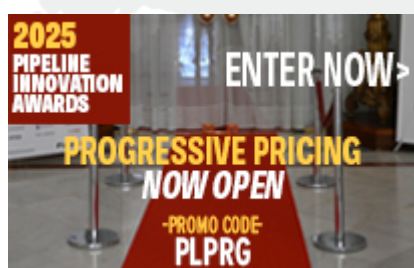


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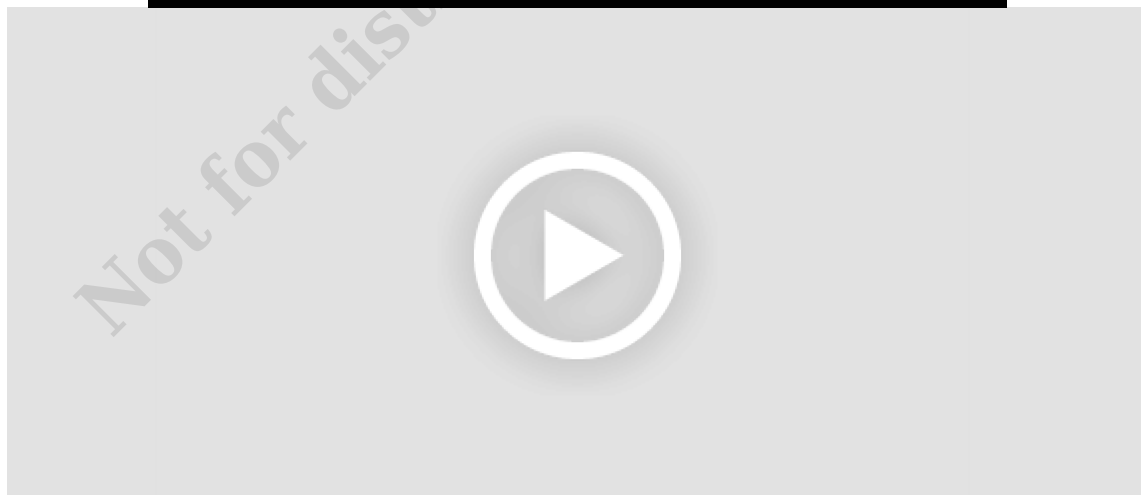
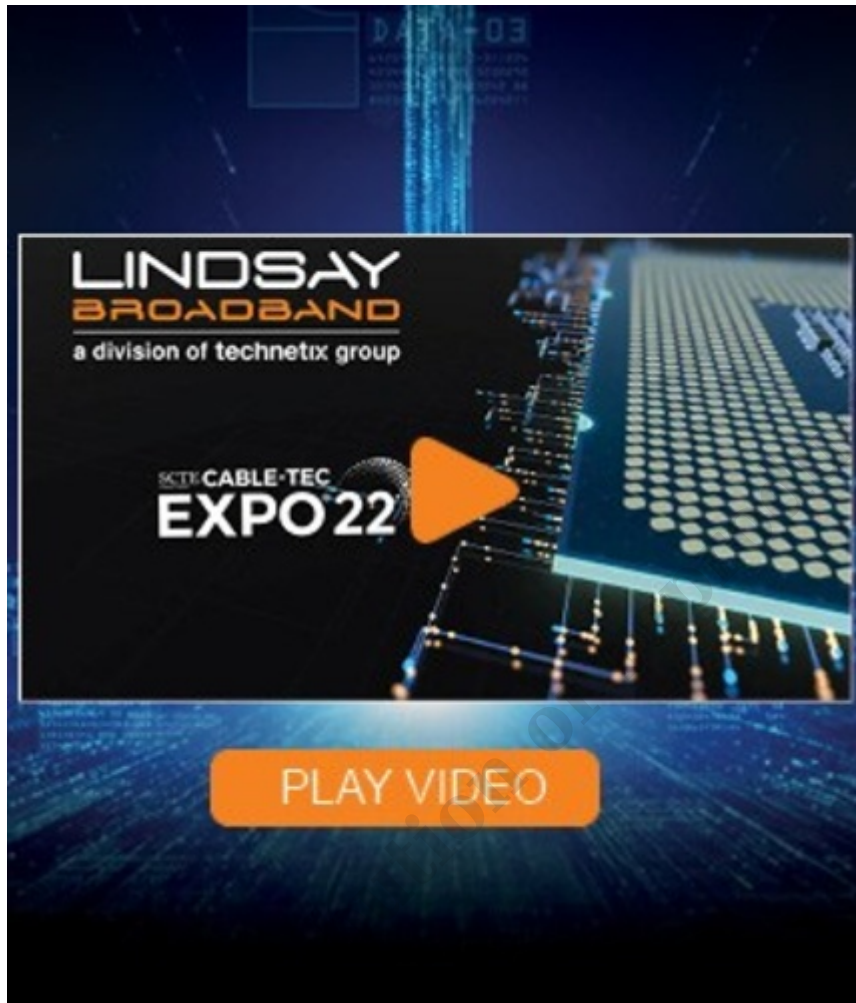
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End-to-End Solutions for Broadband Networks

In case you missed Lindsay Broadband - a division of Technetix group at the SCTE Cable-Tec Expo, this video highlights the must-have, end-to-end solutions for your network.



Predicting Colonial Pipeline: Mitigating Risk and Compliance

Mitigating risk and compliance for lawful intercept using lawful intelligence is explored in this Pipeline article feature SS8. Learn how CSPs can comply with lawful intercept regulation, while empowering law information with critical, real-time data.





Podcast: The Evolution to 6G

The world's eyes are already looking forward to the potential of 6G. Demands resulting from innovative use cases, for instance specific requirements from different industries and other user groups, as well as overarching goals like sustainability, are driving the standardization and development of mobile technologies.

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*A Dynamic Panel Discussion Featuring
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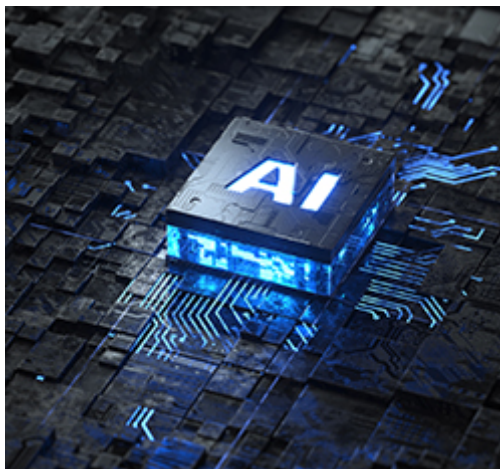
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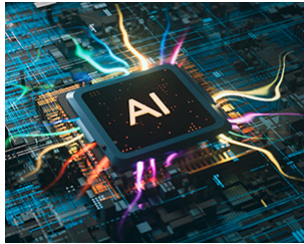
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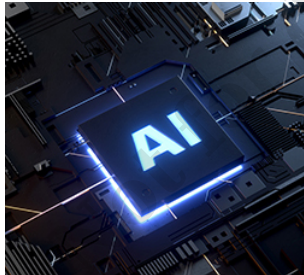
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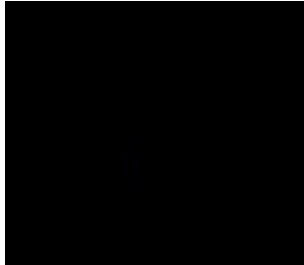
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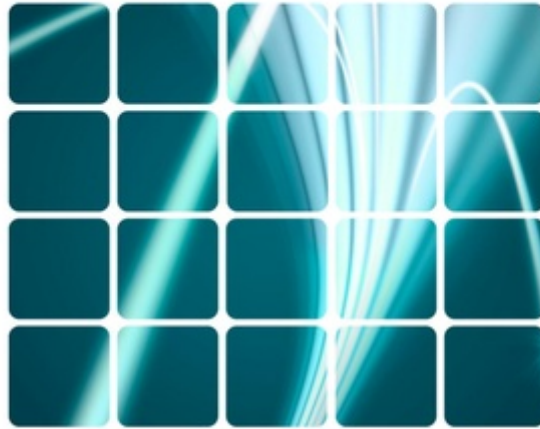


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LTE and Offline Charging:
Driving the Need for a
Lower Total Cost of Mediation

WHITEPAPER, BY ROBERT MORRISON

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Going Global with M2M: What You Must Know to Control Costs

To launch a successful global M2M deployment, service providers and enterprise customers should first develop a plan that takes into account diverse cultures, languages, regulations, technologies and pricing. This Aerus White Paper outlines how differing regions and individual countries can create challenges in certification, support, and cost control and recommends actions to avoid these pitfalls.



remain in
compliance
during
regulatory
change



Regulatory considerations are crucial to the success of any communications company. Do you need expert testimony or interpretation of a tariff or FCC order? Perhaps you've worried about OALEA, CPNI and Red Flag compliance, or need a wireless, efficient or interconnection agreement. More importantly, do you need assistance in interpretation and identifying the revenue impacts of the FCC's most recent USF/ICC Reform Order?

CHR's Business Compliance group provides you with the information needed to stay on top of important federal issues affecting small and rural telcos - allowing your business to remain in compliance during regulatory change.

CHR can help you with timely compliance reporting and assist with the implementation of regulatory requirements. CHR's FCC Report provides crucial information on key regulatory issues affecting your day-to-day business operations. Our Business Compliance group provides state and national regulatory services and implementation services associated with regulatory requirements. The Business Compliance group works with regulatory commissions, legislative bodies, and national and state associations to help develop and implement telecommunications policies.

Services provided by our Business Compliance group includes:

- Revenue and billing assurance
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- Preparation and filing of FCC/state reports
- Bundling and pricing of services
- Switched and special access pricing, rating, and audits
- State and federal USF funding requirements
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**Integrating to Mediaroom: Using
Media(n) to Simplify the Experience
A White Paper**

Document Version: 1.0

Date: July, 2011

Author: Fredel Thomas, Director of Product Management



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Use Semantics to Deliver Flexible Service Management and Avoid the Risks of OSS/BSS Transformation



by Arildam Sankar | April 2009

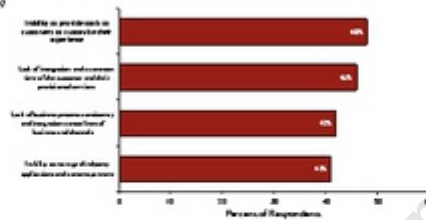
Executive Summary

The customization and convergence of services across application silos and disparate networks are critical to communications service providers (CSPs) aiming to provide innovative services, reduce customer churn and drive average profitability per user. CSPs realize that providing innovative services is not enough; it is critical to offer end users customized services with consistent and flawless quality of service (QoS), which is impossible without an end-to-end unified customer- and service-level view. This is where most service providers falter. Our research clearly points out the glaring problems that exist with most service providers' back-office OSS/BSS systems, which are typically complex, disjointed and lack the agility necessary to present a coordinated 360-degree customer-centric view. In a recent global CSP survey conducted by Yankee Group, more than 60 percent of surveyed global CSPs agreed that improved customer experience is directly linked to improved ARPU.

Most service providers take a top-down approach to express customer and service views. However, they often adopt a service model that in most cases does not capture the complexity of misaligned as well as heterogeneous underlying infrastructure. Only when the relationships among underlying systems, services and customers are mapped out of the infrastructure is it possible to achieve the goal of traditional service modeling. Therefore, what is needed today is a bottom-up approach that looks at how existing systems map to existing customers instead of a more traditional top-down approach.

CSPs have invested billions to streamline and modernize their OSS/BSS infrastructure to achieve the agility required to see all of their assets in one view, which in most cases has failed to deliver the desired service-level transparency. Exhibit 1 illustrates the critical factors inhibiting CSPs from being competitive and delivering innovative services to customers. Not surprisingly, the inability to have a common view of customers, lack of customized service delivery and business process inconsistency are the top factors that hamper as service providers from rolling out innovative services.

Exhibit 1:
Critical Factors Inhibiting CSPs from Being Competitive and Delivering Innovative Services
Source: Yankee Group, 2009



In light of current economic challenges, it is clear that telecom service providers are squeezing their capex budget to align with lower revenue growth expectations. Hence, although a unified end-to-end service model remains on top of their priorities to instead of full-scale and expensive transformation exercises, CSPs and managed service providers are looking for an alternative low-risk, incremental path toward a unified service model. In this report, we look at CSPs' current operational issues, take a deep dive on a unique, alternate semantics-based approach toward achieving a unified virtual service model, and investigate how such an approach can enable customer centricity by solving the problem of siloed infrastructure data.

This custom publication has been sponsored by Oracle Systems.

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**Navigating the Chaos: Identity Access and
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From wireless to wireline networks, CHR has the insight and expertise that empowers the services connecting customers and communities. We stand ready to partner with you on all your project needs—from concept to construction. Whether you're deploying new networks or launching next-generation services, from funding to field services, CHR is with you every step of the way.

CHR's Connected Services provide the platform for next-gen networks and brings them to life. Our expertise in execution enables IP evolution—guaranteeing improved network reliability and scalability to support the services that maximize ARPU, reduce churn and generate new revenue while achieving regulatory requirements and reducing CAPEX.

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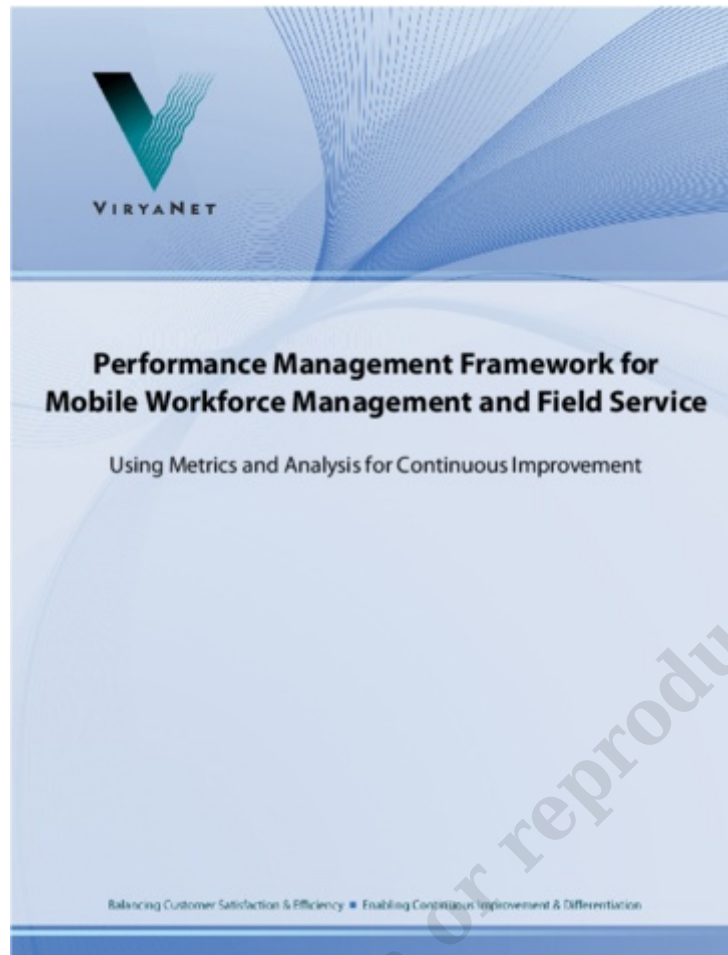


A whitepaper covering the current industry, opportunities, and requirements for a non-Tier 1 Cable MSO entering the business services market.

Completed March 1, 2012

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A strategic approach to marketing
for customer retention and business growth



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Info Directions Maintains Gold Certified Status in Microsoft Partner Program

VICTOR, N.Y. (March 10, 2009) — Info Directions, leading provider of net-centric billing, rating, order management, workflow and selling solutions for communications service providers, is pleased to announce it has maintained Gold Certified status in the Microsoft Partner Program with a competency in ISV/Software Solutions.

Recognizing Info Directions' expertise and total impact in the technology marketplace, the Gold Certification ensures Info Directions has demonstrated expertise with Microsoft technologies and has a proven ability to meet customers' needs. Microsoft Gold Certified Partners receive a rich set of benefits including access, training and support, giving them a competitive advantage in the marketplace.

"Solutions Competencies are an important way for Microsoft to better enable ISVs to meet customer needs," said Sanjay Parthasarathy, corporate vice president of the Platform Strategy & Partner Group at Microsoft. "They allow ISVs to keep and win customers with their deep knowledge of solutions-based Microsoft platform technologies. Microsoft has a long history of working closely with ISV partners to help deliver compelling solutions and applications to our mutual customers, and the Solutions Competencies are an important step in continuing to enhance vital relationships with ISVs worldwide."

The Microsoft ISV/Software Solutions Competency recognizes the skill and focus partners bring to a particular solution set. Microsoft Gold Certified Partners that have obtained this competency have a successful record of developing and marketing packaged software based on Microsoft technologies.

"We are extremely pleased to have maintained Gold Certified Partner status in the Microsoft Partner Program. Our organization is focused on developing products and services that support the evolution of the rapidly changing communications market, so we make it a priority to participate in the Microsoft Partner Program at the highest level," said Tim Wrona, Vice President of Product Marketing at Info Directions. "Being a Microsoft Certified Gold Partner helps us meet our commitment to our clients by giving them the products, tools and services they need to leverage new opportunities and compete more effectively in the communications market."

software solutions

CHR provides integrated business solutions that address today's needs while positioning for future revenue streams, such as cloud based services. CHR software is available through traditional on-site licensing, through our supported cloud service model, or Software as a Service (SaaS). Our cloud based and SaaS options provide all the benefits of a traditional on-site license, and the platform hardware, operating systems, and a team of highly skilled professionals — all in a hosted environment without the upfront capital expense. SaaS and cloud based software are served from one of our four data centers and managed by CHR's 24x7 NOC services team.



ORDER MANAGEMENT (ORDER TO CASH)

CHR's Order Management accelerates cash flow with an integrated order-to-cash process — providing a faster path to revenue, improved operational efficiencies, and higher customer satisfaction. Order Management supports complex product bundling, parallel and sequential order flows, and end-to-end automation from order capture to fulfillment. Our intuitive tool makes it easy to identify and correct errors. Order Management provides robust pricing and promotion capabilities to include bundling and discounting. We provide a complete solution for credit analysis, order entry, fulfillment and billing.

PRODUCT LIFE CYCLE MANAGEMENT

Clearly defined products drive order entry and service fulfillment. CHR's Product Life Cycle Management takes a product through design, approval, release all the way to retirement. Our team of experts partner with you to craft products that meet customer demand in alignment with available technology and support infrastructure. Products are able to be built by component and managed with expiration dates. Throughout the product life cycle CHR works with you to adapt to new business models, added products and services.

CUSTOMER CARE MANAGEMENT

CHR's Customer Care Management is a powerful tool which provides you a 360 degree view of the customer—allowing you to review all relevant information about a customer's account, add new locations, and launch a service order to add or change data. Customer Care Management offers a combination of search, inquiry and order entry tools. Our unique "accounts-at-a-glance" feature provides flexibility for the CSR to manage their view of the customer—helping the CSR deliver efficient and effective service. CHR's Customer Care Management delivers the right tools and necessary authority for CSRs to solve client problems—improving quality of care and reduction in issue resolution time.

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Keep your distributed network ship-shape by ensuring that globally dispersed access points don't represent security leaks. Our Secure Access and Single Sign-on Solution gives you a crow's-nest view of who is accessing network elements, and the potential impact.

Know your crew

Securing large, multi-vendor multi-technology networks can be a daunting task. With thousands of people accessing thousands of network elements, the problem is clear. But a consistent set of security procedures can help—as long as you know they are being followed. Still, how can you manage security in an environment where different element management systems all handle user accounts and auditing differently? Secure Access and Single Sign-on from Nakina Systems solves these complex issues by assigning security privileges by user in a central location and tracking activity in easy-to-access reports.

Watching the horizon

When something goes wrong, the ability to quickly audit who accessed network elements, if they made any changes, and from what network entry point they accessed them, can make the difference in meeting service level agreements. Nakina Systems' Secure Access solution allows security administrators to implement a single user interface to control and manage all access

to network elements and element management systems in the network. A broad range of security policies can be created and enforced networkwide, and administrators can audit activity at anytime.

Set sail safely

Nakina's multi-vendor security management solution offers the ability to:

- Centralize security policy administration via a single tool that integrates into existing corporate identity management systems
- Substantially reduce the effort and cost to administer security credentials for thousands of users across large networks
- Standardize the implementation of security policies across multi-vendor environments
- Enforce robust and consistent security policies with automated network-wide security measures like password aging and minimum alpha-numeric password requirements
- Customize security privileges at the individual user level and define and assign privileges to user or group of users based on job responsibilities.

Key Functions

The Nakina Secure Access and Single Sign-on solution addresses four key problem areas:

Network Element Security

- This feature enables the security administrator to automate and centrally manage user password management across all network elements and element management systems.

User Security Proxy

- This allows users a single point with his or her own unique account credentials and a list of authorized applications or elements, significantly simplifying and improving the end-user experience.

User Privileges

- This enables the security administrator to assign user access privileges by network element or element management system.

Auditing

- This enables the Security Administrator to centrally log, review the activity of and terminate select individual user sessions.



IP Video Services Accelerator

Sigma Systems' IP Video Services Accelerator is a robust solution enabling cable service providers to extend video service offerings to deliver an enhanced and unified entertainment experience.

Without a doubt, the enhanced entertainment experience over IP video networks is emerging as the "next big thing" for service providers as over-the-top (OTT) content, Internet video and 3rd party applications continue to threaten customer loyalty. Gone are the days of just delivering traditional video offerings as cable service providers begin embracing the opportunity to create new business models and deliver an exciting, personalized multi-screen experience to subscribers. But without the proper supporting service fulfillment foundation, the accurate delivery of this experience is a significant challenge for cable service providers.



Simultaneous Linear & IP Video Provisioning & Support

The IP Video Services Accelerator provides a service fulfillment solution that simultaneously provisions and supports both linear and IP video networks to deliver digital TV, PPV, VOD, DVR/PVR, Internet Video, OTT content, and 3rd party applications. This unique integrated OSS service management solution eliminates operational silos and provides seamless order management, provisioning, and entitlement management across all technologies, services, and systems.

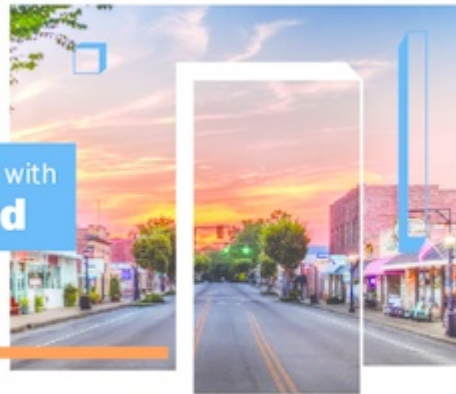
Simplify All-IP Video Migration

By supporting a hybrid linear and IP video network that provisions all video services, the IP Video Services Accelerator gives you the ability to simplify and implement a logical migration strategy from legacy to all-IP video. You can manage this migration at the pace of your business and benefit from the flexibility to migrate in stages by managed service area, network segmentation, and even customer profile. With the IP Video Services Accelerator you can rapidly launch enhanced entertainment services and migrate linear video subscribers to a common OSS back-office solution when your business is ready.





Building the Future with Broadband



Creating Communities

Communications service providers play a vital role in building rural America. Connecting unserved or under served communities through broadband technology improves their way of life and closes the digital divide by providing economic opportunities otherwise not possible.

CHR Solutions is a proven industry leader with over 75 years of experience and will help you invest in broadband. Our complete solution gives you the tools necessary to make strategic business decisions for building, marketing, and monetizing your network.

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