



Mark Your Calendars!!
2010 Annual Sales & Service Seminar
And
Spring Educational Symposium
& Vendor Showcase
April 13 – 16, 2010
Sunday River Ski Area, Bethel ME

You read it right - #1, after 5 years at the Mount Washington Hotel, the Spring Showcase is returning to Sunday River Ski Area and #2, the Annual Sales & Service Seminar is being held in conjunction with the Showcase.

A recurring theme on conference evaluations is the importance of reducing costs and making the most of training time. We are hoping to accomplish both of those goals by combining these events and returning to Sunday River. While the Mount Washington was a beautiful venue, we were facing a 40% rate increase in 2010. Sunday River is excited to have us return and have kept the cost close to the same as you have been paying in previous years. As always, the room rate of \$265 per person per night single occupancy and \$205 per person per night double occupancy includes your daily convention registration fee, your room, all meals, cocktail receptions, tax and gratuity. Divide that by a 4-day event and you're only paying \$65 per day!

Both committees are working hard to pull together an event that will provide our members with valuable training and networking opportunities as well as a little bit of fun and relaxation. A schedule of events and registration will be e-mailed to all members and available on the website in January.

Year after year both of these events receive rave reviews from attendees, so don't miss out – block the time on your schedule today!! ☎

Training Opportunities
Not just for the Telephone Company

The Telephone Association of New England's mission is very straight forward. It is "to serve as a resource for the educational needs of its members." As an Associate Member of TANE, you are entitled and granted the same opportunities for education as all Members. All of the committees are working hard to collaborate and create educational opportunities that can be applicable to each member – not just telephone company members. As an example, TANE's Sales and Service Committee initiated a training on 'Marketing by the Numbers.' It combined both an understanding of the current state of telecommunications as well as an in depth knowledge and path of the challenges ahead for this industry and the action that needs to be taken.

I would encourage each Associate Member look at their 2010 calendar and budget and consider TANE as a training platform for both themselves and their company.

*Submitted by April Metivier, Associate Member
Committee Chair & Board Member*

FairPoint SS7 Migration Project Status Report

By Steve Head, Chair of the Network Services And Technology Committee (NSAT) and edited by Paul Sullivan, Network Engineer, FairPoint.

Over a year of planning, conference calls, and meetings, FairPoint has successfully completed 3 phases of the 4 phase project of migrating the Signaling System 7 (SS7) links onto their new Signaling Transport Point's (STP) in Manchester and Concord. The first phase was to move all of the Signaling Control Point (SCP) databases from Verizon to VeriSign (now TNS) in the Fall of 2008 which was completed without incident. This move changed where the routing and feature information was stored and dipped for ISUP trunking, Local Number Portability (LNP), Caller-ID with Name and other CLASS feature databases from Verizon to VeriSign. On the 15th and 16th of September 2009, the second phase was to initialize their new Tekelec Eagle STP's in Manchester and Concord and program them with the existing and new point codes.

The current and new point codes are:

STP Switches	Current Point Code	New Point Code
Manchester MNCHNHCO22W	247-050-000	002-140-000
Concord CNCRNHSO22W	247-051-000	002-140-001
Portland PTLDMEFO22W	247-046-000	002-140-000
Lewiston LSTNMEAS22W	247-047-000	002-140-001
White River Junction WRJVTGA23W	247-054-000	002-140-000
Rutland RTLDTWE23W	247-055-000	002-140-001

The next phase was more of a challenge which is to move the physical A-Links from each end office in Vermont that is directly connected to the STP's in Rutland to Concord (CNCRNHSO) and White River Junction to Manchester (MNCHNHCO). The A-Links were aggregated into a common DS-3 in these locations then ride over their fiber ring network to the respective new STP locations.

The project plan was to take down one set of A-Links thus leaving the other set live to continue processing calls without interruption then swing over the links to the new STP. The first event with White River Junction started at 11pm on the 19th of October with some connectivity issues but were all cleared except for one location in Northfield (TDS) by 4:00am. TDS dispatched a tech which cleared the issue at the CO by 7am without any loss of call processing. The next event was to move the A-Links from Rutland to Concord on the 21st of October. This event went smoother except for a DS-3 which was reversed in Rutland after much troubleshooting along the route between Rutland and Concord. Once this DS-3 came up everyone was back up and running with their redundant links. Vermont was completed by 2am on the 22nd of October.

Continuing the plan, moving Portland and Lewiston over were next. This involved 28 offices which was twice as many end offices as Vermont. The Portland STP was swung over on the evening of the 2nd of November beginning at 11pm and completed by 3:15am. The issue with this cutover was that when the links came back up all of the subtending Nortel DMS-10 offices were receiving a Remote Inhibit indication on their links even though the STP was showing In-Service. FairPoint made a temporary change that would be removed after the Lewiston cutover that cleared the Remote Inhibit issue on the DMS-10's. There were some issues with D4 Channel Banks and a bit of re-wiring in the Manchester office by FairPoint but all issues were cleared and redundancy in the links was restored. On the 4th of November was the final A-Link cutover from Lewiston to Concord. This cutover was so surreal that it was absolutely perfect. Everything went down and back-up per the script without incident. The call started at 11pm and all was completed by 12:15am. We did not know what do with our extra time!!

FairPoint's handling of this very complex project was not easy with so many players on their side to make the entire process go as smoothly as it did.

There were some moments that were not without worry but they worked with their teams and applied lessons learned from the previous activities so that by the 4th cutover everything went like clock-work. Of course, now, there will not be a need to repeat this scenario in the near future but it was a success and FairPoint's teams should be commended.

Paul Sullivan and Steve Bickford did a great job project managing the project which has one phase left. The final phase will be to apply the new point codes in all of the subtending offices which will affect every telephone company in Northern New England including CLEC's. This will require that the trunks will have to be rebuilt with the new point codes which for some will not be an easy task which could result in some level of down-time while these trunks are reprinted.

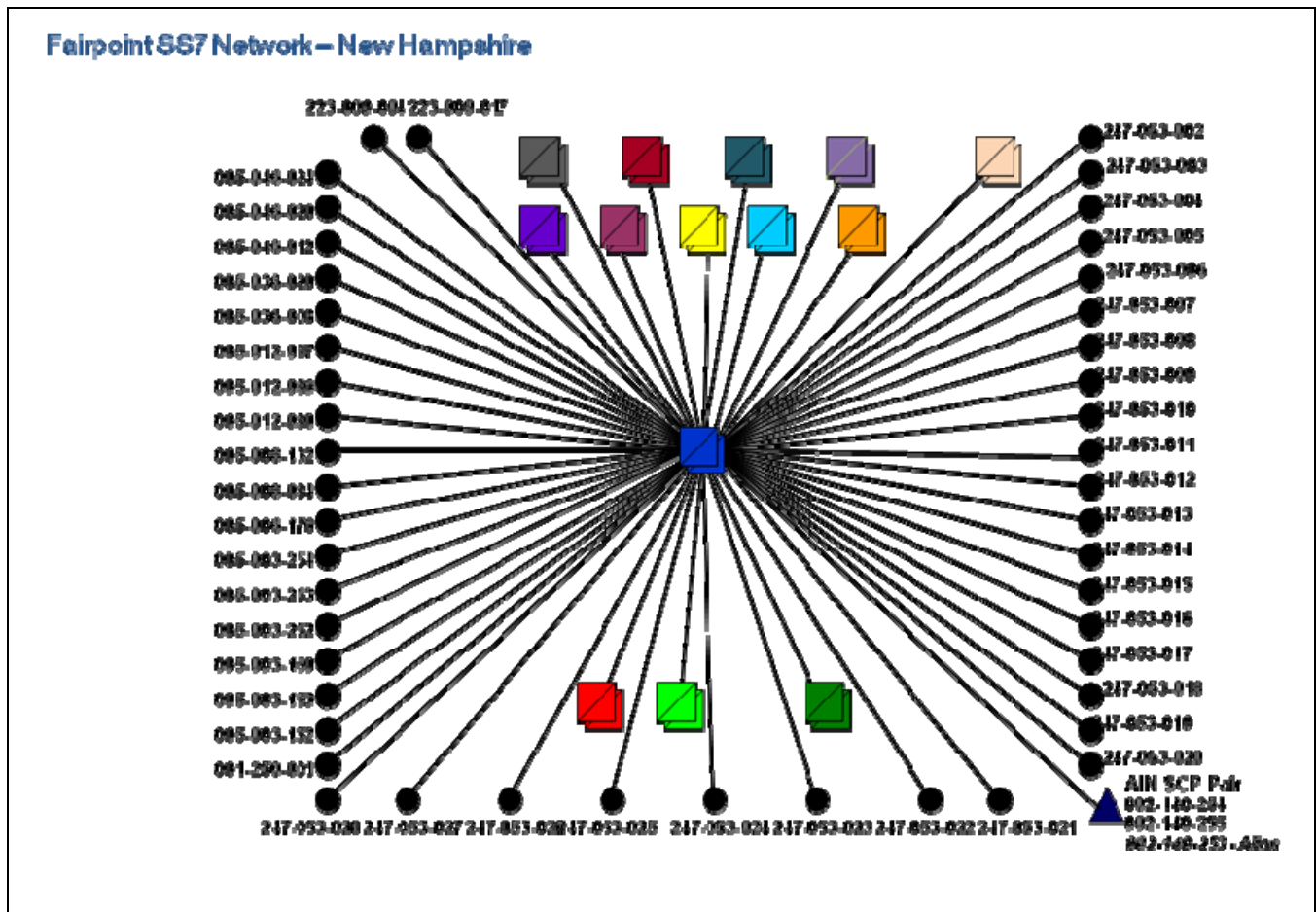
There is a plan to have a meeting to review the overall plan with all of the telephone companies and the NSAT committee is planning a face to face meeting in the next few weeks which will include

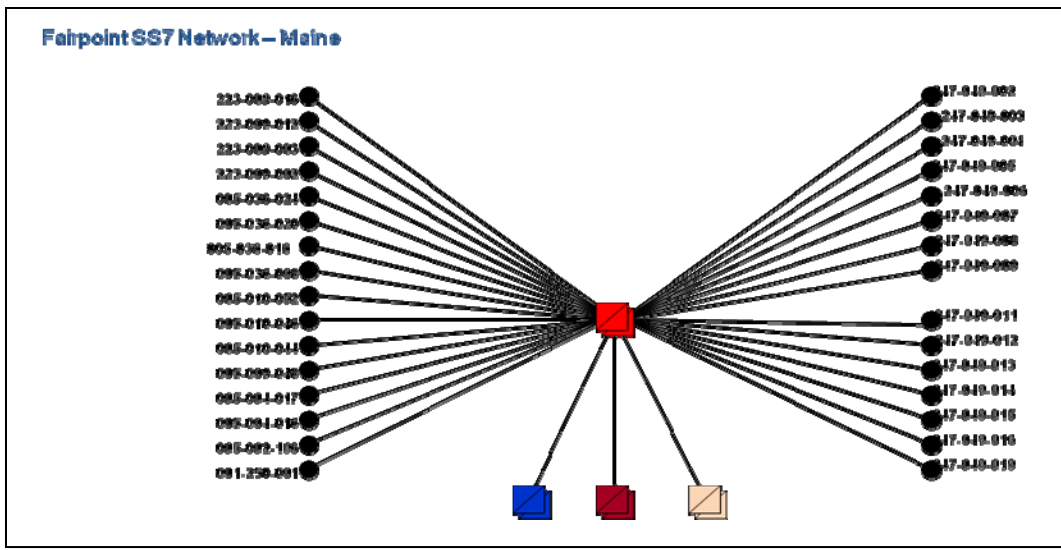
the CLEC's as well. We are tentatively planning on having Tekelec come talk about SS7 and give some background and talk about the future of SS7 as the move to all IP networks is beginning to take hold. Tekelec will also talk about the features and functions that are available and planned with SS7 networks. FairPoint will then give their plans for the SS7 Network changes that will be coming up in the 1st Quarter of 2010.

The offices that are connected to the FairPoint Classic STP's in China and Standish were migrated over to VeriSign's STP's in Framingham and Newark in November of 2008. Plans are being developed to migrate these offices to FairPoint Manchester/Concord STP's.

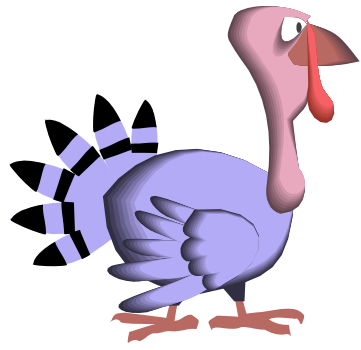
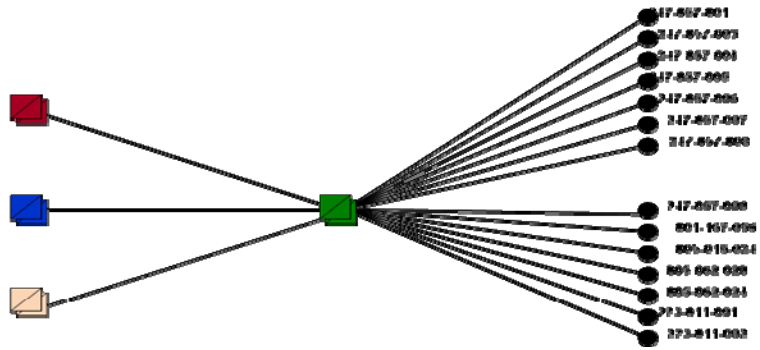
Stay Tuned for more info from the NSAT Committee regarding these events and the final phase of the SS7 Migration Project. Any questions or comments please let me know.

Steve Head, NSAT Committee Chair
 (steve.head@headnetworks.com)





Fairpoint SS7 Network – Vermont



Turkey Trivia

- Frozen, fully stuffed turkeys, ready to cook, were introduced in 1955.
- The turkey was considered a sacrificial bird in Mexico.
- Turkey is the state game bird of Alabama.
- The Wild Turkey is the official state bird of Oklahoma.
- The Wild Turkey was designated the state game bird of Massachusetts on December 23, 1991.
- The typical 15-pound turkey is seventy percent white meat and thirty percent dark meat. White meat contains less calories and less fat as compared to dark meat.
- When Neil Armstrong and Edwin 'Buzz' Aldrin went on the moon, they took 'roasted turkey' and all the trimmings with them.
- In 2004 the total turkey production in the United States was 263 million turkeys.
- Turkeys have heart attacks. When the Air Force was conducting test runs and breaking the sound barrier, fields of turkeys would drop dead.
- Benjamin Franklin wanted the turkey to be the official bird of the United States but eventually lost out to the bald eagle.

TANE Members In the News

GRANITE STATE TELEPHONE

is now:

GRANITE STATE COMMUNICATIONS

*New Name, New Technology,
Same Great Service!*

To celebrate a major investment in broadband technology, GRANITE STATE TELEPHONE has changed its name. As of now, this long-serving New Hampshire utility is now GRANITE STATE COMMUNICATIONS. The company, which serves several thousand Granite State families in seven communities, now offers the best available infrastructure to help customers connect and communicate with friends, family and fellow businesses.

Granite State Communications is in the process of completing a total technology overhaul, replacing traditional telephone services with high speed fiber optic lines – offering superior telephone and broadband internet to customers. “This represents the very best available technology on the market today, and these new lines of communication anticipate the growing demands of today’s tech savvy customers,” explains Susan King, President of Granite State Communications.

“We have shifted from a 20th century method of keeping connected to a 21st century pathway that ensures we can keep up with increasing demand by customers. This is future-proof technology. With virtually unlimited bandwidth capability, fiber lines have the best ability to expand to meet the growing needs of our customers, while providing unmatched quality service.”

Granite State Communications serves 9,000 customers in Chester, East Deering, Hillsboro Upper Village, Sandown, Washington, Weare and Windsor. In operation since 1877, Granite State Communications is one of the oldest

independent utilities still operating in the United States today.

“As the world moves toward vastly higher bandwidth applications, we’ve already flipped the switch on this state-of-the-art technology,” says King. “Once our transition to 100% fiber-to-the-home is complete, customers will notice greater speeds and capacity for their broadband service without having to change a thing in their day to day routine. Plus, we’ll have flexibility to deliver services like video, TV, and more in the years to come.”

To ensure the speed of communication doesn’t replace the need to keep communities in touch with one another, Granite State Communications is also developing a social networking tool on its website, called “MyGSC.net”. Once it’s launched, it will feature a social events calendar for all seven communities, to ensure the speed of communication doesn’t unravel close-knit connections. “Our company was created by members of the community back in 1877. Staying connected is part of our culture and we are proud to continue that tradition with this new technological boost,” says King.

Granite State Communications offers 100% digital switching equipment, providing customers an array of advanced call management services from call waiting ID to voice mail that forwards your email. Voice and data traffic are carried over an ultra high-speed fiber optic network, the best technology available in the US today. The company’s advanced high-speed internet offers connection speeds of currently up to 30 Mbps.





Walker Acquires Assets of Windstream Supply

Walker and Associates, Inc., a prominent, woman-owned, national distributor of telecommunications products and network deployment services based in Welcome, N.C., has purchased the non-affiliate operating assets of Windstream Supply LLC, a subsidiary of Windstream Corporation, based in Little Rock, Ark. The purchase includes the hiring of Windstream Supply's sales and marketing staff and inventories necessary to support Windstream's substantial non-affiliate (non-Windstream telephone company) customers. In addition to its existing operations in Welcome, N.C. and Winston-Salem, N.C., Walker will operate a satellite sales and marketing office in Alpharetta, Ga., which is the current location of the acquired Windstream functions.

Following the transaction, Walker will be one of the nation's largest services-oriented, telecommunications products distributors, with over 2,000 customers and over 200 manufacturer relationships. Walker's customers will include incumbent broadband providers, wireless broadband providers, cable operators, competitive broadband providers, government entities, installation contractors and value-adding resellers. Windstream Corporation will retain product procurement and warehouse facilities necessary to service Windstream telephone company properties.

Virginia Walker, CEO of Walker, stated, "This great addition will provide Walker with helpful market diversity and experienced sales reach. It also expands our opportunity to provide our valuable network deployment services to more carrier and enterprise

customers." Mark Walker, President of Walker, added, "This purchase extends our sales reach and provides us with desirable market diversification. Walker will have a broader range of customers, large and small, who can benefit from our robust suite of product deployment services."

"This transaction provides a better strategic path for our supply business and allows Windstream to focus on our core communications business," said Brent Whittington, chief operating officer for Windstream.

The transaction closed August 20, 2009.

Calendar of Events

February

3 & 4

TANE/NYSTA Issues Forum

Springfield Marriott
Springfield MA

April

13 – 16

Sales & Service Seminar Spring Symposium & Vendor Showcase

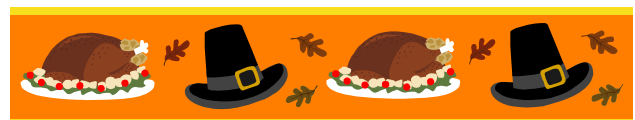
Sunday River Ski Area
Bethel ME

September

12 – 14

TANE Annual Convention

The Balsams Grand Hotel
Dixville Notch NH



TANE Welcomes New Members



Dantherm Power supplies Backup Power products based on clean and efficient fuel cell technology to customers in the Telecom, Information Technology and Government Markets.

For more informatino contact Tom Ollila at tom.ollila@dantherm.com or visit their website at www.dantherm-power.com.



TimeData offers a Managed Service that provides network and financial auditing tools. We also offer Consulting tailored to suit an organization's unique requirements.

For more information contact Catherine Davis at cdavis@timedatacorp.com or visit their website at www.timedatacorp.com.

Registration for the 2010 NYSTA/TANE Issues Forum is Now Open!

◆
February 3 & 4, 2010
Springfield Marriott
Springfield MA
◆

Go to www.tane.org and click on the "Event Information" tab for a preliminary schedule of events, hotel information and to register.

◆
Register early and save \$25!!

Getting to Know You...

TANE welcomed 3 new board members this year. Here's a little bit of information about two of them:

Suzanne Dubois **UniTel Inc.**

How long in the industry? 14 years

Work History? *I currently work for the best boss ever, Beth Osler, in the Regulatory/Legislative Dept. I also work with our MACC billing system and train employees on new upgrades and procedures. I'm currently on the TANE Sales & Service Committee and I also participate in the Telephone Association of Maine (TAM).*

Family? *Daughter, Danielle – 16 years old*

Interests? *Reading, going for walks, playing golf, watching my daughter play field hockey, softball and basketball.*

Anything else? *I like walking on the beach under a full moon. I can't wait to ski this winter. I just recently took up hiking and look forward to doing more of it next year.*

Kimberly Gates **Franklin Telephone Co.**

How long in the industry? *Officially 24 years.*

Family? *Husband Burt Maynard, son Levi is now 16 and has his license (although we are still negotiating what the license is for!). Daughters Elena 14, Naomi 12, and Adira 9. Buck the dog and Jingles the cat. Never a quiet moment in my house.*

Interests? *Soccer mom! I run the Franklin elementary school ski program. I love skiing and ice skating. We also raise chickens and have a huge flock of 15!*



Changes at the Helm

TANE began its new fiscal year on November 1 and with that comes a new slate of officers and directors. This information is also available on the TANE website should you need to get in touch with any of them.

Maine

Suzanne Dubois, UniTel Inc.
Dawna Hannan, Oxford Networks (**President**)
Rob Souza, Pine Tree Networks (**1st VP**)

MA/CT/RI

Ed Tisdale, Pine Tree Networks

New Hampshire

Jim Quinn, FairPoint Communications
Chris Rand, Granite State Communications
Marc Violette, TDS Telecom

Vermont

Kimberly Gates, Franklin Telephone Co.
Chet Truskowski, Topsham Telephone Co.

Associate Member

April Metivier, MOUNTAIN LTD.

Secretary

Cathy Harrington, FairPoint Communications

Treasurer

Lisa Liberty, Waitsfield and Champlain Valley Telecom

If you have any questions, concerns or suggestions for the association, please contact your state's respective board member or contact our EVP, Dana Twombly. We are here to serve YOU!!



All of our committees are extremely active and committed to TANE's mission of providing quality and pertinent educational opportunities to our members.

If you have training topics that you would like to see offered in your neighborhood, please contact the appropriate committee chair to discuss.

Annual Convention Committee

Chair: Dana Twombly, TANE

Vice Chair: Vacant

Associate Member Committee

Chair: April Metivier, MOUNTAIN LTD.

Finance & Accounting Committee

Chair: Jim Sanborn, Lincolnville Telephone & Tidewater Telecom

Vice Chair: Vacant

Hall of Fame Committee

Chair: Paul Violette, NH Telephone Museum

Vice Chair: Hobart Rand, Granite State Communications

HR/Safety Committee

Chair: Mike Alderman, Waitsfield and Champlain Valley Telecom

Vice Chair: Gregg Klatsky, MOUNTAIN LTD.

Legislative & Regulatory Committee

Chair: Beth Osler, UniTel Inc.

Vice Chair: Mike Reed, TDS Telecom

Network Operations Committee

Chair: Ron Troyer, Union Communications

Vice Chair: Steve Head, HEADNetworks

Network Services & Technology Committee

Chair: Steve Head, HEADNetworks LLC

Vice Chair: Vacant

Nominating Committee

Chair: Kimberly Gates, Franklin Telephone Co.

Sales & Services Committee

Chair: Pamela Holley, Oxford Networks

Vice Chair: Don Richards, MOUNTAIN LTD.

As you can see, there are some vice chair vacancies. If you are interested in serving on any of these committees, please contact the appropriate committee chair.

For more information concerning these committees visit the TANE website, log in and click on the "About TANE" tab. Contact the TANE office if you don't remember your username and password. 📞

Safety Tip

Courtesy of TANE's HR/Safety Committee

Safety Tips for Night Driving

As we enter the fall months, the sun is setting earlier in the evening and rising later in the morning, producing more and more hours of darkness-driving. The National Safety Council has produced a list of night-driving safety tips that Vermont businesses may wish to pass along to their drivers.

- Prepare your vehicle for night driving. Keep headlights, tail lights, signal lights and windows (inside and out) clean.
- Have your headlights properly aimed. Mis-aimed headlights blind other drivers and reduce your ability to see the road.
- Don't use your cell phone for talking or texting while driving. Distraction is the number one cause of fatal crashes.
- Don't drink and drive. Alcohol severely impairs driving ability and acts as a depressant. Just one drink can induce fatigue.
- Avoid smoking when you drive. Smoke's nicotine and carbon monoxide hamper night vision.
- If there is any doubt about the degree of darkness, turn your headlights on. Lights will not help you see better in early twilight, but they'll make it easier for other drivers to see you. Being seen is as important as seeing.
- Reduce your speed and increase your following distances. It is more difficult to judge other vehicle's speeds and distances at night.



- Don't overdrive your headlights. You should be able to stop inside the illuminated area. If you're not, you are creating a blind crash area in front of your vehicle.
- When following another vehicle, keep your headlights on low beams so you don't blind the driver ahead of you.
- If an oncoming vehicle doesn't lower beams from high to low, avoid glare by watching the right edge of the road and using it as a steering guide.
- If you are on a long drive, make frequent stops for light snacks and exercise. If you're too tired to drive, stop and get rest.
- If you have car trouble, pull off the road as far as possible. Warn approaching traffic at once by setting up reflecting triangles near your vehicle and 300 feet behind it. Turn on flashers and the dome light. Stay off the roadway and get passengers away from the area.

Vermont Department of Labor
10/1/09 Road Safe Workplace



To All of Our TANE Members

From Dana & Laura

**May 2010 be a Prosperous
One for All!!!**