

Agenda-At-A-Glance

WEDNESDAY, JUNE 9

9 - 9:15 a.m.	Welcome Remarks <i>Location: National Harbor 3</i>			
	OPENING KEYNOTE ADDRESSES <i>Location: National Harbor 3</i>			
9:15 - 9:45 a.m.	The Convergence of the Customer Ibrahim Gedeon, CTO, TELUS			
9:45 - 10:15 a.m.	The Power Of Mobility In Rural America Steven K. Berry, CEO and Executive Director, Rural Cellular Association			
	Track One: Putting the Customer First- No, Really <i>Location: National Harbor 7</i>	Track Two: Supporting the Business <i>Location: National Harbor 12</i>	Track Three: Billing Goes on the Offensive <i>Location: National Harbor 13</i>	Track Four: Partner Session/ Editor's Choice <i>Location: National Harbor 8</i>
10:30 - 11:15 a.m.	Giving the Customer Control of Their Services	Full-Scale System Consolidation	The Benefits of Outsourcing Your Print-and Mail	<i>Partner Session</i> Business Assurance: Next Level RA Sponsored by WeDo Technologies
11:30 a.m. - 12:30 p.m.	It's Service Quality After All	Applying Web 2.0 for Effective Customer Experience Management	Verizon Tackles Elusive E-Bill Adoption	<i>Partner Session</i> Driving Next-Gen Revenue Sponsored by Redknee
12:30 - 3 p.m.	EXPO HALL OPEN <i>Location: Prince George Exhibit Hall A</i>			
	12:30 - 1:30 p.m. – Complimentary Lunch			
	1 - 2:30 p.m. – Keynote Q & A			
	Track One: Putting the Customer First- No, Really <i>Location: National Harbor 7</i>	Track Two: Supporting the Business <i>Location: National Harbor 12</i>	Track Three: Billing Goes on the Offensive <i>Location: National Harbor 13</i>	Track Four: Partner Session/ Editor's Choice <i>Location: National Harbor 8</i>
3 - 4 p.m.	Managed Ops Lets You Focus on the Customer	Content Over Broadband: A Realistic Approach for Adding Value	Innovative Billing Deployments Showcasing Diverse Business Models	<i>Editor's Choice</i> Use Cases Drive Real World Policy Management
4:15 - 5 p.m.	Migrating Back Onshore Using Home-Based Agents	How Real-Time Charging Is Changing Post-Pay	Enhancing the CE Through Digital Billing	<i>Editor's Choice</i> Eliminating the Black Hole of the USPS
5 - 7:15 p.m.	EXPO HALL OPEN <i>Location: Prince George Exhibit Hall A</i>			
	5 - 7:15 p.m. – Opening Reception co-sponsored by Telcordia and B/OSS			
	6:15 p.m. – B/OSS Excellence Awards			

THURSDAY, JUNE 10

	Track One: Putting the Customer First- No, Really <i>Location: National Harbor 7</i>	Track Two: Supporting the Business <i>Location: National Harbor 12</i>	Track Three: Billing Goes on the Offensive <i>Location: National Harbor 13</i>	Track Four: Partner Session/ Editor's Choice <i>Location: National Harbor 8</i>
9 - 9:45 a.m.	Quantifying the Customer Experience	Get the Latest on IP Settlements	Point of Sale as a Strategic Asset in the Prepaid Wars	<i>Editor's Choice</i> Cultivating Relationships at Every Customer Interaction
10 - 11:15 a.m.	Data Analytics: The 'Secret Sauce' of Advertising	Managing Complex Networks and Increased Bandwidth Demands	Monetizing the Cloud	<i>Partner Session</i> Succeeding with Hyperconnectivity Sponsored by SAP America Inc.
11:30 a.m. - 12:30 p.m.	E-Billing & Analysis for Carriers Serving Multi-National Corporations	Transforming Global Billing Operations to Improve Revenue Realization	Integrated Wireless Charging and Policy	<i>Partner Session</i> Protecting Margins/ Creating Value Sponsored by Sterling Commerce
12:30 - 3 p.m.	EXPO HALL OPEN <i>Location: Prince George Exhibit Hall A</i>			
	12:30 - 1:30 p.m. – Complimentary Lunch			
	1 - 2:30 p.m. – Thought Leader Q & A			
3 - 5:30 p.m.	THE POLICY SUMMITS sponsored by HP <i>Location: National Harbor 3</i>			

FRIDAY, JUNE 11

	Track One: Putting the Customer First- No, Really <i>Location: National Harbor 7</i>	Track Two: Supporting the Business <i>Location: National Harbor 3</i>	Track Three: Billing Goes on the Offensive <i>Location: National Harbor 2</i>	Track Four: Partner Session/ Editor's Choice <i>Location: National Harbor 8</i>
9 - 9:45 a.m.	The Changing Face of Retail	Delivery Excellence in Billing Operations	Beyond Polling & Collection	<i>Partner Session</i> Consolidated approach to outsourced B&CC Sponsored by Infosys Technologies Ltd.
10 - 10:45 a.m.	New Directions in Service Fulfillment	Leveraging End-of-Life Upgrades	Transforming Billing in a Converging World	<i>Editor's Choice</i> Special Access Circuits: Use 'Em or Lose 'Em
	CLOSING KEYNOTE ADDRESSES <i>Location: National Harbor 3</i>			
11 a.m. - 1 p.m.	Bringing Clarity to the Cloud Joe Weinman, Strategy and Business Development Vice President, AT&T Business Solutions Debra Osswald, Global Communications Industry Strategy Leader, IBM Closing Keynote Q&A			