

A stimulating programme designed to identify, tackle and debate the operational, regulatory and implementation issues of Next Generation Services & Networks.

Designed in collaboration with Ofcom, the Dti and UKIF.

NextGen Services & Networks

Conference Programme

The Renaissance Heathrow Hotel, Heathrow
November 30 and December 1 2005.

**Early Bird Discount:
Register by August 31 2005**
www.nextgenservices.co.uk

Platinum Sponsor:

SIEMENS

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ABC
Access to Broadband Campaign

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Organised by:

B2B
unique events

- Facilitated workshops on Next Generation Consumer Services, Telepresence and Instant Messaging, Next-Gen Consumer Services, New Applications and Billing
- Explore how to match services to market demand
- Understand the fundamental shift to services based on the Internet protocol, including the ability to offer voice services over broadband
- Meet 40 leading vendors all under one roof
- Presentations from Ofcom, Access to Broadband Campaign, UK Internet Federation, DTi, Regional Development Agencies (RDAs) and leading US thinker David Isenberg.

www.nextgenservices.co.uk

NextGen

Services & Networks

2 day vendor-independent conference & exhibition

The internet and the adoption of the technologies and services it enables are having profound impacts on business and society. The drive to launch new services over '21st Century' networks is challenging service providers and enterprises. The need for 'digital inclusion' has major implications for the industry and is producing profound change. At the leading edge of the change is the fundamental shift to services based on the Internet protocol, including the ability to offer voice services over broadband.

While changes to voice services and how they are offered (and by whom!) are important – the service environment is changing rapidly, generating opportunities and threats for service providers, enterprises and citizens. The impacts are being felt across the board – and this event will help you to explore and understand the possibilities.

About the Event

NextGen 2005 is organised around the needs of two main groups:

- Service Providers and their partners
- Enterprise customers and SMEs

NextGen 2005 will provide a valuable opportunity for these groups to interact. Enterprise customers and SMEs will benefit from the latest thinking of leading Service Providers and technology companies. Service Providers and technology vendors will benefit from exposure to the implementation and delivery needs of key groups of customers. Everyone will benefit from the stimulating programme which will provide a much richer experience than 'yet another VOIP event'!

In a blend of keynote plenary sessions and focused workshops, participants can get to grips with the strategic, operational and management changes being driven by the emerging services environment. This two-day event has been designed so that representatives from service providers, enterprises and SMEs will come away with an understanding of the operational, regulatory and implementation issues. The old ways of offering services where the network owners largely dictated the speed at which

new services were implemented will vanish in the all-IP world.

Participants can participate in facilitated workshops on Next Generation Consumer Services, Telepresence and Instant Messaging, Next-Gen consumer services, new applications and Billing and explore how to match services to market demand. Also covered will be IP for remote and flexible working and how VoIP can deliver call centre solutions that make sense for SPs and users alike. We have also provided opportunities to look at how Next-Gen services are changing the definition of 'Content' and we will help you understand how to benefit from these changes.

NextGen 2005 will include presentations from amongst others: Ofcom, Access to Broadband Campaign, UK Internet Federation, Regional Development Agencies (RDAs) and leading US thinker David Isenberg.

Participants at NextGen 2005 will also be invited to attend the Enterprise Networks exhibition which takes place alongside this conference. Approximately 1,500 Network Managers/ Engineers and related job functions are expected to attend this "connected network" event. Application Performance Management, Network Management, Cable Management and Installation, VoIP, 10G, Security, Wireless Metro Ethernet, Co Locations and web hosting will be topics covered. A series of test drives and workshops where the network professional get to test comparable products LIVE! Register for free exhibition attendance at www.enterprisenetworks.co.uk

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NextGen Services and Networks

Broadband delivering for next generation services!

A new era in telecommunications for the enterprise.....

NextGen Services & Networks



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The Renaissance Heathrow Hotel, Heathrow
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Relax at the Networking Dinner on November 30 at The Renaissance Heathrow Hotel from 7.30pm where you can network with your peers over dinner and drinks.

To reserve your place register at
www.nextgenservices.co.uk/dinner



About Access to Broadband Campaign

Access to Broadband Campaign (ABC), a not for profit organisation is made up of people with a passion who say what they think about broadband development in the UK with a focus on:

- Independent thinking and action
- Campaigning for broadband everywhere for everyone
- Technology and supplier neutrality
- Being a strong voice in the debate



www.nextgenservices.co.uk

Day 1		Wednesday November 30 2005
NextGen Services and Networks Chair: Richard Hooper - Deputy Chairman, Ofcom		Duration
Welcome and Introduction		
10:00	Keynote1 – Re-inventing the future - the value of networks in an all-IP world Leading US thinker David Isenberg (www.isen.com) charts the rise of the 'stupid network' and the potential for cataclysmic impacts of the telecoms world bringing an international perspective to highlight the issues the UK faces in rolling out new services.	30 minutes
10.30	Keynote 2 – Delivering Next Generation Services in an all IP world The service environment is shifting rapidly, enabling service providers to innovate and add value through new services as conventional service revenues fall and margins erode. What's out there that can bring a smile to a Telco's face? Is the triple play a reality and how will converged services be delivered? Are Gigabit networks in businesses and homes a real prospect for growth in an environment where many households and businesses seem to be slow to adopt 'cool new stuff'.	30 minutes
11.00	Networking break	20 minutes
11.20	Keynote 3 – 'Being There' How hot applications in the consumer space are driving into corporate territory and challenging service providers' preconceptions. It's more than voice -- it's the sense of 'Being There'. Think of presence not as icons on a desktop, but as the "virtual water cooler". Blend a whole raft of techniques (inc. regular voice) to make people in different places not feel the distance between them. Martin Geddes is a thinker, writer, coder, inventor, agitator and consultant. He writes the popular telecom strategy weblog www.telepocalypse.net, cited by Business Week and Forbes among others. He will look at ways of creating value through harnessing the innovation potential of IP. Martin Geddes - Telepocalypse	30 minutes
11:50	Keynote Speaker Panel – Audience Q&A	10 minutes
12:00	Stream 1 Next Generation Consumer Services Facilitated workshop on new services. In this workshop we look at how consumers are adopting new services including: <ul style="list-style-type: none"> • Telepresence and Instant Messaging (IM) • Consumer VOIP • Fixed/Mobile convergence • Consumer adoption of home wireless networks • Media and music • 3G's role in the consumer market 	Stream 2 Ubiquitous Wireless 60 minutes Wireless, wireless everywhere – but should we stop to think? WiFi has taken off and is reaching cruising altitude while WIMAX continues to rumble down the runway. In this workshop, we examine the state of wireless and ask whether service providers are really making best use of it with reference to are hotspots hot or not? Are there service plays that make sense? Case studies and real experience will be presented in an involving and interactive workshop.
13.00	Lunch and Exhibition Visit	60 minutes
14.00	Interactive Debate and Panel Session - Networks Collide – but who wins? Conventional service providers drone on about SLAs and the need for 'carrier class' services whereas netheads believe that TCP/IP can walk on water. The 'mobilistas' believe 3G can 'conquer all'. What will the world look like when any content can be played over any device? In this session, speakers put opposing cases with realtime feedback from the audience. Bring your WiFi enabled devices and use our 'back channel' technology to heckle the speakers! Your opportunity to argue your corner and persuade your peers.	45 minutes
14:45	Broadband - driving social and economic change Over the next five years, broadband will continue to evolve to make tangible changes to the way people live their lives. It will make businesses more efficient and the delivery of social services easier and more effective. The communications industry will help drive this evolution with new product enhancements, new technologies, increasing speeds and new applications. Businesses, Government and policy makers all have a part to play. Service providers will need to anticipate and develop new services more rapidly and flexibly than ever before. Hear the latest thinking from BT about the way these developments will drive social and economic change.	30 minutes
15:15	Networking break	30 minutes
15:45	Keynote – Regulating the future service environment – Ofcom Voice over Broadband is massively disruptive and poses huge challenges to regulators. The internet is sometimes likened to the 'Wild West' – which makes the traditional heavily regulated UK voice market look like a sedate tea-party with Palm Court orchestra. How will Ofcom deliver regulation as the market for future IP services explodes? Hear the latest thinking and take part in the discussion. Chinyelu Onwurah - Head of Telecoms Technology, Ofcom	30 minutes
16:15	View from the Independents – can VoB deliver a bright future for Independent ISPs? In the UK market, if it's not margin squeeze from the incumbent, it's consultation overload from the regulator. What does the world look like from the vantage point of an independent service provider and how can you work together to get the service you need. Do you just buy from the 'Big Guys' or is there scope for the flexibility and speed of an independent operator. Hear 'war stories' from the land of the independents and understand the possibilities for differentiated services. Steve Harris - Communications Director, UK Networks Operators' Forum (UKNOF)	30 minutes
16:45	Closing Plenary Reports back from the workshop sessions 2 minute Elevator Pitches from selected exhibitors/sponsors Summary of issues from the day	15 minutes
17:00	Exhibition visit	
17:00	Networking and Drinks reception	
19.30	Networking Dinner	

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REGISTER NOW on
www.nextgenservices.co.uk

Day 2 Thursday 1 December 2005		Duration	
NextGen Services and Networks			
10:00	Delivering for the Enterprise – implementation issues How are enterprises devising and implementing VoB strategies. How are the migration issues managed? How can enterprises deliver solutions for their users that produce benefits? Where are the 'bear traps' and how can you dodge them? In this session, we use case studies of how enterprises are 'making it happen' – you will benefit from their experiences and what works, how to deal with suppliers and get the best deal.	30 minutes	
10.30	Business Benefits of Broadband Applications As broadband penetrates end-user markets and becomes the norm for businesses of all types – what applications are really delivering business benefits? This session will brief you on where value is to be found and how to exploit the opportunities presented by broadband applications. We will look at the benefits of Voice services, collaborative and shared workspace applications and the potential of video over broadband – both fixed and mobile. This will be the latest and most up-to-date review of applications status – an important and valuable session not to be missed!	30 minutes	
11.00	Stream 1 VOIP security – issues and solutions How robust is VOIP and what are the risks in implementing voice services. Are the worries about Denial of Service attacks valid or just hysteria? How can Quality of Service (QoS) be guaranteed and how can other services (IM, voicemail) be fully and safely integrated? How are businesses coping with the risks and what are service providers doing to help with secure implementation. What do Enterprises really want? Richard Lander – LocustWorld	Stream 2 New business creation – real examples Enterprises are being created from access to IP and VoB. Hear about how it's being done and whether it can succeed. CBN – all around the country, new businesses are springing up – rooted in their communities and delivering value. Hear from Malcolm Corbett, Director of the Community Broadband Network, how, why and where it's happening Tynephone – innovative voice/broadband services targeted at SMEs (Partners are Cybermoor, The Phone Coop, ONE NE, Northumberland Strategic Partnership) Yorkshire Forward - creating new business enabled by broadband – the RDA perspective	60 minutes
12:00	Plenary Session – Next Generation Services and Networks – view from the Edge Chair: Steve Coppins - Siemens In this session, led by experienced and insightful practitioners, we explore new terrain. What does the Edge look like and how can next generation services be delivered? In the Far East, 100 MB for \$30 a month is possible – are we missing the point? Does what's happening internationally help us see the 'wood from the trees'? At the ABC conference in Aviemore in November 2004, there was so much interest in our workshop on this topic that there was standing room only and delegates told us more time was needed! So we promote it to a plenary session and you just have to be there!	60 minutes	
13:00	Lunch and Exhibition Visit	60 minutes	
14:00	Stream 1 Open Source VOIP – real or not? Numerous open source solutions are emerging – but do they make sense in today's demanding enterprise environments? Can you really replace a PBX with a PC running Linux? In this session, we focus on the open source movement and its ability to deliver using real examples. Can you harness open source applications to deliver low-cost highly scalable solutions? Find out in this workshop. Adrian Wooster – ORB	Stream 2 IP for Remote & Flexible Working – myth or reality? In the drive towards remote working can TCP/IP deliver integrated call centre solutions that make sense for service providers and users? Is the distributed call centre a real possibility? What other services will enable enterprises to deliver richer customer experiences over Broadband Infrastructure? In this applications focused workshop, we deliver the insight you need to separate myth from reality.	60 minutes
15:00	What does "Content" mean these days? "Content" is changing and changing rapidly – in a world where a daft ringtone on a mobile phone can sell bigger than a major band how can we make sense of this? This is a session where new ways of accessing content are explored.	30 minutes	
15:30	Digital Rights management and the creative commons "The production of culturally-valuable, expressive content is moving out of sole commercial control and into the hands of amateurs. This movement promises to provide meaningful alternatives to the commercial production of content, and equally promises to be a brake on commercial over-reaching in the DRM arena." (source: Dan Hunter, University of Pennsylvania, 2005). So what? Come and find out why this is so important. Daniel Heery – Cmsl Organisation	30 minutes	
16:00	Content is what you make it Brian Condon, CEO of the Access to Broadband Campaign looks at how self-generated content can provide serious insights into the use of digital technologies and the "future of broadband".	60 minutes	
17:00	Conference closes		

For the latest details of speakers and presentations, please visit www.nextgenservices.co.uk

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Event Open Times

Day One

Conference & Workshops:	10.00 – 17.00
Networking & Drinks Reception:	17.00 – 18.00
Exhibition:	10.00 – 18.00
Networking Dinner:	19.30 - 22.00

Day Two

Conference & Workshops:	10.00 – 17.00
Exhibition:	10.00 – 18.00

How to get to

The Renaissance Heathrow Hotel,
Bath Road, Hayes, Middlesex
UB3 5AN, United Kingdom
Phone: +44 (0)208 990 1100
Fax: +44 (0)208 990 1110

London/Heathrow - LHR

- Hotel Direction: 0.5 km S
- Driving Directions: Take the main airport exit, through the tunnel to the Concorde roundabout. Take the last exit off the roundabout (exit 4) and follow slip road up to another roundabout. Take the 2nd exit into Nettleton Road and the Renaissance is situated on the right handside. Using the bus lane from the A4 Bath Road to gain access to the hotel will incur a fine.
- Shuttle service, fee: £3.00
- Bus service, fee: £3.00 (one way)
- Estimated taxi fare: £10.00 (one way)

London/Gatwick - LGW

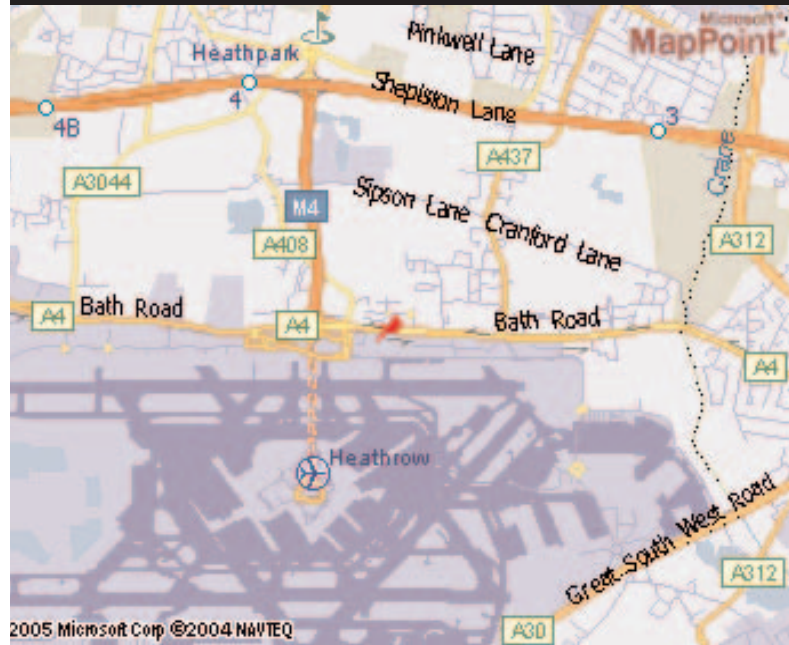
- Hotel Direction: 54 km SE
- Driving Directions: Take the M23 to the M25, Heathrow exit. Take the spur road to the Concorde roundabout and take the 2nd exit up to the roundabout. Take the 2nd exit and the Renaissance Hotel is on the right.
- Estimated taxi fare: £75.00 (one way)

London/City Airport - LCY

- Driving Directions: From City Airport turn right at traffic lights onto Connaught Rd A1011, take 1st exit at roundabout, at airport roundabout take A112 (signposted The City), at north woolwich roundabout take 3rd exit into A1011, branch left at another roundabout take 2nd exit onto Lower Lea Crossing A1020 (signpost City) continue forward and then merge onto Aspen Way A1261 towards Poplar. Then take right hand lane onto Limehouse Link A1203 towards Tower Bridge. Once reach at tower hill continue forward on A100. From Tower of London take A3211 towards Westminster. From A302 follows sign for A4 Knightsbridge once reach Knightsbridge follows signs for M4 (The West, Heathrow). Continue on M4 and take junction 4 follows signs to Heathrow Airport, take spur road, reach traffic lights take 2nd exit on the left (east ramp) reach nene road roundabout take 2nd exit onto Nettleton road/no through road until you reach hotel.
- Shuttle Service from Airport
- Bus service, fee: £22.00 (one way)
- Subway service, fee: £22.00 (one way)
- Estimated taxi fare: £60.00 (one way)

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