

Fall Meeting Rocks Vancouver

The TMIA Fall Meeting was a raging success, with 82 attendees from 35 companies, including guests IBM, Voice Mobility, Digit Wireless, SaskTel, Manitoba Tel, Cincinnati Bell, Mpathix, and Convedia. Attendees came from all over North America and as far away as Israel (Avi Lipski).

We were fortunate enough to have with us new member companies that have joined TMIA since the Tucson annual meeting.



These included:

- Zer Communications
- Neubond
- Common Voices
- Cox Communications
- Intervoice
- Openwave
- CMG
- TDS Telecom

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TMIA's Virtual Exhibition Hall

Call for exhibitors

Next month, TMIA will unveil its Virtual Exhibition Hall (VEH), to be filled with virtual "booths" from TMIA vendor members. This is an easy way to display your company's products and services, offering visitors immediate and convenient access to company information and materials 24 hours a day, 7 days a week!

The Virtual Exhibition Hall was featured at the fall meeting, where Ellis Hill presented a sample booth sneak preview. The official invitation to participate has been sent out to all vendor members by PR Chairperson Jerri Barrett. We have already received information from 6 TMIA members, and we encourage all others to capitalize on this opportunity, as it is included with your TMIA membership.

Please send your completed VEH Information Collection sheet to Tavia Sorrell at tavia@tmia.org. Look for instructions soon regarding how to log on to the VEH!

TMIA talk

Fall Meeting Rocks Vancouver

The Fall Meeting agenda was divided into four parts:

- Voicemail today and opportunities
- Near-term opportunities
- Longer-term developments
- Committee activity reports

In addition, as the meeting was being held in Telus territory, Randy Brophy gave a talk on voicemail in the bundle. Telus was one of the first to include voicemail in the flexible bundle, which has turned out to be a major factor in increasing penetration of voicemail. TMIA guest John Rhoads from Cincinnati Bell provided reinforcement to Randy's presentation with a single slide demonstrating the growth their company has achieved in 30 months or so, during which VM penetration tripled and lead all US companies.

To round out the bundling conversation, TMIA's general counsel Karen Barr provided a thorough overview of bundling and regulation. Her net take-away message was that while regulation exists, it does not preclude bundling voicemail.

Jeff Schlueter wrapped up the first part of the meeting by discussing wireless service retention tactics that are applicable to wireline services.

Near-term opportunities included a dynamic presentation on personalization from Joellyn Sargent. Allowing the customer personal choice, personal preferences and personal control may be a key migration ingredient as we move to advanced messaging services. Rocky Agrawal of uReach talked about enhancements to legacy voicemail as small steps to next-generation services that can be immediately implemented. Rocky shared some research performed with uReach's test bed of customers.

In addition to these, several educational presentations focused on enhanced technologies which affect



The view from the Pan Pacific



TMIA learning



Avi and the ladies



Dan prepared to hoist the mainsail in a driving rain

our wireline and wireless members. Don Picard from Common Voices provided an overview of Voice XML, delving into what it is, how it will be used in messaging and its impact on end users and service providers.

Bill Scholz from Unisys provided a thorough look into the technology behind speech, what the future may look like and several case histories where speech applications are functioning. Bill was recently recognized by *SpeechTEK Magazine's* poll to identify the 10 most influential people in the speech industry. He was among those listed in the September/October issue of the magazine and at the annual SpeechTEK conference at the "Speech Leader Summit Awards." Others earning the distinction included Bill Gates and Ray Kurzweil.

Addressing the next generation of services were Rob Dill and Sam Schanker, who provided an overview of Sprint's Voice Command and Wireless Office products. In addition, Karen James of CMG shared knowledge about SMS, what's happening in Europe, what's happening on wireline, and adoption in North America. She noted that it is likely that a symbiotic relationship between advanced notification and voicemail will help both grow.

Committee chairs Bill Ehlinger of the Telephone Answer committee, Dan Corcoran of UC and Jerri Barrett of PR committee updated the attendees on committee activities. Dan also took the opportunity to solicit attendees in helping the UC committee with its next research subject.

Beyond the formal presentations, members and guests capitalized on networking opportunities. These were enhanced by excellent food, stimulating activities and a strong willingness to share industry experience and learn from each other.

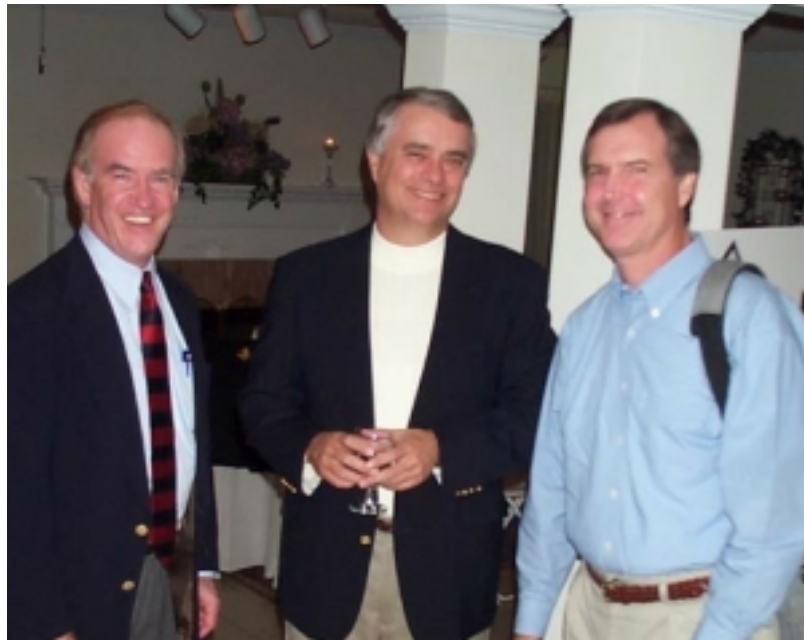


talk

Stan Romero Retires from BellSouth

After 32 years of service, Stan Romero has retired. Stan has been an active representative and a Director in TMIA from the beginning of the Association's life – in fact, he helped to write the original by-laws. Ellis and Tom traveled to Birmingham, AL to celebrate with Stan at his retirement party.

Stan with Terry Yarbrough and Stan Graves



The silver fox & the student



The view from the boat



Jerri, Sherri, Delaine & company



Our hosts from Telus & five friendly vendors



Don, Lisa & Sarah

Sponsors Make it Happen in Vancouver

Special thanks to Telus for a fabulous locale at very favorable rates (Co-Chair Val, Gord Fleming, Tina Quan and rest of the Telus Team). In addition, TMIA wishes to thank all members and sponsors who did so much to make the Vancouver meeting a success. Unisys provided audio-visual equipment, while IP Unity provided our meeting room. UReach sponsored the breakout session, and Converse the reception. Glenayre once again was responsible for the binders and printing. Finally, the meetings on Wednesday, Thursday and Friday were sponsored by Lucent Technologies, CMG and Centrinity respectfully.



Annual Meeting – Mardi Gras in New Orleans!

Please Register Soon

The Board of Directors is pleased to invite all members to the 5th annual TMIA meeting and Messaging 2003 seminar, to be held in New Orleans, from March 2 through 7.

In the survey conducted earlier this year, New Orleans was the number one destination requested by the membership, and we are fortunate to have not only secured a location, but to be there for the March 4 Mardi Gras celebrations! Since the meeting will be held during Mardi Gras we have been required to guarantee all rooms, and these are limited. Rooms can only be reserved through the online process or calling Lisa. The meeting will be held at the Doubletree Hotel, in downtown New Orleans, just across from the French quarter and Harrah's Casino. We have negotiated a group rate of \$169, which may be used as early as Friday and as late as Saturday, based on availability. Reserve your rooms through the online registration at <http://www.tmia.org/main/eventsannualmeeting.html>

Messaging Seminar:

This year we will again be holding our meeting adjacent to the MESSAGING 2003 seminar. Research First has kindly offered a \$200 discount on registration for all TMIA Member Companies.

Again this year we will be setting up an exhibition area for vendors to exhibit the latest in their messaging technology during the Messaging 2003 seminar. The purpose of the exhibits will be to allow attendees to view the latest in each other's technology and to raise proceeds that will assist us in covering the costs of our annual meeting. This year marks the first opportunity for our TMIA vendor members to exhibit. Reserve your booth online at the registration area.

We continue to plan stimulating activities and discussions for this event. As of today, the schedule is as follows:

Sunday March 2	7:30pm to 9:30	Members Reception
Monday March 3	8am to 5pm	TMIA Annual Meeting
Monday March 3	5:30pm to 7pm	Pre-parade Reception
Tuesday March 4	8am to 9am	TMIA Breakfast Meeting and Announce New Board
Tuesday March 4	9am to 5pm	Committee Breakouts
Wed/Thurs		Exhibition Area Open
Wednesday March 5	8am to 5pm	Messaging 2003 Seminar
Thursday March 6	8am to 5pm	Messaging 2003 Seminar
Friday March 7	8am to noon	Messaging 2003 Seminar

We have a limited number of rooms so please register early. We hope to see you in New Orleans!

New Members Join TMIA

The following companies have joined TMIA since the Fall Meeting: Cox Communications, Intervoice, Mpathix, SaskTel, Neubond, Openwave, Voice Mobility and Zer Communications.

Sandi Huckins and Rich Brehm, both of whom we met in Vancouver, will initially represent Cox Communications, headquartered in Oklahoma City. The company is a full-service cable, high-speed Internet and telephone provider. Find out more at www.cox.com.

Jim Barrett, Account Director, is the initial representative for Intervoice, Inc. Based in Dallas, Intervoice (www.intervoice.com) offers converged voice and data solutions. Omvia, the company's open standards-based product suite, offers speech-enabled IVRs and applications, multimedia and network-grade portals, wireless application gateways, and enhanced services such as unified messaging, short messaging services (SMS), voicemail, prepaid services and interactive alerts.

Mpathix Inc. of Mississauga, Ontario, is a supplier of carrier-grade messaging products for wireless carriers, LECs and ISPs. The Mpathix solution is built on a standards-based open-system approach using a Sun/Solaris platform. Sanjay Singhal represented Mpathix in Vancouver and we welcomed Macie Ho, Marketing Director to our last UC meeting. Please visit www.mpathix.com for more information.

Chris Munnely, VP Business Development, represented new member NeuBond (www.neubond.com) in Vancouver. Neubond provides enhanced voice services technology to communications providers in the US, including wireless service providers, long distance companies, Internet service providers, Internet portals, local service providers and application service providers.

Pete Dowker and Claude Lalonde represented new Member Openwave in Vancouver. Will Clurman, Team Leader for Voicemail, will also be an active representative for Openwave, which offers open IP-based communication infrastructure

software and applications. www.openwave.com.

SaskTel, (www.sasktel.com), based in Regina, Saskatchewan, Canada, will be represented primarily by Maggie Lam, Product Manager and Dave Claude, Market Manager. SaskTel is the ILEC for the province of Saskatchewan in Canada.

Rob Collins, Director of Marketing and Robin Sweeny, Product Manager, represented Voice Mobility, based in Richmond, British Columbia at the fall meeting. Voice Mobility (www.voicemobility.com) develops carrier-class messaging solutions designed to replace outdated messaging infrastructure and allow for the introduction of new, revenue-generating services. Based in Israel, Zer Communications (www.zer-tele.com) has joined TMIA with representative Avi Lipski, CEO. Zer has developed a new, patent-pending PBX Interface for Public Services that enables wireless and wireline carriers to offer central voicemail services to businesses, users of PBX systems or Key Telephone System users.