

COMMSOFT HAS MOVED!*By Charlie Weintraub, Sales Director*

The last week in April found CommSoft in a new – well, actually, an old – location. We moved back to our roots to “The Mansion.” In CommSoft’s early days we first located here in October, 1993. But the history of the property goes back much farther.

Originally built in 1820, the house (on 20 acres of land) served as a vineyard and the “Red House Farm” occupied by the Thompson family. Early in its history, Martin Van Buren, who would later become the nation’s 8th President, lived in the house while he was New York State’s 9th Governor. A century and a half of use, and later neglect, left the buildings and grounds in disrepair. Then in 1978 a radio station rehabbed the main building and moved in. Larry Davis (CommSoft president and founder) purchased the property in 1993 and CommSoft had its first real headquarters. When asked why he purchased this place, Larry replied, “Because it is a beautiful building.”



1995 saw the rehabbing of the back building that originally served as home for the workers on the farm and is now home to our development team. When CommSoft grew and decided to move into a more corporate-appearing environment, it left a large piece of its heart here in the Mansion and there was always a yearning to go back. Other software companies came and went and the opportunity came for us to move back.

We are occupying both buildings (6,000 sq. ft. in the main house and 1,600 sq. ft. in the back building) with plans to build an annex that will give people a little more individual space.

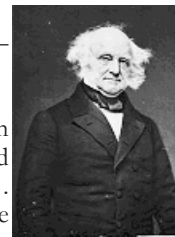
Do the employees like being here instead of our former office? What’s not to like about it? The building is beautiful, the grounds are beautiful with flowers and bushes providing color, and we are surrounded by trees offering seclusion and a pastoral setting. Inside the main building are four fireplaces and many of the windows still have the original glass.

I didn’t want to mention this, but there is a ghost in the building too. Mrs. Thompson died in the house, and some say she is still here – especially the employee who was hit in the head by the notebook that went flying off the bookshelf. And don’t ask the different cleaning services who have been here over the years and won’t come back!

Some of you have been here before, as we have hosted several BBQs here at previous Users’ Conferences. We hope your trips to the Albany area will include a visit to our new/old location.

Martin Van Buren*(From Wikipedia and Charlie Weintraub)*

(Born: December 5, 1782 –
Died: July 24, 1862)



Van Buren was the eighth President of the United States from 1837 to 1841. Before his Presidency, he served as the eighth Vice President (1833 - 1837) and Secretary of State under Andrew Jackson. He was the first president who was not of British or Irish descent - his ancestry was Dutch. He was the first president to be born an American citizen (his predecessors were born before the revolution); he is also the only president not to have spoken English as a first language, having grown up speaking Dutch. He was also the first President from New York, where he also served as a U.S. Senator (1821 – 1828) and a short time as the ninth Governor (1829) before he was appointed as Jackson’s Sec. of State.

While Governor, Van Buren is believed to have once stated, “Someday a great software company will occupy this very same house I am living in, and they, too, will go on to greatness!” (per Charlie-pedia)

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CUSTOMERS

TWIN LAKES TELEPHONE COOP

By Joe Keegan, Account Manager

My visit to Twin Lakes coincided with the Annual Poke Sallet festival in town. Never heard of Poke Sallet? Neither had I, until now. Poke Sallet — sometimes called poke weed, scoke, inkberry or gorget — is considered one of Spring's wild delicacies in this part of the country (it's a lot like spinach). There's one famous quote probably said by someone's grandma a hundred or so years ago but it's a good one: "Poke sallet is the best Spring tonic you can find; it gets your blood going." Not everyone likes it though. It does have a distinct flavor all its own. How



do I know? During lunch at Helen's Restaurant with some of the gang from Twin Lakes I was served a heaping side dish. The greens were mixed with scrambled eggs. "There isn't a better country dish in Tennessee," someone at the table said. I had to decide for myself. Another person at the table grabbed a bottle of Jalapeno Vinegar and sprinkled that on her Poke Sallet. I decided to live dangerously and do the same. And it was good. I think you have to develop a taste for it but it wasn't bad.



Twin Lakes has been serving up various telecommunication services to its customers since 1951. Located about 40 minutes west of Nashville, you can't not notice the amazing scenery and friendly residents. Depending on which road you take you might pass a sign for the town of Red Boiling Springs or maybe Pleasant Shade. It's lush, it's green, it's Tennessee.



MY FAVORITE THINGS

By Paula Rudowski, Implementations Consultant

While on-site at Guadalupe Telephone Cooperative a few months ago, I conducted iCommVergence demos for the different work groups. Renee Wilson, GVT's Billing Supervisor, attended several of these sessions and kept saying "Show them this. It's one of my favorite things. Show them that. It's one of my favorite things." She said this so often, that I told her I was reminded of the Sound of Music and the song "My Favorite Things".



Oh, NO! Why did I have to say those words out loud? I knew that I would never be able to get that song out of my head until I wrote another awful song. The folks at MTA know all about my tendency to write terrible songs. The one about the MTA Directory was a real stinker.



Standing: Sandra Ramirez, Business Analyst
Sitting: Renee Wilson, Billing Supervisor

Anyway, this one's for you Renee!

Now you are going to sing this for us at User Group, right?

My Favorite Things

*Templates and bundles with defaults and actions,
Prorates and estimates without using fractions,
Multi-Line orders that fly through with wings,
These are a few of my favorite things.*

*Pink-Colored messages that match all my dresses,
Simplified orders that reduce all my messes,
Captions and Indents and Distinctive Ring,
These are a few of my favorite things.*

*Click and drag statements make my life so easy,
Change the main bill to is ever so breezy,
Customer documents right on my screen,
These are a few of my favorite things.*

[Chorus]

*When the calls stack,
When my sales lack,
When my boss wears plaid,
I simply remember my favorite things,
And then I don't feel so bad!*

[Repeat all verses if you dare]

SUPPORT & CLIENT SERVICES

RELEASE NEWS: SHOWCASING THE A/R PROJECT

By Bob Kolar, Director of Client Services

For the past several weeks, three members of CommSoft's programming staff have been set on a course to do some much needed work on CommSoft's flagship product, *iCommVergence/CommVergence*, specifically focusing on several key areas pertaining to the billing, payments, late notice, temporary suspension, disconnect processes in an effort to unify these separate processes and build upon the interoperability of *iCommV* and *CommV*. The moniker given to this activity is the A/R Project.

Craig Engle, Lead Analyst for the project, along with Mark Wedge and Bill Hillman bring to the table over 35 years of combined *CommVergence* application design and programming experience. Per Jim Jackson, "When it became apparent that we needed to do some work in this area, these *three wise men* were the only people anyone could imagine working on this." Craig and Mark were around when the original *CommVergence* billing modules were designed and Bill came along shortly thereafter learning the application from the two "masters."

The applications all worked well enough; however, because they were literally created and designed separately, there were some integration points that everyone always thought should be there, but were never designed for a myriad of reasons. Our customer base, who grew accustomed to the way the application worked, simply accepted the application the way it was. In recent years, though, some of these deficiencies were more noticeable to our newer customers, and the ball started rolling. By late 2008, information was already starting to form. Notes from past User Group meetings, open support issues and customer requests were all tabled and a plan of attack was set. The stack of requirements was daunting, and it soon became clear, despite our best of intentions, we would not be able to accommodate for every change or recommendation. We had to choose the changes that would give us the greatest improvements in efficiency and accuracy. For that reason, among the changes you see here, you may not find the ones you thought were key or critical. Still we are encouraged that the changes made will provide some much needed improvements in the automation of these processes, and serve as a springboard for further changes in upcoming releases.

Billing

There are several changes to the billing process but, rest assured, none of these changes will have any significant impact on the billing process from an end-user perspective. What will change is the way accounts are updated and how certain activities affect these accounts once billing is kicked off. Currently when Phase-2 of billing starts, all buckets are updated, which inadvertently provides CSRs with invalid aging information on customer accounts. If the customer account happens to be in the bill cycle, which is currently in Phase-2 of the billing process, that customer account will show, inaccurately, that their account has aged as if the bill date has passed, even if that date might be several days in the future. The new changes to the way Phase-2 runs will now give the CSRs more accurate information. Billing will run without changing the aging of the buckets, and CSRs will be able to apply payments up to the bill date. Meaning even if billing is started on the 26th of the month, payments can be applied and aging won't be updated until the bill date of the 1st of the month. This also prevents the possibility of sending incorrect late notices.

Payment

As a result of the changes mentioned above, the application of payments process was changed to check the effective date of the charge to see if it is "current." If it is current, then the application would know to pay the charge, or appropriately ignore if not. This change was made to recognize all pay rules.

One very useful added feature in the payments module is that if the exact payment amount is made to a temporarily suspended account, the system will automatically reconnect that account. Payments in this matter can be accepted through any number of means: SelfServe (EBPP), VoiceServe (IVR), or direct Payment Entry.

Late Fee Automation

Because some customers have requested the late fee process be split from the disconnect process, or they asked for the ability to have a proof list created for their review prior to any posting of fees or disconnects, the late notice disconnect parameters was changed to add another record type "fee" along with some new processing. Now you can generate a proof list of late notice disconnect customers and edit or proof the list before the generation of any fees. The late fee process will now be independent from the late notice/disconnect. The late notice process has different criteria necessary to send a notice to the customer prior to involving them in the disconnect process. Payment plan charges can, at the user's option, be included in the amount shown on the notice.

(Cont. pg.5 & 6)

DEVELOPMENT

ARE YOU A MARKETING POWERHOUSE?

By Tracy Perry, *Applications Consultant*

There is no doubt Marketing is one of the key elements you need to remain successful in today's highly competitive environment. It's been said, mass-market advertising is out and micromarketing is in. So how do you take your customer's data and demographics required to understand them, and deliver offers to those customers at the right time and place? CommSoft's new Customer Relationship and Campaign Management solution can help!

In comparison to other industries, service providers have the best data on their customers—you know their patterns better than anyone—you know what they're doing (SMS, videos, talking on the phone, etc.) and when they're doing it—couple that with geographics and you can segment all night long!

Issues arise when customer data is held across many systems—how do you manage it and how do you know it's accurate? Some may have to invest in a data warehousing solution. Then how do you monetize that data, as it costs money to collect & store it? Here's where CommSoft's CR&CM solution can help, as all the data is stored and coming from ONE place—iCommVergence!

Integrated throughout the customer management processes, this set of applications unlocks the potential of customer and prospect information to drive revenue to your bottom line.

CommSoft's CR&CM suite supports the sales and marketing efforts of service providers by providing automatic marketing capabilities, tracking, and analysis. Made to work specifically with our iCommVergence suite, only one view into the data is required, and CSRs and Marketing personnel can operate within one seamless framework to manage and market to customers concurrently. Not only is it simpler, but it avoids the pitfalls of integrating to third-party sales tools.

So what are some of the other benefits?

Increase Revenue

- Increase up-selling capabilities through bill messages, email, and direct mail to targeted segments.
- Identify and retain your most valuable customers.
- Identify and target your highest potential customers.
- Create compelling campaigns and services that subscribers will want to buy.
- Issue targeted messages on bills for increased marketing opportunities in one step, right from campaign targets.

Increase Productivity

- Access all your customers' account information through a single view of Statement, Customer, and Service Attributes available for selection.
- Import prospect information from third-party sources and export results for third-party telemarketing or mailing services.
- Avoid double entry – all billing system information is automatically available to CR&CM without the need to create specialized interfaces.

Improve Customer Value

- Respond quickly to marketplace changes.
- Automate multiple touches and contacts with targeted prospects and customers.
- Reduce the effort to create, produce, and manage marketing events.

Don't wait any longer—take advantage of all these benefits and become a Marketing Powerhouse today with CommSoft's new CR&CM solution! Contact your account manager to setup a demo—operators are standing by :)

RELEASE NEWS: SHOWCASING THE A/R PROJECT

(Continued from page 3)

There were some other smaller changes like sending internal e-mails to the proper user, notifying them anytime equipment is returned that is in a bad-debt status:

- New capability has been added allowing users to create a proof list to prevent batch payment posting errors.
- Warning notification for bad debt accounts at the statement level and customer level.
- Notification of totals mismatches on batches.
- Reconnect listing, sorting ability by site, statement, and service account levels.
- Warning whenever you are about to delete a batch.

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WOULD YOU LIKE TO KNOW WHERE YOUR MONEY IS GOING?

Voice, Internet and Video Revenue Assurance

By Rick Bartlett, Sales Director

It's important to make sure you know where every dollar is going. Especially now in this economic climate, making sure you get every dollar is more important than ever. Using CommSoft's VTC solution you can do just that.

VTC directly collects information from the switch, or other network element(s), and the billing system, compares the two, and reports any line element discrepancies. VTC queries the switch and compares all elements to the billing system to make a comparison to identify errors. This method ensures all under-billing is captured. Assurance can be configured to run based on day-of-week, time-of-day, exchange range, and number range.

Receive an Audit Summary Report and Revenue Leakage report giving you exact detail on where and when revenue is being lost.

Voice Revenue Assurance

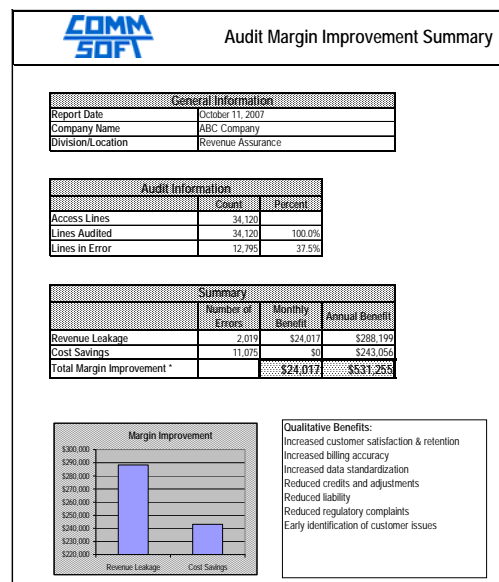
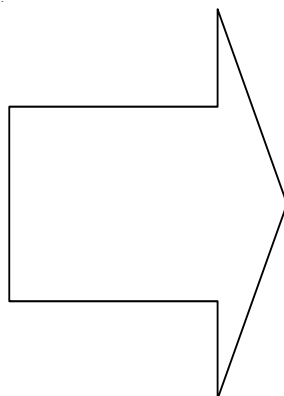
Performs an automated comparison of the services and features that are active in a switch or softswitch with those that are active in one or more billing or order systems.

Internet Revenue Assurance

Performs an automated comparison of the services and features that are active in a DSLAM, FTTH equipment, or authentication server with those that are active in one or more billing or order systems.

Video Revenue Assurance

Performs an automated comparison of the services and features that are active in video middleware or head-ends with those that are active in one or more billing or order systems.



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There might be some other surprises as Craig, Mark and Bill will be coding and testing right up to code cut-off for Release 8.7. Yes, that's right, because of these changes, what was referred to as iCommV/CommV Release 8.6.02 was upgraded to Release 8.7. The expected general availability of this release is July 6, 2009.

Shortly after the release is shipped, CommSoft will be providing several on-line demonstrations of the changes related to this project. So be on the lookout for these invitations and sign-up early. These virtual classrooms will fill up quickly.

COMMSOFT CORNER

MILESTONES

NEW HIRES

Ryan Sevier started working at CommSoft as a contractor in January, and he came aboard as a full time employee as a member of the VTC team in Denver in April.

Joe Keegan rejoined CommSoft as an Account Manager in March.

Tom Pitts rejoined CommSoft as an IT Support Specialist in March.

STORK REPORT

Welcome Baby Boy!



Brennan John Jackson
Born to Jim and Karen Jackson
May 12, 2009
7lbs 15oz

Congratulations
to both families!

Welcome Baby Girl!



Jordan Whitney Inzinna
Born to Jaclyn Whitney and John Inzinna
May 21, 2009
8lbs 5oz

COMMSOFT TAKES PART IN THE GHI WORKFORCE TEAM CHALLENGE



On May 21st six of our CommSoft employees participated in the annual GHI Workforce Team Challenge through Washington Park in downtown Albany. There may have been representatives from over 350 other companies running this race (as well as a record attendance of 7,700 participants), but every CommSoft runner could be easily depicted in the pack sporting their colorful tee-shirts illuminating the CommSoft logo!

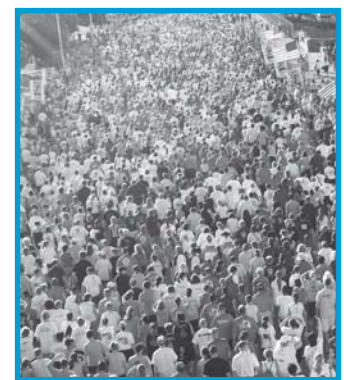
Congratulations to Hari Kondreddy, Steve McKenna, Vijay Oruganti, Lisa Mascolo, Bob Kolar, and Tracy Perry for doing a fine job of running this event and representing the company. In addition, a special thank you to all CommSoft employees who came out to cheer their co-workers to the finish line, even with the temperature reached 87 degrees!!!



The t-shirt designed for Team CommSoft to wear in the race.



Team CommSoft (pictured L to R: Vijay Oruganti, Bob Kolar, Tracy Perry, Hari Kondreddy, Steve McKenna)



Just a few of the runners

A LITTLE ABOUT JOE AND TOM..

JOE KEEGAN

Current Job: Account Manager

About 9 years; I was restoring an old house and selling real estate



Joe trying to stay warm while some issues with the AC were being worked out at our new location!

Traveling and my pal, Tracy Perry

Liked having free time during the day, but in real estate you get lots of calls in the evening and you have to work weekends!

YES!! I have a window I can open and lots of natural light. Oh, and a porch!

So many new customers that I don't know

I have the perfect job - troubleshooter, software demo person, schmoozer, traveler to exotic places (ok, 3 of out of the 4)

Bob Kolar - he's thinner. He rides his bike to work and eats apples and oranges for snacks. He's setting a bad example for the rest of us.

Hitting the salvage shops looking for old house parts

One son, Timothy - age 8

Lots - real estate is a lot of driving and I'm always late. I might write a book on how to get out of a ticket or at least get it reduced to a lesser offense. I have it down to a science.

Meltdown at Target checkout - my son was screaming but the cashier kept asking if I wanted to save 10% by opening a Target account.

Alligator - I think it was the tail

250,000 - I drive them until they die

Sloppy laundry folder - most days I have to dewrinkle a few minutes in the dryer

I don't screw the tops on milk, juice, soda, etc tight enough (big deal, right?!)

October - like the Fall weather and the trees changing color

Bib overalls - They were very hip when I was in high school

a screwgun

THE QUESTIONS

How long were you at CommSoft before you left and what'd you do while you were gone?

What'd you miss most about CommSoft?

What'd you like/dislike about your last job?

Do you like your new digs?

What's changed the most?

What do you like most about your current job?

Which employee looks the most different?

Favorite outside hobby?

Kids - how many? Ages?

How many speeding tickets have you gotten in the last year?

Worst kid acting-up moment? Something you were least expecting when you had kids?

Most bizarre food you've ever eaten?

Most miles you've ever had on a car?

Most irritating thing your spouse does?

What complaint would they have about you?

Favorite month of the year and why?

One fad you would bring back if you could?

Something I can't live without would be..

TOM PITTS

Current Job: IT Support Specialist



8 years; I was working for Time Warner Media Sales located in Latham where I was in charge of their networking infrastructure

I really missed the people and atmosphere at CommSoft. Where else can you go and have a keg on tap everyday of the week?

Really enjoyed the team I worked with

Like?! I love the new digs!

Our new location at Thompson Hill and I love it!

The independence which works out if you're self-motivated

I would have to say Bob Kolar. That P90X really does work!

Hunting

Currently 1 at 2yrs old and 1 on the way - due in September

Just one

Being loud in a private place.. such as church.

Escargot

170,000

Plucks her eyebrows every morning! How can you grow a unibrow in one night?

Snoring

October. Beginning of Archery hunting.

Stone-washed jeans and a rat tail

Hunting!



Communications Software Consultants,
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THE LAST DROP

CommSoft's 2009 User
Conference will be
September 29th -
October 2nd this year!
More information will
be coming soon!

SAVE THE DATE!
