

### **INX wins army contract to supply VoIP infrastructure upgrades in Kuwait**

INX Inc. announced that it has been awarded an infrastructure upgrade contract for the 160th Signal Brigade, US Army, Kuwait.

The 160th Signal Brigade, US Army, Kuwait, is the permanently assigned unit responsible for all Army communications for locations in Southwest Asia for Kuwait, Qatar, and Afghanistan.

With Voice over IP (VoIP) taking hold in the region as a result of the Voice over Secure IP (VoSIP) initiative implemented by the Defense Information Systems Agency and the certification of Cisco Systems VoIP products by the Joint Interoperability Test Command lab, the Army is now moving forward with infrastructure upgrades that are required in preparation for VoSIP communications implementation.

The infrastructure upgrade project is for the network headquartered in Camp Arifjan, Kuwait, and will replace existing Local Area Network equipment that has reached an end-of-life status.

The contract award represents approximately \$628,000 in products and services revenue for INX, including Cisco network switches, routers, VoIP upgrades, and implementation services.

Regarding the award, Roger Haney, vice president of sales, Federal Division for INX, commented, “Beginning with the initial VoSIP system that we installed in Iraq for CENTCOM in 2004 that continues to operate effectively and expand under our supervision, we continue to broaden our presence in Southwest Asia and we anticipate further expansion in this market as the need for network upgrades and voice/data convergence solutions increases with the Army’s Voice over Secure IP initiative.”

### **Danish ISP Fullrate deploys Juniper Networks solution to deliver secure DSL and VoIP services**

Juniper Networks Inc. announced that Fullrate, a new Internet Service Provider (ISP) in Denmark, has architected its entire IP core and security infrastructure from the ground up with Juniper Networks M-series routers, Secure Services Gateway 520s, and NetScreen-5GT Firewall/IPSec VPN platforms. Fullrate provides high-speed, premium DSL and voice services to business and residential customers, and the comprehensive Juniper solution, deployed by Juniper’s local partner SEC-Datacom, enables Fullrate to deliver premium services with assured quality, reliability, and security.

“As a new entrant into this highly competitive space, Fullrate had to create a world-class network that is reliable, fast and secure to attract and retain customers,” said Stig Myken, CEO at Fullrate. “The Juniper products proved to be best-in-class in both IP routing and security, enabling us to consolidate our broadband and voice services onto a single platform, streamlining our operations and reducing costs. There was no need to mix vendors to create a solution—Juniper’s superior technology gives us all we need to meet our business objectives going forward.”

Fullrate’s IP core is built using Juniper Networks M-series routers, which enable Fullrate to blend its voice and broadband data traffic onto a single network, reducing operational expenses while ensuring reliable, stable routing for a variety of services. The M-series routers deliver advanced quality-of-service and class-of-service capabilities that ensure critical services like VoIP receive the appropriate priority even in times of network congestion.

The network is secured by the new Juniper Networks Secure Services Gateway 520, a security-first platform that provides high-performance network and application-level protection. The Secure Services Gateway 520

provides Fullrate with a perfect mix of high performance, security, and LAN/WAN connectivity, and with integrated intrusion prevention capabilities is enabling them to stop worms, spyware, trojans, and other emerging malware attacks.

Fullrate's business customers and remote network locations are also protected by the Juniper Networks NetScreen-5GT appliances, which provide multiple security functions including Stateful and Deep Inspection firewall, IPsec VPN, antivirus, Web filtering, and denial of service (DoS) protection. The platform benefits Fullrate and its customers with rapid deployment capabilities that enable Fullrate to get a new device up and running for its customers without onsite IT staff and with minimal effort for Fullrate's customers.

"Juniper's flexible approach to routing and security, each portfolio with its own common operating system from top to bottom, ensures that Fullrate can scale its network without having to re-train operational staff," said Gert-Jan Schenk, vice president of operations, EMEA, Juniper Networks. "By delivering an integrated routing and security solution, Juniper enables Fullrate to create an agile, secure and flexible network that will differentiate their services in a competitive market."

## BUSINESS

### **China VoIP & Digital Telecom's subsidiary adds 30 new retail telephone calling facilities**

China VoIP & Digital Telecom Inc., through its new wholly owned subsidiary, Jinan Yinquan Technology Co. Ltd., announced that it has added 30 new retail telephone calling facilities, or "telephone cafés," in and around Shandong Province.

This brings to 50 the total number of facilities the company currently has in operation. Similar to "Internet cafés," these retail telephone calling facilities are a growing trend in China. They are extremely popular with rural citizens

who are flocking to the cities in search of job opportunities.

"With our economy growing at such a rapid pace, more and more Chinese people from rural towns and provinces are migrating to the more popular cities in search of employment and a better way of life," said Li Kunwu, president and CEO of China VoIP & Digital Telecom Inc. "These "telephone cafés" provide an ideal place for them to economically make long-distance calls to their families in a quiet, friendly atmosphere."

Kunwu said the company anticipates the 30 new centers will add approximately one million dollars in revenue in 2007. He also said the company intends to continue to expand the "telephone café" concept as it expands its VoIP service throughout the country.

Jinan Yinquan, a technology company offering VoIP services in the People's Republic of China, has been developing telecommunications solutions for China's burgeoning Internet industry for more than half a decade.

The company's proprietary NP Soft Switch IP telephone system — which enables users to access VoIP services allowing customers to use the system to make telephone calls to anyone in the world at a much lower cost than standard telephone rates — is currently available in 19 cities and 3 provinces in the People's Republic of China. The company plans on expanding into all of China with its current and future products and services.

"To understand the potential for VoIP technology in China you have to only look at the numbers," said Kunwu. "There are 1.3 billion people in the country and only 25 percent are landline subscribers. While less than 10 percent of the total population have access to the Internet that number is growing exponentially. Put the growing demand for quality, affordable telephone service with ever increasing Internet availability and it adds up to VoIP as the most viable means to satisfy that demand."

**Zhone achieves compatibility With Nortel softswitch for global VoIP deployments**

Zhone Technologies Inc., a provider of advanced communications equipment in VoIP, IPTV, and Ethernet over both copper and fiber access lines, announced that Nortel has completed compatibility testing of Zhone's MALC Access Concentrator/SLMS with Nortel's Communication Server 2000 softswitch. As a result of the successful testing, Zhone's MALC product is designated a Nortel Compatible Product and was awarded a Nortel Certificate of Compatibility.

As a broadband loop carrier, Zhone's MALC combines advanced data and video services with integrated VoIP access gateway functionality, converting voice traffic on business and residential POTS interfaces to SIP, MGCP, and H.248 VoIP protocols. The interoperable solution of the Zhone MALC and the Nortel Communication Server 2000 softswitch can help service providers deploy complete carrier-class voice networks supporting both legacy and IP-based services from a single voice architecture.

The Certificate of Compatibility for the MALC (Rel. 1.13) with Nortel's Communication Server 2000 (SN09/ISN09) is available from Nortel's Developer Program at <http://www.nortel.com/prd/dpp/product/prodpages/certs/cert1919.html>.

"Nortel's compatibility test process and Global Services offerings demonstrate to carriers the integrity of the joint solution," said Barbara Tien, Zhone's director of engineering services. "The compatibility test process afforded us a unique opportunity that has resulted in new capabilities optimized for the Communication Server 2000."

**MARKET INTELLIGENCE****In-Stat reports business VoIP users must focus on security**

With businesses poised to rapidly adopt IP PBXs and IP phones, companies need to

revamp their security strategies to accommodate VoIP, reports In-Stat (<http://www.in-stat.com>).

The number of business IP phones sold will grow from 9.9 million in 2006 to 45.8 million in 2010, the high-tech market research firm says. Many companies are not yet prepared, however, for the new security challenges inherent in the technology.

"To secure VoIP, businesses need to move away from traditional, point solutions, and evolve towards security platforms to realize the efficiencies of converged networks," says Victoria Fodale, In-Stat analyst. "Business decision-makers will need to evolve towards a unified security approach that works for converged networks and devices."

Recent research by In-Stat found the following:

- Although over 40 percent of the respondents to an In-Stat survey did not have specific plans for securing VoIP deployments, the majority did have budgets in place to do so.

- When asked to rate their knowledge of VoIP security, most of the respondents characterized themselves as "somewhat knowledgeable," the lowest rating provided on the survey.

- In larger businesses, voice and data have traditionally been managed in separate organizations, with their own devices and network infrastructures. As VoIP enters the network, these historical silos are disintegrating.

The research, "VoIP Security: Preparing for the Evolving Threat" (#IN0603250CT), examines the growth of lines for IP-PBX equipment and the type and volume of IP phones in the business segment. It also outlines the current VoIP security threats faced by businesses, and discusses emerging VoIP security threats. In addition, it analyzes the state of VoIP security in business through the results of a recent end-user survey. The scope of this research is security for VoIP technologies within a business environment. It does not cover



security for VoIP technologies in a service provider environment.

### **View results of the latest Alliance consumer telecom survey on home VoIP October 2006**

Research and Markets has announced the addition of "Consumer Home VoIP Trends Report" to their offering

This report presents findings from the latest Alliance consumer telecom survey on home VoIP trends. The survey was conducted October 17-20, 2006, and a total of 2,640 members participated.

Key questions answered in this report include the following:

- Has the home VoIP market leveled off among early adopters?
- How many respondents have used VoIP in their home over the past 12 months?
- What companies are used most for VoIP service?
- How satisfied are consumers with their VoIP service?
- What company are consumers most likely to use among consumers switching to VoIP service?
- Who are the top VoIP providers?

With this report, readers will:

- Discover the satisfaction level of home VoIP users
- Learn the top VoIP providers
- Identify the top VoIP providers in terms of customer loyalty

The authors survey their proprietary intelligence-gathering network of 9,500 accredited members on a wide range of research topics and convert the findings into valuable business intelligence reports.

These credentialed technology professionals and business executives work in over 20 vertical industries, and spend their everyday lives on the front line of technological change. Nearly three out of every five members (58 percent) have advanced degrees (e.g., Master's or Ph.D.), and 94 percent have at least a four-year bachelor's degree.

The research provides a real-time view of companies, technologies, and business trends in key market sectors, along with an in-depth perspective of the macro economy — well in advance of other available sources.

For more information, please visit <http://www.researchandmarkets.com/reports/c45569>.

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