



TANE Wraps Up Spring Training

2009 Spring Educational Symposium & Vendor Showcase

April 7-10, 2009
Mount Washington Hotel,
Bretton Woods NH

Once again, the Network Operations Committee did an excellent job on orchestrating TANE's biggest event of the year. Attendees were educated in areas of Fiber, FairPoint MPLS & SS7, Next Generation Networks, Leveraging Copper, Evolving TDM to IP, Copper Cable Trouble Shooting, Buried Cable Fault Locating, Video over the Internet, Last Mile Technology, and Metro Ethernet. They were also exposed to some important safety training in the areas of Pole Top Rescue, Fall Arrest, and Electricity courtesy of TANE's HR/Safety Committee. That committee also put together a unique and well-received panel entitled, "What If?" which addressed the safety, medical and legal issues technicians face on the customer premise.

In addition, there were plenty of networking opportunities during the regular Vendor Showcase hours as well as during the newly introduced Tuesday Evening Vendor Sponsored Welcome Reception. Attendees were also treated to an evening of music and dancing courtesy of our very own DJ – Joe Peebles of Emerson Network Power. Joe donated his time and expertise and a good time was had by all!

Copies of many of the PowerPoint presentations shown at the Showcase can be found at:

<http://www.headnetworks.com/TANE-NSAT/2009TANE-Showcase/>



The Showcase is on the Move!!

Although a bit of a hike, the new convention center at the Mount Washington Hotel was the perfect location for this event. Unfortunately, though, all good things must come to an end. Our contract with the Mount Washington Hotel was up this year and we were unable to negotiate what we felt was a reasonable price for this event. It is TANE's mission to be a resource for the educational needs of its members and part of that involves keeping it cost effective and affordable. As soon as we realized that an agreement could not be met with the Mount Washington, we organized a search committee to scout out a location for the 2010 Spring Symposium & Showcase. As it turns out, the best and most affordable location brings us right back to a familiar place – the Sunday River Ski Resort in Bethel ME. So, be sure to include this premier event in your 2010 training budget and mark your calendars:

**2010 Spring Symposium
& Showcase
April 13-16, 2010
Sunday River Ski Resort
Bethel ME**



Annual Sales & Service Seminar

May 5 & 6, 2009

Red Jacket, North Conway NH

The 2009 Annual TANE Customer Service Conference was held on May 5 & 6th, at the Red Jacket Resort in North Conway, NH. Overall, the conference “Self Empowerment in a Weak Economy” was a success with 21 attendees (including Committee members and speakers).

Dawna Hannan, with Oxford Networks and who is also TANE’s 2nd Vice Chair, presented information on the “Path of Meaning” for Team Building. She provided excellent information on how we might look at things differently. Rather than jumping immediately to a negative conclusion, how else might we view an event or situation? Suzanne Dubois, Pamela Holley and Laura French acted out a skit to demonstrate.

Beth Osler, with UniTel Inc. and Ben Sanborn with TAM presented information regarding current “Hot Topics” of the industry entitled “Why is that Man Yelling at Me?” Together they explained rates for products and services and how it is not always easy to raise or lower rates, Local Number Portability, Competition and the Rural Exemption as well as information regarding CPNI, which protects customer information and Red Flag Rules, which protects customers against Identity Theft.

Ron Dibelka from NECA took us back to the basics with Telco 101 an Overview of Voice and Data Networking, Landline and Wireless. Ron explained where we have come since the telephone was invented in 1876.

Bob LaBrie with Maximum Potential was back by popular demand with a presentation on *Self-Empowerment – A Key to Enhanced Performance, Sales and Customer Service in a Weak Economy*. As usual, Bob did not disappoint. He shared lots of neat and interesting information on Self-Empowerment through Mindworks, Passion, Initiative, Self-Reliance and Self-Motivation, Goal-Setting,

Effective Planning, Time Management and Enhanced Communication. Attendees received an excellent workbook/resource as a take-away.

Attendee comments for the day were very positive. Several mentioned the sessions to be informative, upbeat, awesome and engaging.

The Committee wishes to thank Dana and Laura for all of their time and effort in helping us provide a successful conference! 📞

Pamela Holley, Oxford Networks, Committee Chair

Special Thanks to the Following Members Who Donated Items for Our Raffle & Conference Gift Bags:

Berry, Dunn, McNeil & Parker
Cisco Systems
CommSoft
Concord Communications
DataEast
Emerson Network Power
Falcon
FISC Solutions
Fujitsu Network
Granite State Internet
GrayBar
HeadNetworks
Innovative Systems
Motorola
MOUNTAIN LTD.
MPX
NextGen Telcom Services
Nortel Networks
North American Equipment Upfitters
NTCA
PICS Telcom
Power & Telephone Supply
Preti, Flaherty, Beliveau & Pachios LLP
Professional Teleconcepts Inc.
Prysmian Cables & Systems
Redcom
SPC Innovative Solutions
Superior Essex
Telchemy Inc.
Telcom Insurance Group
Zhone Technologies

TANE Members in the News

Innovative Systems Announces New East Region Sales Manager

Innovative Systems, LLC, has announced John Muller as its new Voice and Video Products Account Manager for the Northeastern region of the United States.



Muller will play a major role in introducing Innovative System's newest product lines, APMAX, and IPTV Middleware to tier 3 companies. A next generation IMS Application Server, APMAX will provide the IOC market with improved wireline and wireless features along with an optional integrated IPTV middleware solution. Muller will also be providing continued sales support for the Application Peripheral (AP).

According to Ryan Tupper, Innovative Systems Director of Voice and Video Products, "We interviewed several highly qualified candidates for this opportunity, and were pleased that our top choice accepted the position." "Regarding Muller's abilities, Tupper added, "He has worked with well known telecommunications organizations and will be a tremendous resource for our customers in the Eastern United States." ☎

CommSoft Wins Honors in Billing & OSS World Excellence Awards

Billing & OSS World Magazine and Billing & OSS World Conference & Expo have announced that CommSoft was runner-up in the Billing & OSS World 2009 Excellence Award for Best Service Fulfillment Solution for VTC. The awards recognize the leaders — vendors, service providers and integrators — in the development and deployment of billing and OSS technologies and solutions.

CommSoft was recognized for their achievement at ceremonies on Tuesday, April 14, at the Billing & OSS World 2009 Conference & Expo in Las Vegas. Billing & OSS World 2009 Excellence Award winners and runners-up will be featured in an upcoming issue of Billing & OSS World magazine and on the companion Web site, www.billingworld.com.

Nominations were open to participating exhibitors, sponsors, speakers and attendees of the Billing & OSS World 2009 Conference & Expo, April 14-16, in Las Vegas. Winners were selected by an independent panel of experts from the billing and OSS community.

The Billing & OSS World 2009 Excellence Awards winners were selected by an independent judging panel that included Ari Banerjee, director, enabling technologies, Yankee Group; Dan Geiger, directing analyst, next-gen OSS and policy, Infonetics Research; Susan McNeice, global program manager, OSS/BSS global competitive strategies, Stratecast, a division of Frost & Sullivan; Dan O'Shea, editor, Fierce Telecom; Elisabeth Rainge, director, NGN operations, IDC; and members of the Billing & OSS World editorial team.

For more information on the Billing & OSS World 2009 Excellence Awards, visit www.billingworld.com/excellence-awards. ☎

Tilson Technology Management Fills Internship

Tilson Technology, an IT consulting firm based out of Portland, ME, has recently hired **Nicholas Andrews**, of Saco, to participate in an internship with its Web Development Team.

Nicholas will be marching at the University of Southern Maine this spring with a degree in industrial technology with a concentration in information and communications technology.



New Conduit Interface Transforms Cable Tracking and Duct Management

*Mapcom Systems Announces the Release of
the M4 Conduit Manager Toolbar*

Mapcom Systems, developers of M4 Solutions, announces the release of [M4 Conduit Manager](#), a new active conduit interface that links, reports and manages fiber and cables within conduit with the click of a button.

Dynamically linking fiber, coax and copper records, the M4 Conduit Manager interactively tracks the size, position, color and status of each duct within a conduit. The module is user-configurable and designed to replicate exactly what technicians will encounter when working with conduit in the field. Planners and other telecom users will be able to maximize available data found in existing records by monitoring ducts, creating cable-conduit relationships and creating usage reports for complete conduit management.

“We’re seeing multiple instances in telco and campus environments where it is critical to track conduits and the facilities that ride within them,” said John Granger, President of Mapcom Systems. “Calculating and analyzing duct and conduit fill rates in the M4 environment allows clients to successfully preview and plan the results of cable placement, preventing time and materials from being wasted in the field,” he continued. “This new conduit management tool further enables our customers to enhance the accuracy of their records, save time and money and improve customer service.”

A component of the [M4 Solutions Software Suite](#), M4 Conduit Manager integrates with all M4 modules and is designed to integrate with customers’ existing cable and conduit records. 📞

Quintrex Data Systems Adds Two Companies to its Growing Client Base

Quintrex Data Systems Corp. is pleased to announce two new additions to its expanding client base. Ronan Telephone Company of Ronan, MT and its sister company, Hot Springs Telephone Company of Hot Springs, MT recently selected Quintrex’s highly integrated Billing, Customer Care, Plant and Marketing systems.

Replacing the companies’ current legacy systems, the integrated nature of the Quintrex product will allow them to reduce their support and maintenance costs. One area in particular that Ronan and Hot Springs are looking forward to is the additional functionality within the Plant applications. With the intelligence of the Quintrex Plant Management System, the two companies will be able to quickly assign plant facilities during the service order process, creating instant updates for their engineers and technicians.

“I liked the Quintrex system better than what we have and the other systems we looked at,” explained Roger Romero, data processing manager for Ronan Telephone. “Our current system was falling behind with today’s technology and Quintrex has the ability to keep up.”

Allowing for future growth into additional markets, this ability to accommodate new technologies became another important component of the decision. With the flexibility of the Quintrex system, Ronan and Hot Springs will be able to easily incorporate new markets onto their convergent bills without additional software.

The piece that particularly stood out, however, was the robust marketing capabilities built into the Quintrex applications. “A group of our CSRs saw a presentation on marketing at OPASTCO two years ago put on by Quintrex President

Leland Smithson, and they really liked what they had to offer,” Romero explained. The suite of marketing applications will allow Ronan and Hot Springs to reach specific groups of current and prospective customers with the most relevant messages, and easily develop reports based on that data.

In addition to the comprehensive marketing reports, the Quintrex reporting capabilities empower its clients to create their own customized reports to meet their specific needs. “Quintrex was the only billing vendor we found that let us do our own reporting. The other ones didn’t want you looking at raw data, and we like to be able to see what we have,” Romero said.

“We are delighted to continue our work with Ronan and Hot Springs Telephone Company,” said Leland Smithson, president of Quintrex Data Systems Corp. “Both companies will find that system integration will allow them to streamline their operations as well as identify new revenue opportunities with our advanced marketing capabilities. We are excited to be able to help them with this.”

With installation scheduled to take place Fall 2009, Quintrex is looking forward to its continued relationship with Ronan Telephone Company and Hot Springs Telephone Company throughout the implementation process and in the future. 📞

Richmond Telephone Company Acquired by CornerStone Telephone Company

Troy, NY (March 30, 2009)-- Richmond Telephone Company, an independent local exchange carrier, and its subsidiary, Richmond Networx, a competitive local exchange carrier, announced today that it has entered into an agreement to be acquired by CornerStone Telephone Company, an integrated communications provider.

The deal closed on March 31, 2009.

“Richmond Telephone has a long history in Western Massachusetts,” said Lorinda Ackley-Mazur, Chairwoman of Richmond Telephone’s Board of Directors and former president. “The sale to CornerStone Telephone makes sense as both companies have a long-standing commitment to customer service, their staff and the community. We want to ensure that Richmond’s customers can expect and rely upon the same great service and dedication they’re used to.”

Richmond Telephone founded in 1903, became a family business in 1961 when J. Benedict Ackley purchased the company. Now the only remaining family-owned independent telecommunications companies in Massachusetts, Richmond has grown by diversifying, forming Richmond Networx in 2000, and offering customers voice, internet and data services in competition with rivals such as Verizon and AT&T.

“The acquisition of Richmond Telephone and Richmond Networx is the most recent step we have taken to expand our customer base and service area,” said Dan Yamin, Chief Executive Officer for CornerStone Telephone Company. “The technology and service that CornerStone offers as part of it’s product suite will be a tremendous asset to Richmond’s customers.”

Yamin and Ackley-Mazur both say that the transaction will be seamless to current Richmond Telephone customers, except for the enhanced products that current Richmond customers will receive.

The acquisition will grow CornerStone’s current customer base of over 10,000 customers and 50,000 lines to 13,000 customers and 58,000 lines and lays the groundwork for an expansion into the Berkshire region of Western Massachusetts and is expected to increase CornerStone’s revenue by about \$6 million per year.

“We look forward to continuing the relationship that Richmond has built in Berkshire County”, Yamin said. “Richmond Network attentiveness to their customers, combined with our high tech pro offerings and skilled service staff, will greatly benefit our customers.”

Over the past year, CornerStone has implemented a variety of initiatives to distinguish itself in the marketplace. They have added service offerings and additional technical support, including alarm services, SkySphere (a Software as a Service product), SkySphere Voice, a hosted telephone product, and subscription-based software services, and the acquisition of customer accounts in the Southern Tier region of New York State. 📞

MPBN Partners with Tilson Technology Management to Create Revenue from Broadcasting Towers

Kicks off Effort with Million Dollar Deal

In a bid to increase revenue and bring dollars into the state of Maine, Maine Public Broadcasting Network (MPBN) is partnering with Tilson Technology Management to lease space on their standing broadcast towers throughout the state. MPBN hired Tilson Technology Management to increase their tenant load on their existing towers to maximize their assets to increase revenue. In the first few months of the partnership, MPBN and Tilson closed a lease deal with a total value of \$1.1 million to be spread out over the 25-year lease with a major out-of-state wireless provider. This deal is bringing out of state dollars into Maine while supporting new wireless services for Maine consumers. This effort directly supports MPBN’s charitable purpose by providing facilities for the broadcasting industry in Maine and to provide financial support for MPBN’s programming.

MPBN’s broadcast towers are strategically located throughout the state in order to broadcast MPBN’s signals to all parts of Maine. Known for being good stewards of listener-supported funds, MPBN is looking to ensure quality and service throughout the state by supplementing revenue with the leasing of tower space. The partnership between MPBN and Tilson streamlines the site acquisition process for mobile carriers and other wireless operators. MPBN President, Jim Dowe, states “In these economic times, we wanted to be creative and entrepreneurial in our approach to supporting our charitable purpose. Our towers help to broadcast our signal state-wide. Now, with the help of Tilson Technology Management of Portland, the towers themselves are helping to pay for this service to Mainers. To the wireless community, I want to state clearly that we are open for business.” As a further step to increase revenue, Tilson and MPBN are leveraging MPBN’s highly skilled and experienced RF Engineering team to consult for other tower companies in New England. With this effort MPBN is ensuring their own financial future as well as helping other businesses operate effectively and safely in Maine.

Tilson Technology Management is an, independent information technology project management company located in Portland, Maine, with an international practice. They are working to find tenants from across the country for MPBN’s towers. Josh Broder, Tilson Technology Management President, asserts, “MPBN has a tremendous asset in both its tower infrastructure and engineering team. We are working to get the word out so that others can benefit from both capabilities while providing new revenue to MPBN. Our job is to make accessing tower space and radio frequency engineers easy and affordable to businesses and organizations looking to communicate in Maine.” 📞

WINDSTREAM Vaults into 'BusinessWeek's' TOP 5 Best Performing U.S Companies

When Windstream was created from the spin-off of Little Rock-based Alltel's local telephone division in 2006, former Alltel CFO Jeff Gardner took the helm. The company combines the services of regional players Alltel and Valor Communications, grabbing customers that giants such as AT&T and Verizon Communications don't reach. Windstream has managed to reap steady profits by offering phone, digital TV, and broadband service to rural customers in 16 states. Because the company has no wireless product, its growth prospects aren't as robust as those of other telecoms, but these days stability counts for a lot.

Windstream Supply, a subsidiary of Windstream Communications, leads as one of the nation's premier telecommunications distributors, offering supply chain and logistics services to telephone companies nationwide.

2009 TANE Calendar of Events

**June
9-11**

TAM Annual Convention
Samoset Resort, Rockport ME

**September
14-16**

TANE Annual Convention
The Balsams Grand Hotel
Dixville Notch NH

October

October 21 & 22
**TANE Fall Finance &
Regulatory Symposium**
Marriott Courtyard
Portsmouth NH

As a long-standing provider of communications products and services, their excellent supply distribution model offers a comprehensive portfolio of cutting edge solutions, designed to take your company into the new era of technological advances. ☎

TANE's 51st Annual Convention

September 14-16, 2009
The Balsams Grand Hotel
Dixville Notch NH

Featuring

Tim Richardson, creator of the new IM RICH series, which helps his clients discover and attain "Real Richness." He provides concrete strategies to show members of your organization how to experience greater wealth and Richness by incorporating Rich Sales, Rich Service, Rich Relationships, and Rich Thinking into your culture.

Find out more... <http://www.timrichardson.com/>

And

Special Early Bird Discount at The Balsams Grand Hotel

Details, including a full schedule of events and registration packet, will be e-mailed to all TANE members in mid to late June.

TANE Welcomes New Associate Members



Located in Norcross GA, ADVA provides optical+ethernet solutions to advance next-generation networks for data, storage, voice, and video services. For more information contact Todd Hanson at thanson@advaoptical.com or visit their website at www.advaoptical.com.



Established in 1975, headquartered in Kalispell MT and a regional office in Holderness NH, the primary and dominant focus of Alamon is to provide skilled contract personnel to the telecommunications industry. For more information contact Earle Jenkins at earle@alamon.com or visit their website at www.alamon.com.



Located in Livermore CA, ARIA manufactures Fiber Optic Patch Cords, Attenuators, Patch Panels, Cable Assemblies and more. For more information contact Joe McGuinness at joe@ariatech.com or visit their website www.ariatech.com.



Located in Factoryville PA, Communications Consulting Services Inc. is a provider of telecommunications engineering, GPS, GIS, CAD, CPR, and Broadband consulting Services. For more information contact Brian Graves at ccsinc@epix.net or visit their website www.ccstele.com.



Located in Linden MI, ClearAccess offers advanced TR069 broadband CPE management solutions that address the growing need for automatic subscriber activation, remote CPE management, and new incremental revenue streams. For more information contact Robin Walters at rwalters@clearaccess.com or visit their website at www.clearaccess.com.



Located in Petaluma CA, Cyan Z-Series multi-layer transport networking platforms provide advanced Ethernet transport, SONET/SDH and DWDM to scale functionality and capacity across access edge, metro and regional networks. For more information contact Mitch Fleming at mitch.fleming@cyanoptics.com or visit their website at www.cyanoptics.com.

New Members continued on next page



Located in Herndon VA, Nevion sells video transport products for dark fiber, SONET and IP media. Nevion's customers range from tier-one telcos doing FTTH to video content creators. For more information contact Adrian Morgan at amorgan@nevision.com or visit their website at www.nevision.com.



ViP-TV by EchoStar is an IPTV solution providing 300+ channels of popular programming to Telcos who want to be successful in the IP triple play. For more information contact Renea Ihrke at viptv@echostar.com or visit their website at www.echostarviptv.com.



Located in Baldwin GA Positron Access Solutions develops and manufactures fiber optic transmission equipment for Metro Ethernet Networks, Transport Networks, Access and Edge aggregation, Wireless and Triple-play backhaul and Thin Route Access Transport. For more information contact Carl Todd at ctodd@positronaccess.com or visit their website at www.positronaccess.com.

Nominations for the TANE Hall of Fame are now being accepted. Contact info@tane.org for details.



Located in Cumberland Foreside ME, TAMGE is an authorized distributor for Fiber Optical Test and Measurement Equipment such as Fujikura fusion splicers and Noyes ODTRs. They sell, service, rent and lease all brands of manufacturer. For more information contact Shel Horowitz at shorowitz@TAMGE.com or visit their website at www.TAMGE.com.



Located in Manchester NH Tekelec's session management solutions allow telecom operators to manage the diverse applications, devices, technologies and protocols, across existing and evolving networks, to meet the demands of today's consumer. For more information contact Laurent Cote at larry.cote@tekelec.com or visit their website www.tekelec.com.



2009 Annual Convention

Samoset Resort
Rockport Maine

June 9–11, 2009

For more information contact
Ann Edgecomb
anne@lintelco.net
www.tamnet.org