



Telephone Association of New England

September 11 – 13, 2011

The Balsams Grand Hotel, Dixville Notch, NH

Leveraging the Power of Change – The Key to the Future

Sunday, September 11, 2011

5:30 – 7:00pm **Welcome Reception & Vendor Showcase in John Dix Social Room**

7:00pm **Dinner**

9:00pm **Coffee & Dessert Station in the Ballroom**
TANE Volunteer Awards
TANE Hall of Fame Induction Ceremony

Monday, September 12, 2011

8:00am **General Session – In Ballroom**
Presiding
Dawna Hannan, TANE President
Director, Regulatory Affairs, Human Resources & Customer Satisfaction,
Oxford Networks

National Anthem
Ben Sanborn, External Affairs Manager, Telephone Association of Maine

Pledge of Allegiance
Dawna Hannan, TANE President

Invocation
Rob Souza, TANE 1st Vice President
Vice President of Operations, OTT Communications

TANE President's Remarks

- 8:20 – 9:30am** **Generation Gap Panel Discussion**
How are the different generations using your services....or are they?
 Scott Meyer, Marketing Director, Innovative Systems
Social media is revolutionizing the way people communicate, shop and live worldwide today. Facebook alone has 151 millions users (almost 50% of the population) and 700 million users worldwide and continues to grow. What must you provide to attract them to your company for the first time and keep them for a lifetime?
This panel features participants representing multiple generations discussing how they utilize telecommunications services in today's rapidly changing world. Technologies to be discussed include plain old telephone service, wireless technologies as a replacement for landline service, the Internet including VoIP services and social media sites such as Twitter and Facebook.
- 9:30 – 9:45am** **Coffee Break**
- 9:45 – 11:00am** **Your State's Role with the Future of Regulation and the National Broadband Plan**
 Moderator: Ben Sanborn, External Affairs Manager, TAM
 Panelists:
 Joel Shifman, Maine Public Utilities Commission (Invited)
 Thomas Getz, New Hampshire Public Utilities Commission
 George Young, Vermont Public Service Board
This panel will discuss the potential impacts of the National Broadband Plan on their respective states. How are we working with the FCC and Telecom providers to be sure the New England States can continue to expand Broadband service in rural areas of their states? How will the NBP impact how we regulate? How will we ensure all customers will be served? How will it effect FairPoint, Independents, CLEC, and wireless companies operation?
- 11:00 – 11:15am** TANE Business Meeting
 EVP Report, Dana Twombly
 Treasurer's Report
- 11:15 – 11:30am** **Introduction of TANE's Associate Members**
 April Metiever, Associate Member to TANE Board
 MOUNTAIN LTD, Gray, ME
- 11:30am** **Door Prize Drawing**
- 11:30am – 12:30pm** **Wine & Cheese Reception & Vendor Showcase in John Dix/Captain's Study**
- 12:30 – 1:30pm** **Lunch & Breakout Session – "Hot Topics" including phantom traffic, impacts of the FCC Broadband plan and more!**
 Mark Novy, Manager, Demand Assurance, NECA
 John Rose, Executive Vice President, OPASTCO
- 1:00pm** **ITPA – NE Chapter Golf Scramble Tournament**
- 6:30 – 7:30pm** **Cocktail Reception & Vendor Showcase in John Dix/Captain's Study**

7:30 – 9:30pm **Dinner**
9:30 – 11:30pm **Entertainment – Blues Band**

Tuesday, September 13, 2011 -- Ballroom

8:00am **General Session**
Presiding
Rob Souza, TANE 1st Vice President
Vice President of Operations, OTT Communications

8:10 – 9:00am **Call Termination Issues: Who's in Control of the Network?**
Mark Novy, Manager, Demand Assurance, NECA
This session looks at current issues regarding dropped calls, looping, corrective actions taken – looking to future; what can we expect, SS7, IP signaling, call termination issue (many states involved), phantom traffic NPR.

9:00 – 9:45am **FCC Broadband Plan**
John Rose, Executive Vice President, OPASTCO

9:45 – 10:00am **Coffee Break**

10:00 – 11:15am **FairPoint State Presidents Panel**
Moderator – Larry Sterrs, Chairman of the Board, UniTel & UniTek
Panelists:
Michael Reed, Maine State President
Teresa Rosenberger, New Hampshire State President
Michael Smith, Vermont State President
Please join Larry Sterrs as he moderates a panel featuring the Maine, New Hampshire and Vermont FairPoint State Presidents for a "one year later" follow up discussion on their progress moving FairPoint forward on broadband and network growth, Industry relations and future business developments.

11:30am **Door Prize Drawing**

12:30 – 1:30pm **Lunch**

12 Noon **Hotel Checkout**