



Results of Post SIPNOC 2011 Attendee Questionnaire

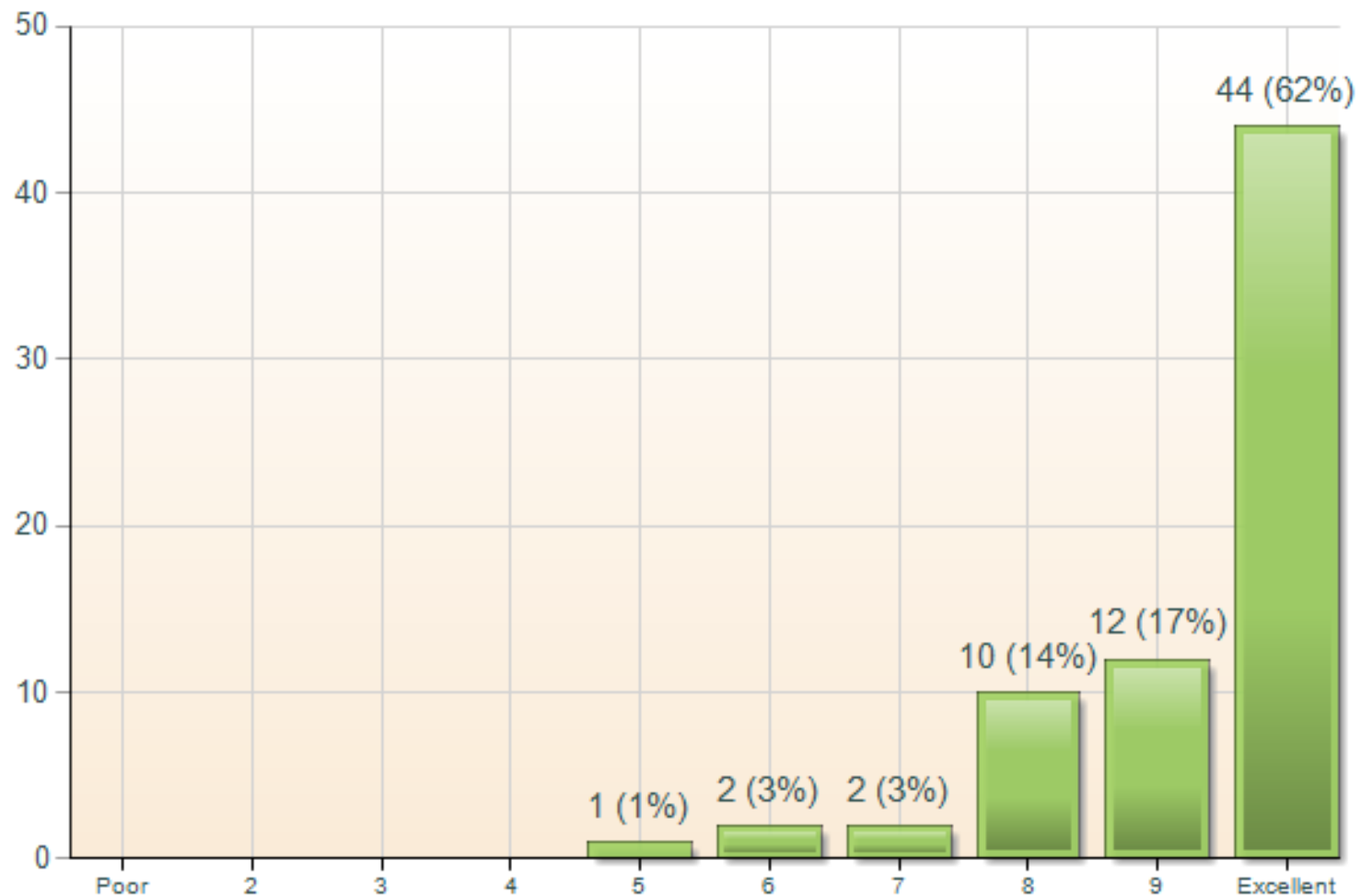
May 19, 2011

Survey Data Points

- **Results based on 71 Completed Questionnaires out of 144 Total Number of Attendees**

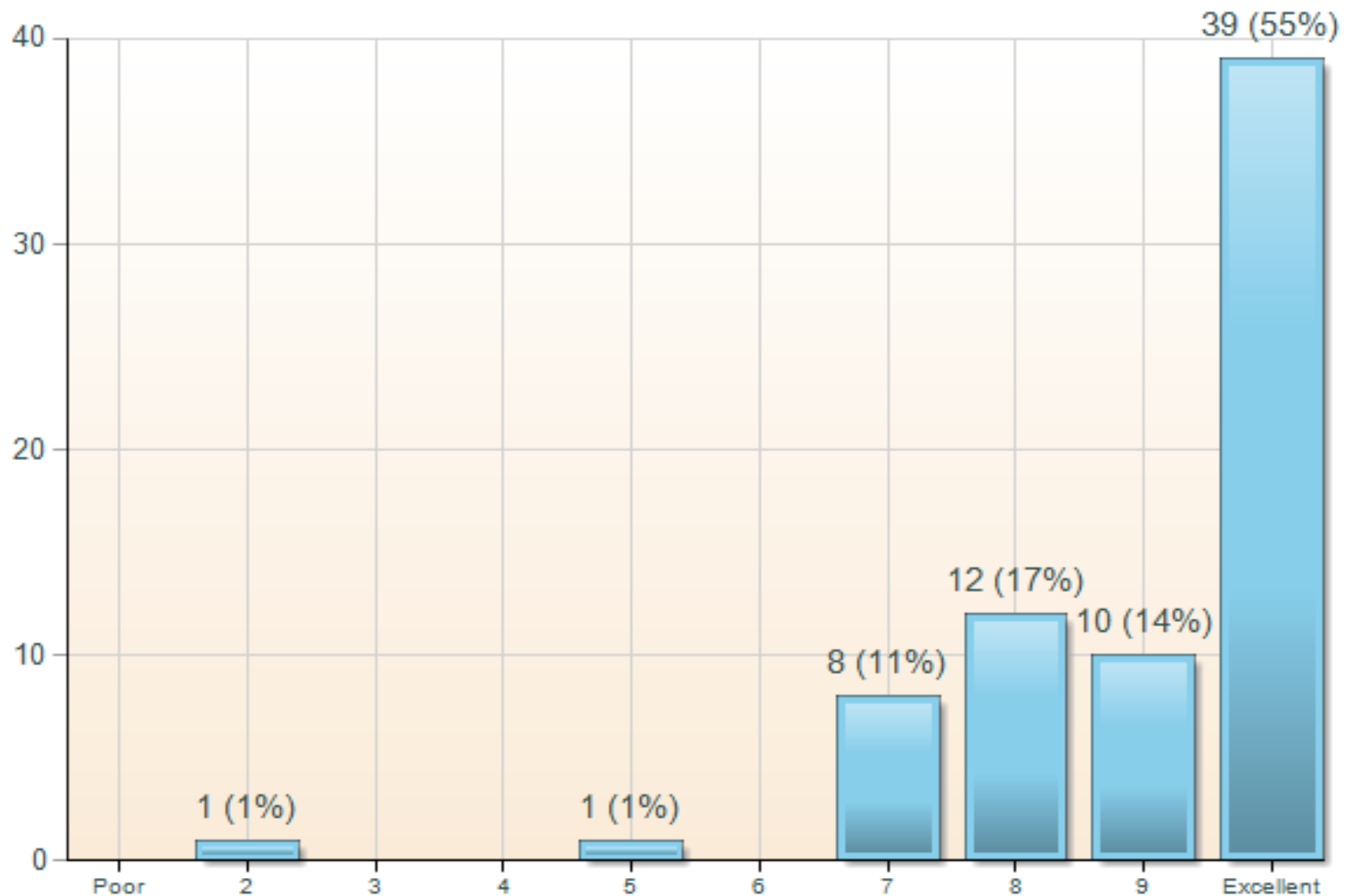
Post SIPNOC 2011 Attendee Questionnaire: Q1

Information on the SIPNOC Website was sufficient for me to make my arrangements.



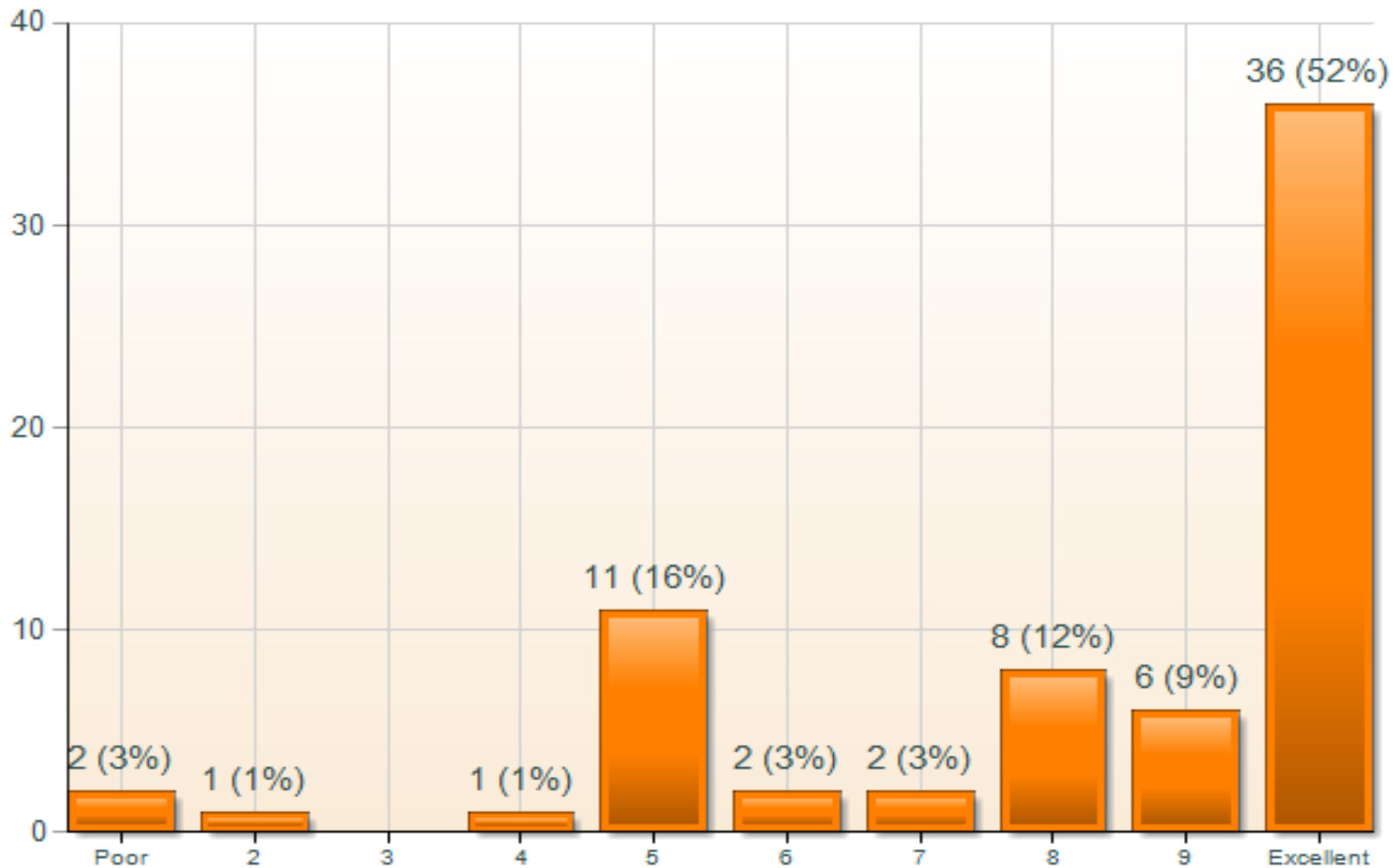
Post SIPNOC 2011 Attendee Questionnaire: Q2

The emails promoting the event were informative and useful.



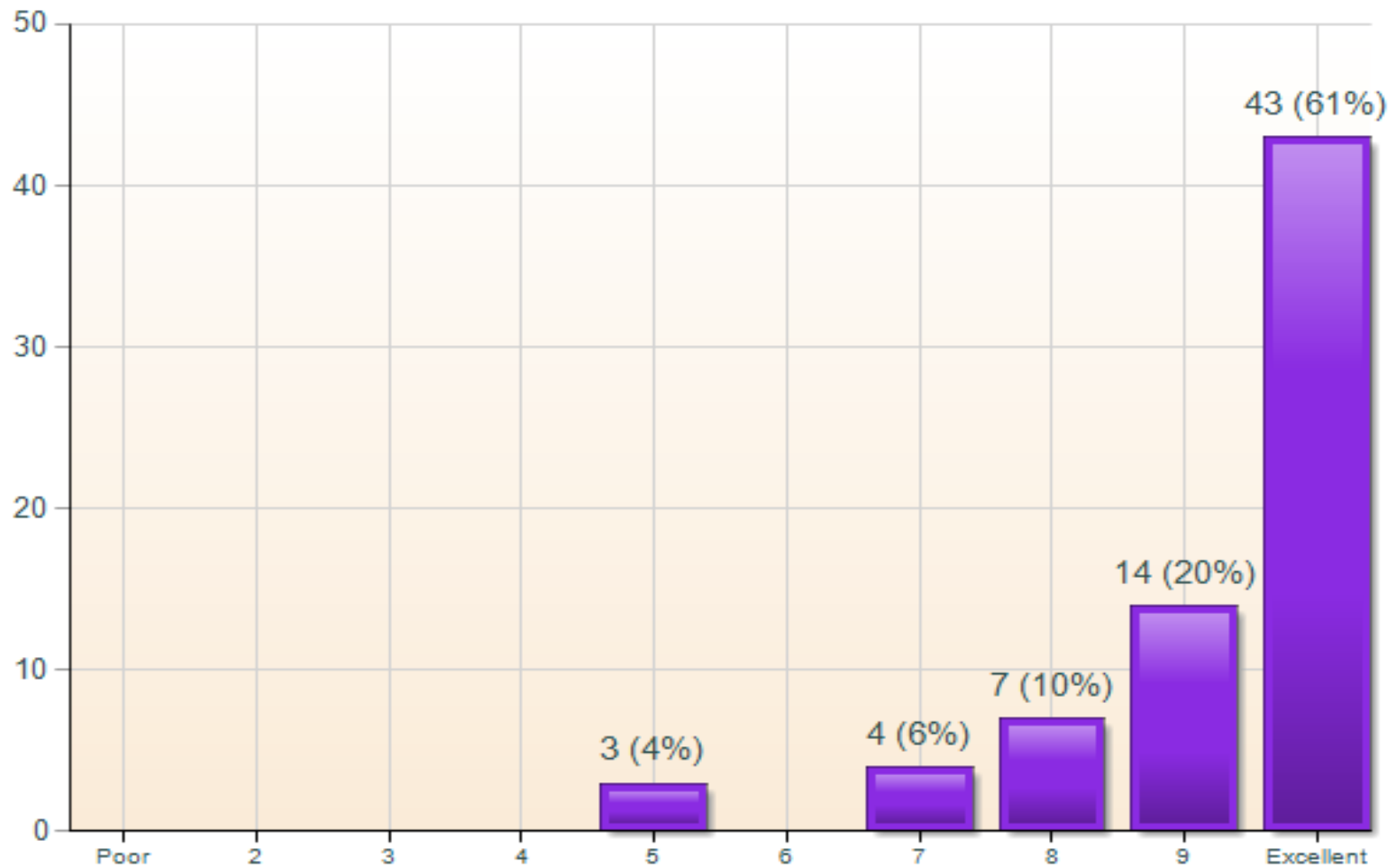
Post SIPNOC 2011 Attendee Questionnaire: Q3

The early-bird discount encouraged me to sign up early.



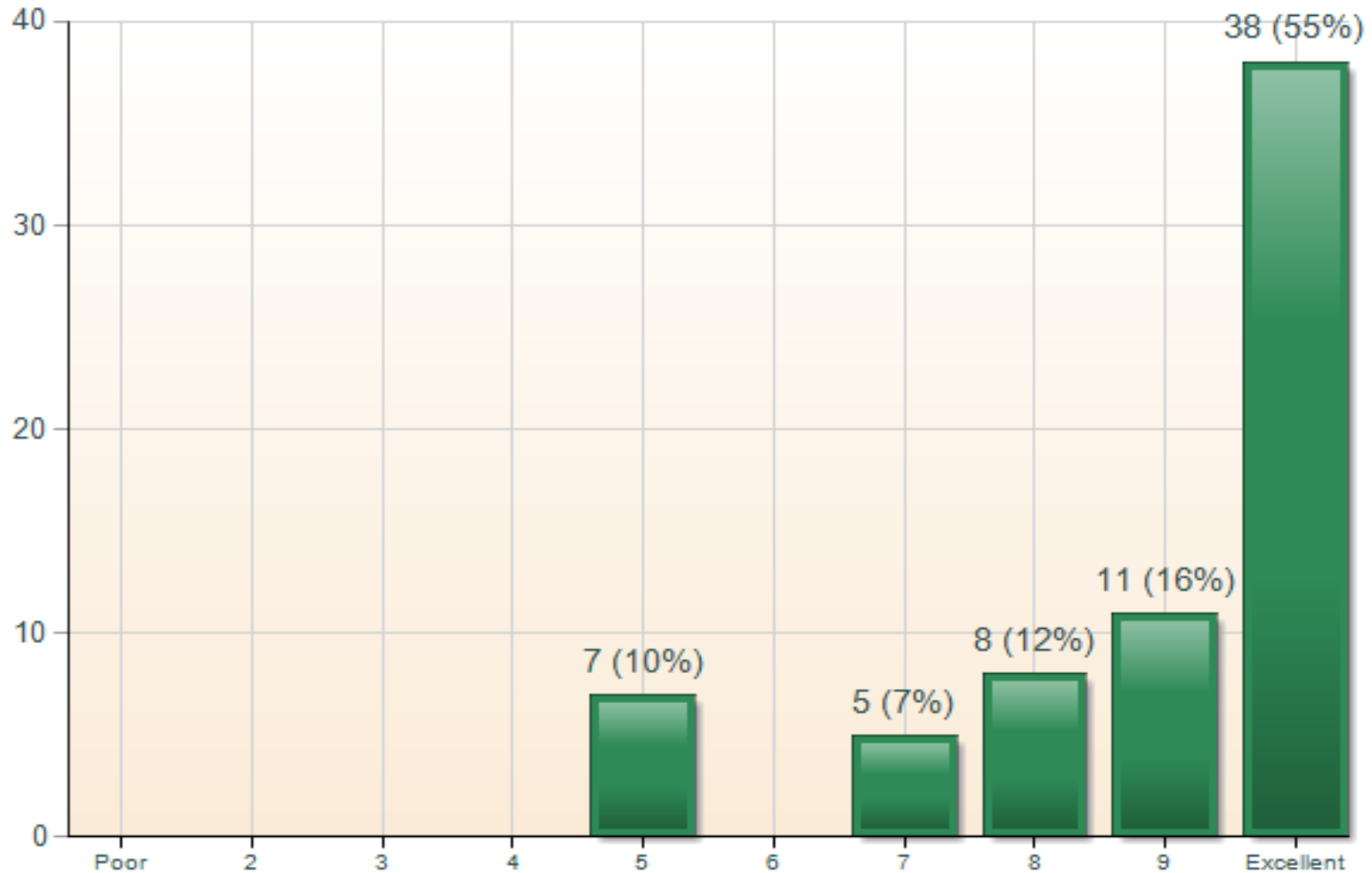
Post SIPNOC 2011 Attendee Questionnaire: Q4

The online registration system was easy to use.



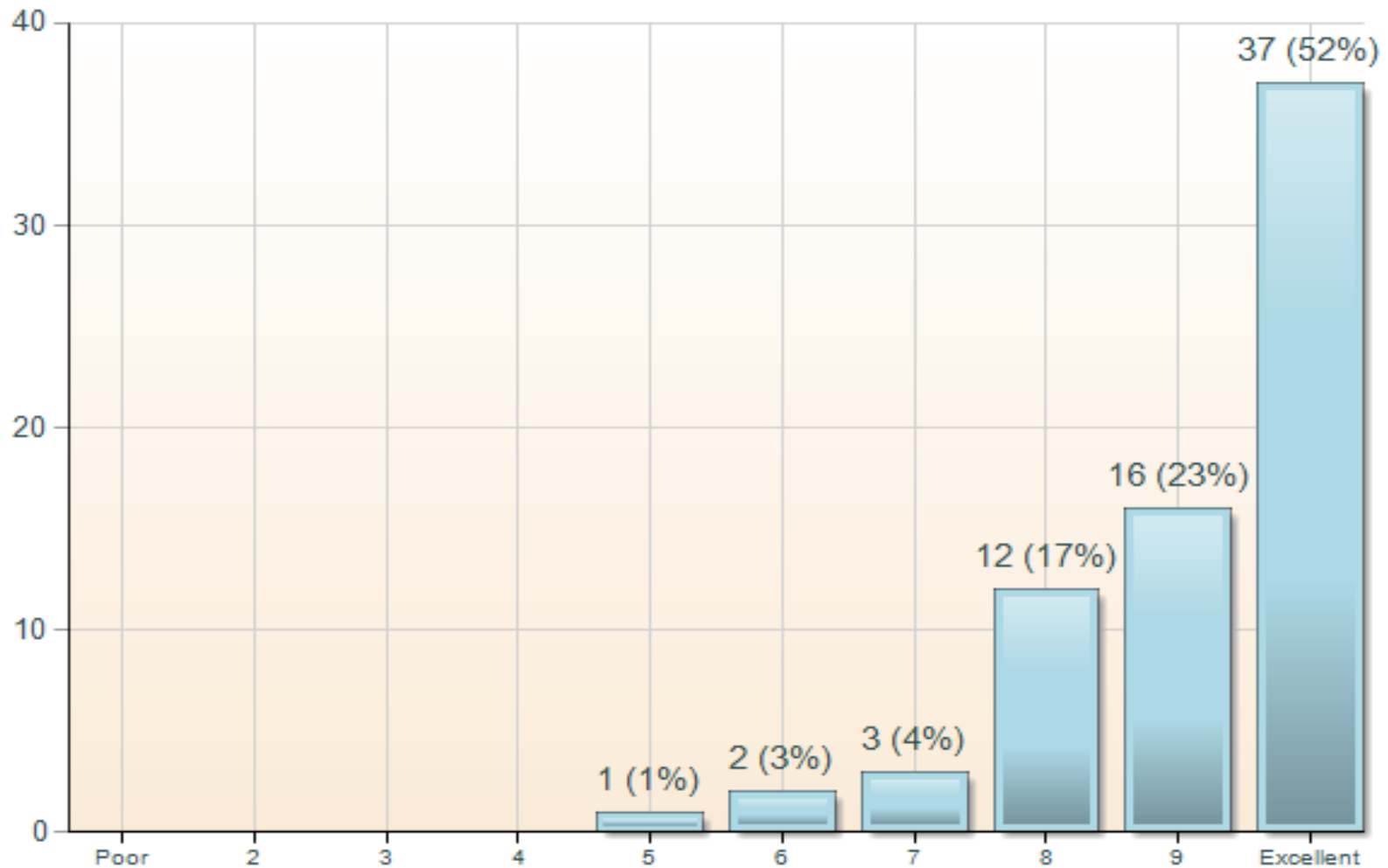
Post SIPNOC 2011 Attendee Questionnaire: Q5

The online reservations system for booking hotel rooms was easy to use.



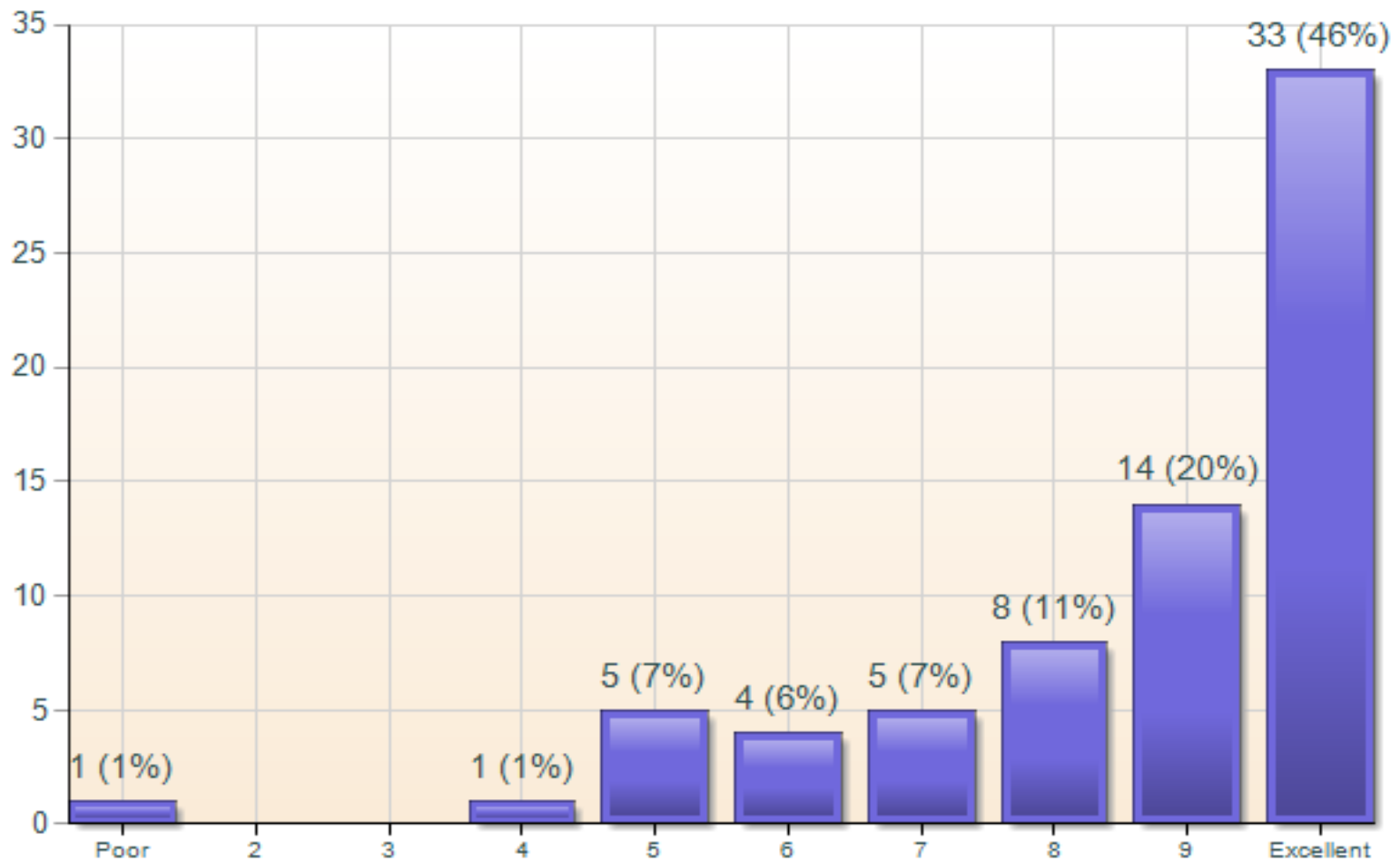
Post SIPNOC 2011 Attendee Questionnaire: Q6

Overall, attending the SIP Forum's SIPNOC 2011 conference was valuable.



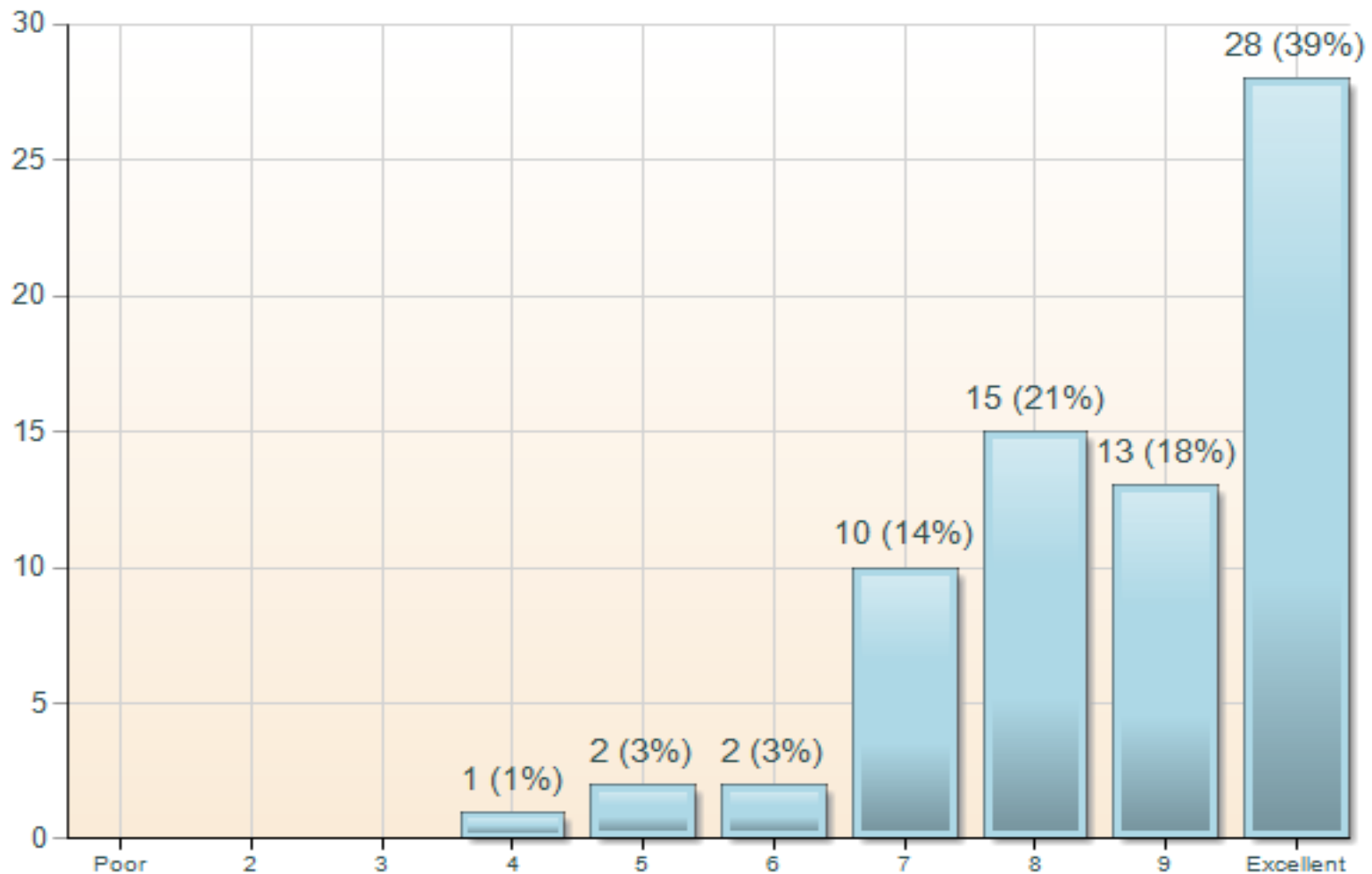
Post SIPNOC 2011 Attendee Questionnaire: Q7

The keynote speaker, Douglas Sicker, was a positive aspect to the conference.



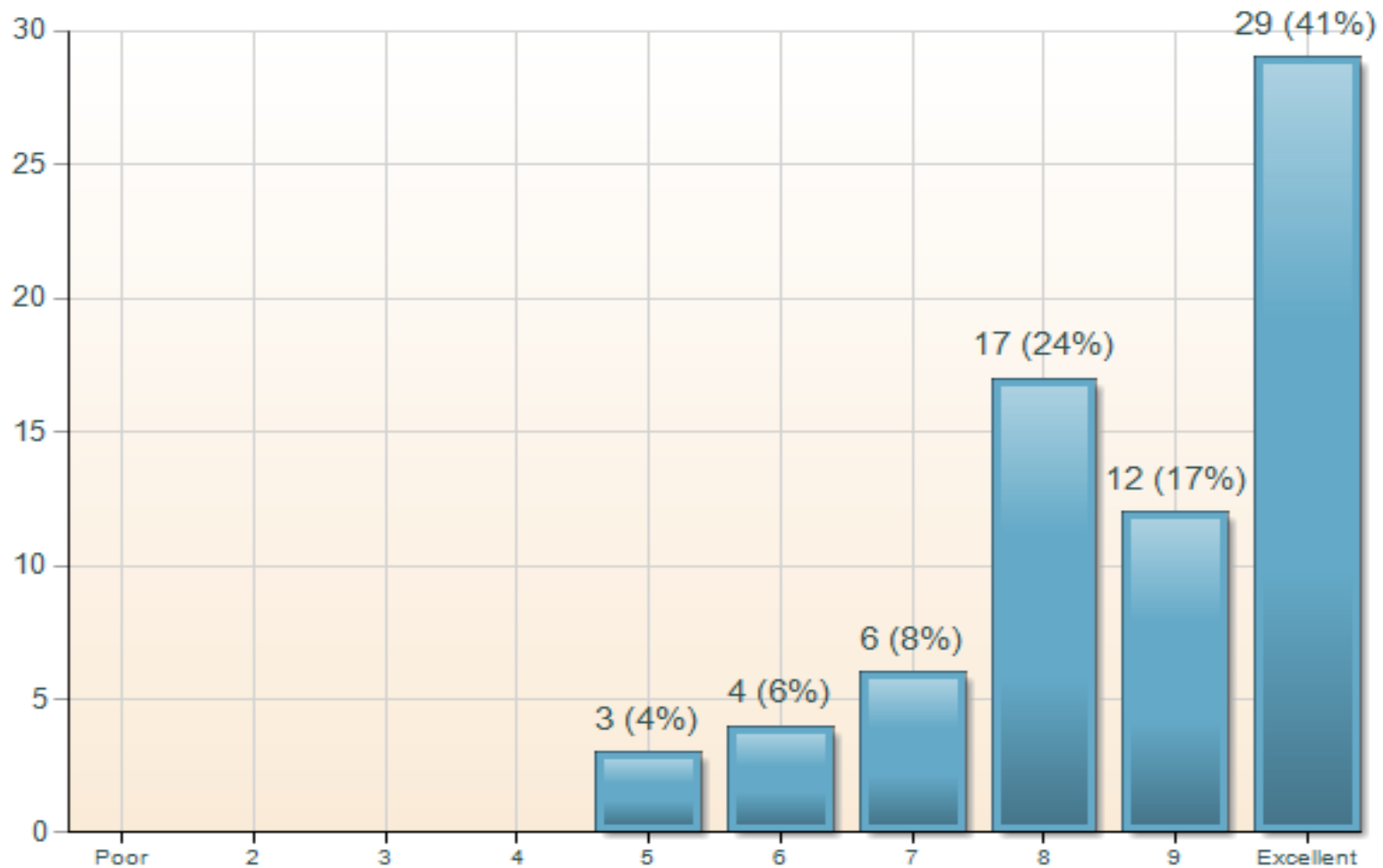
Post SIPNOC 2011 Attendee Questionnaire: Q8

The conference theme ("Making SIP Work in the Network") added value.



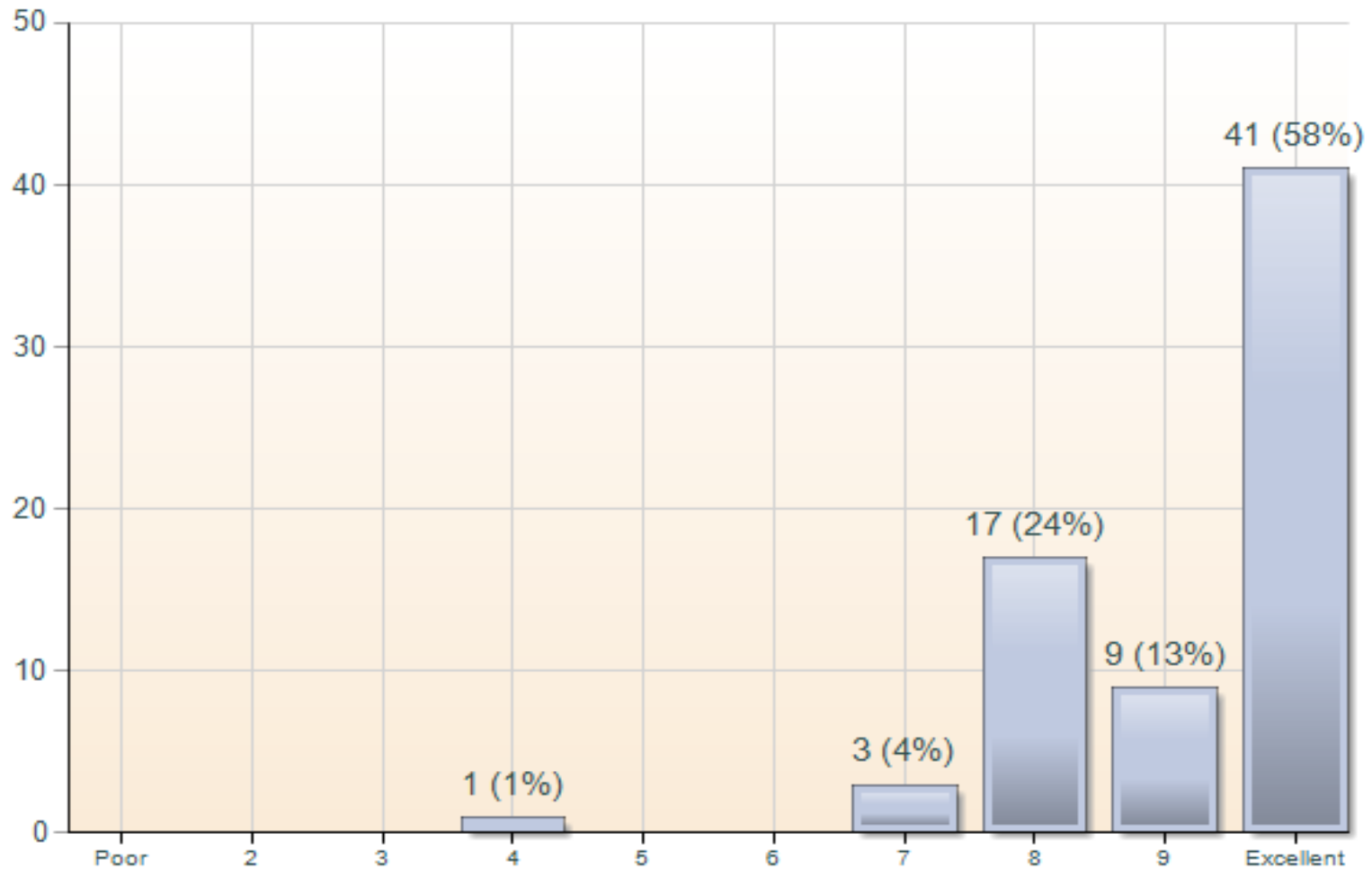
Post SIPNOC 2011 Attendee Questionnaire: Q9

The conference covered enough topics that were relevant to me.



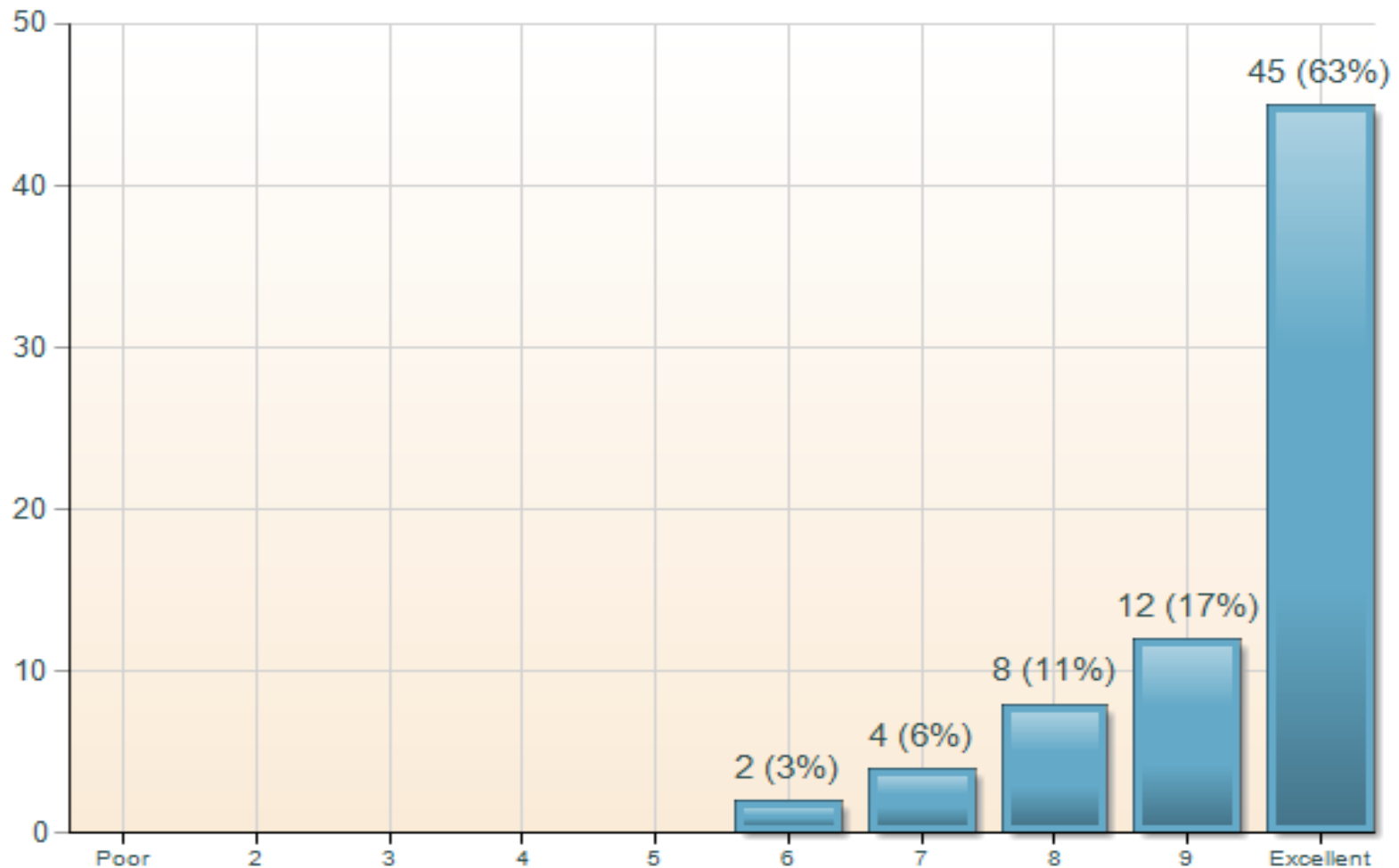
Post SIPNOC 2011 Attendee Questionnaire: Q10

The conference provided adequate networking opportunities.



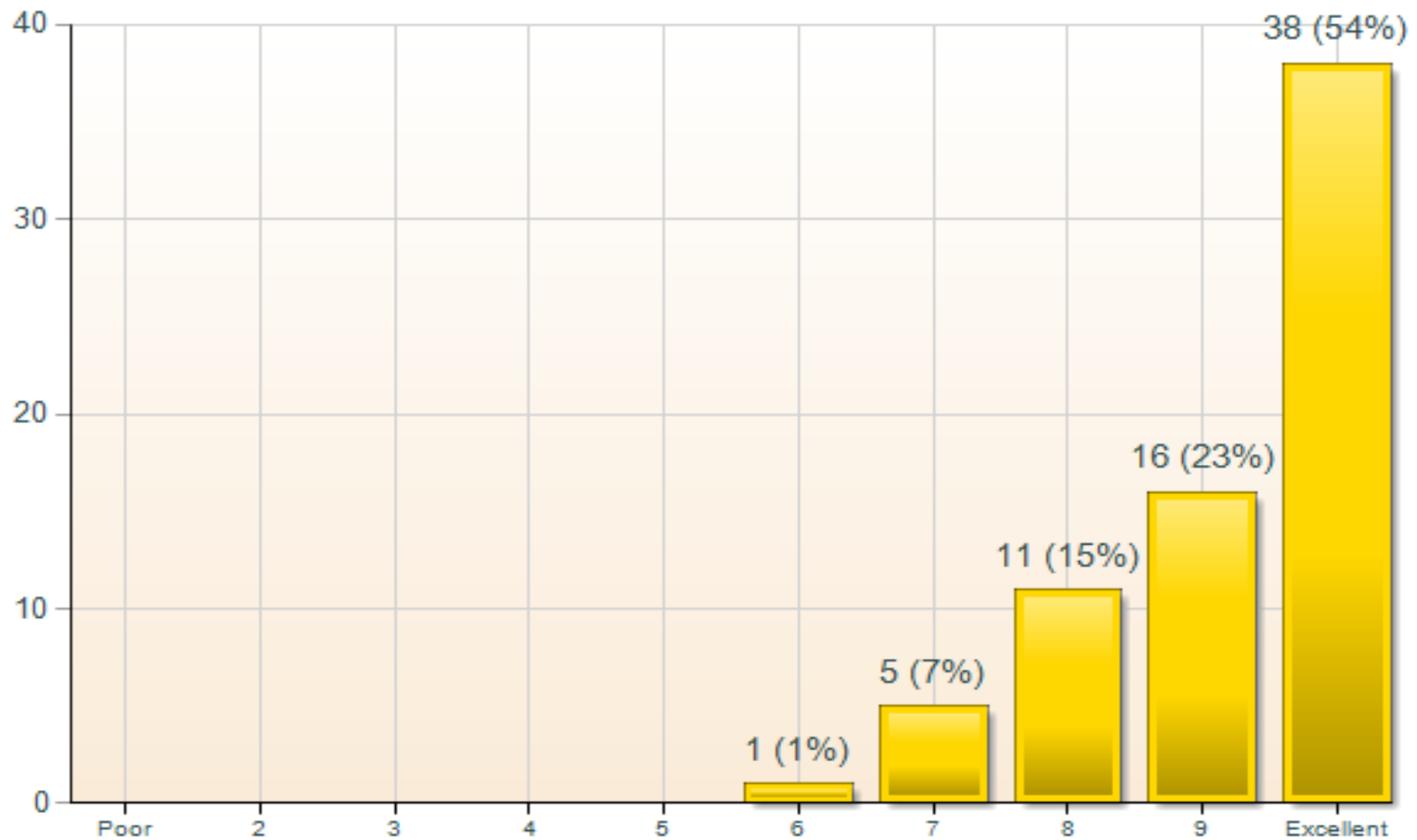
Post SIPNOC 2011 Attendee Questionnaire: Q11

I enjoyed the planned receptions (Attendee Welcome and "Beer and Gear".)



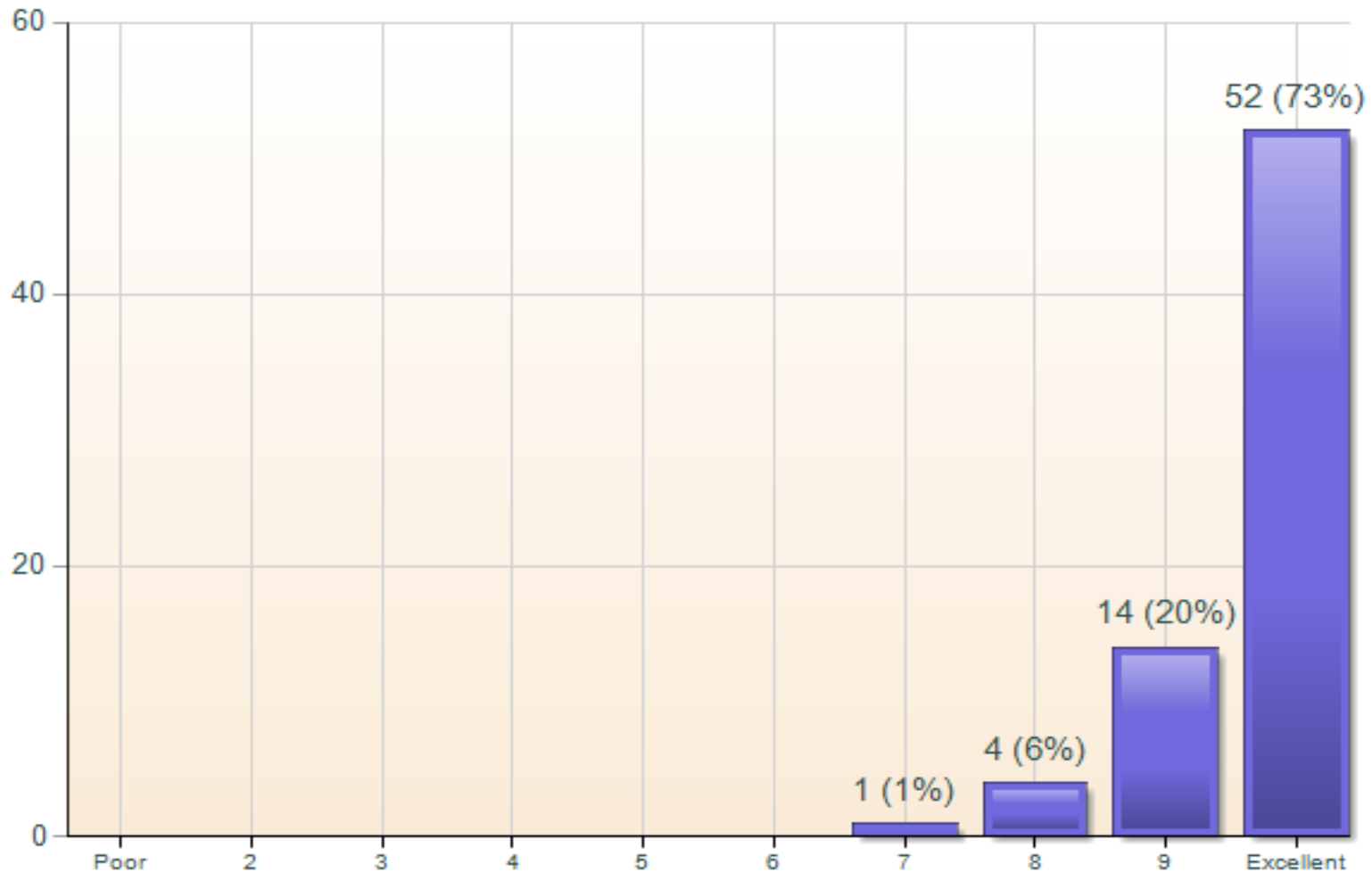
Post SIPNOC 2011 Attendee Questionnaire: Q12

The location of the conference was convenient and accessible (Herndon, VA).



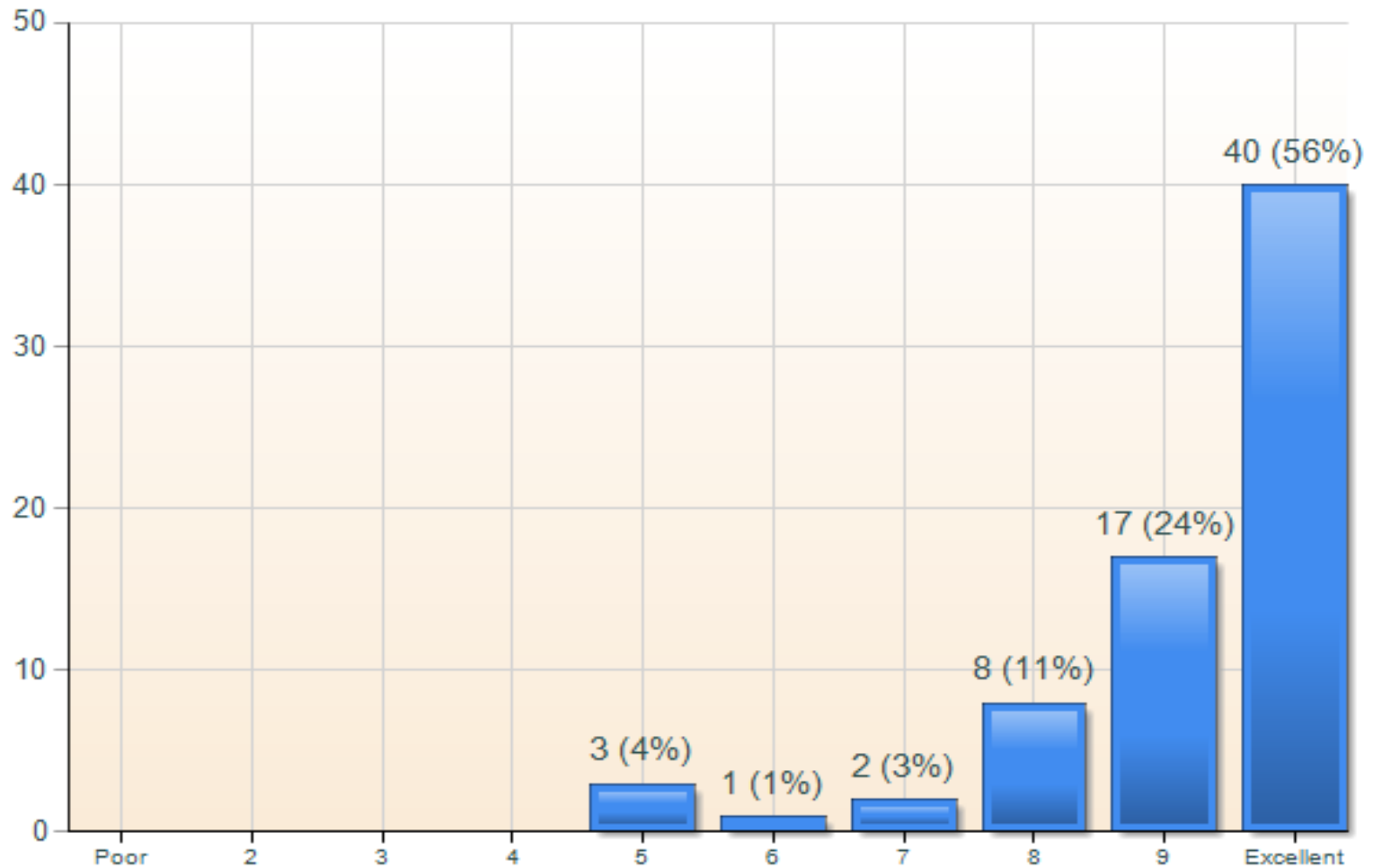
Post SIPNOC 2011 Attendee Questionnaire: Q13

The meeting facilities at the Hyatt Dulles were well-suited to the event.



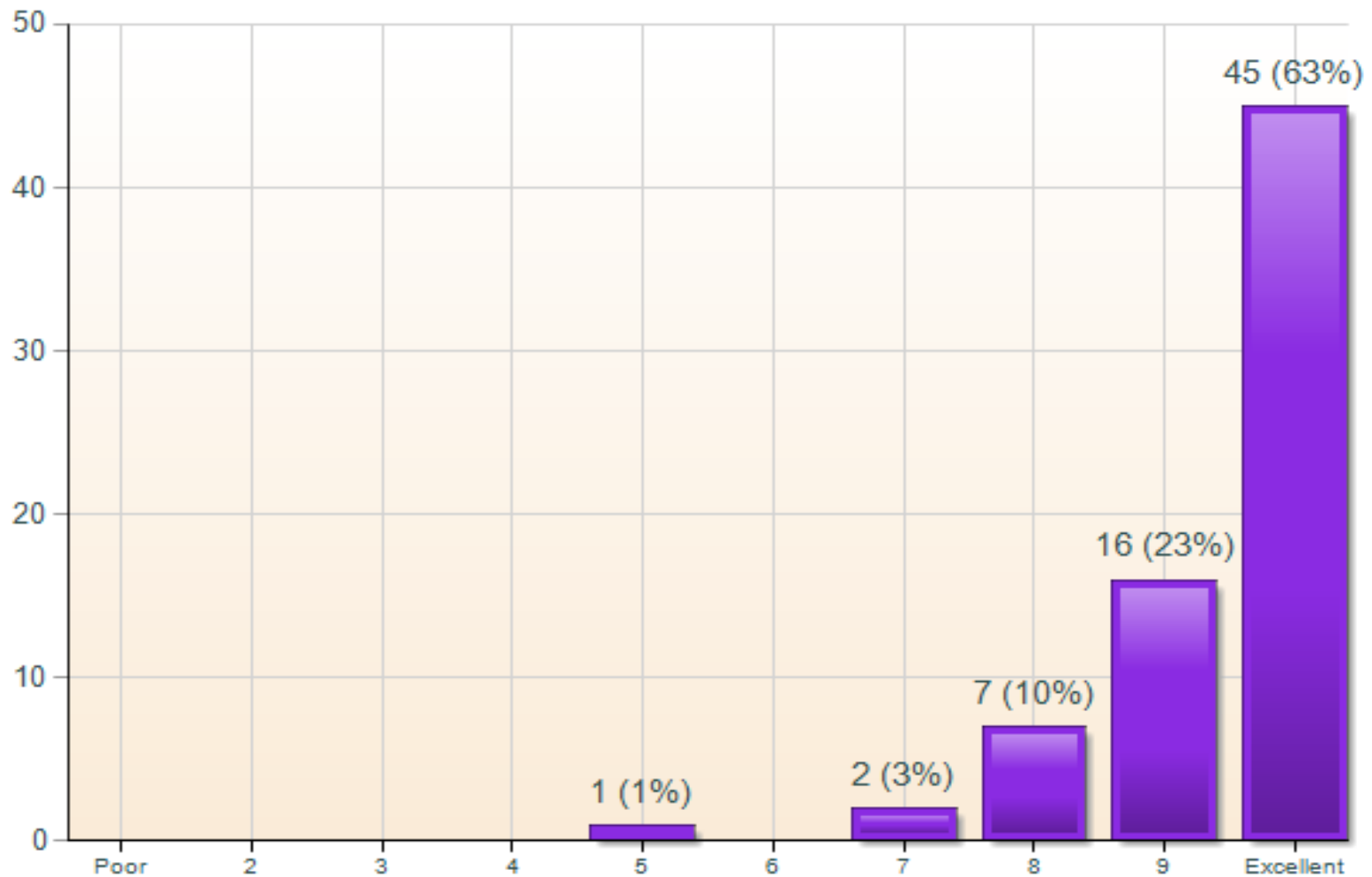
Post SIPNOC 2011 Attendee Questionnaire: Q14

My personal accommodations at the Hyatt Dulles were acceptable.



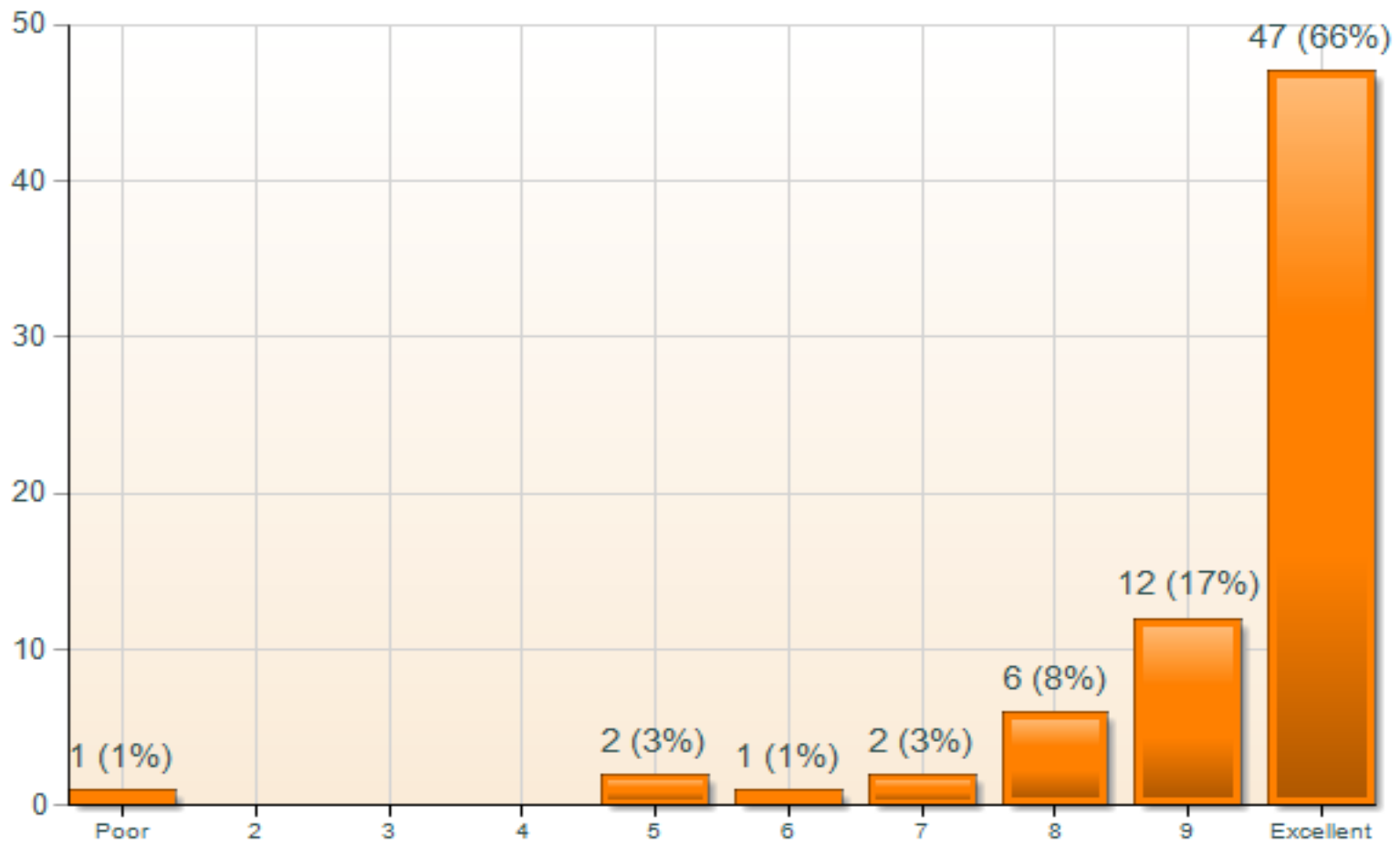
Post SIPNOC 2011 Attendee Questionnaire: Q15

I enjoyed the meals and breaks served during the conference.



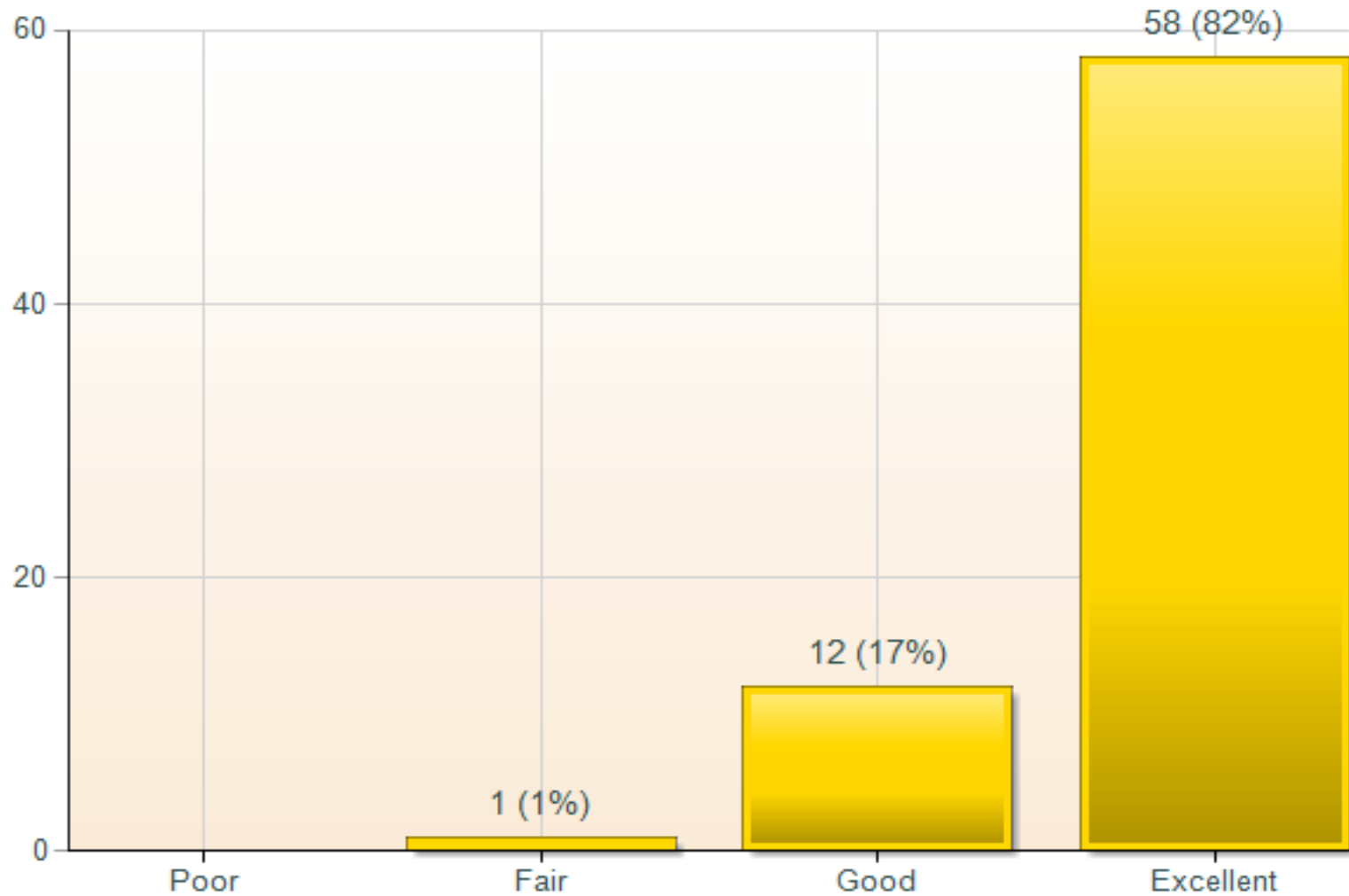
Post SIPNOC 2011 Attendee Questionnaire: Q16

I thought the no-media admission policy was a good idea and should be repeated.

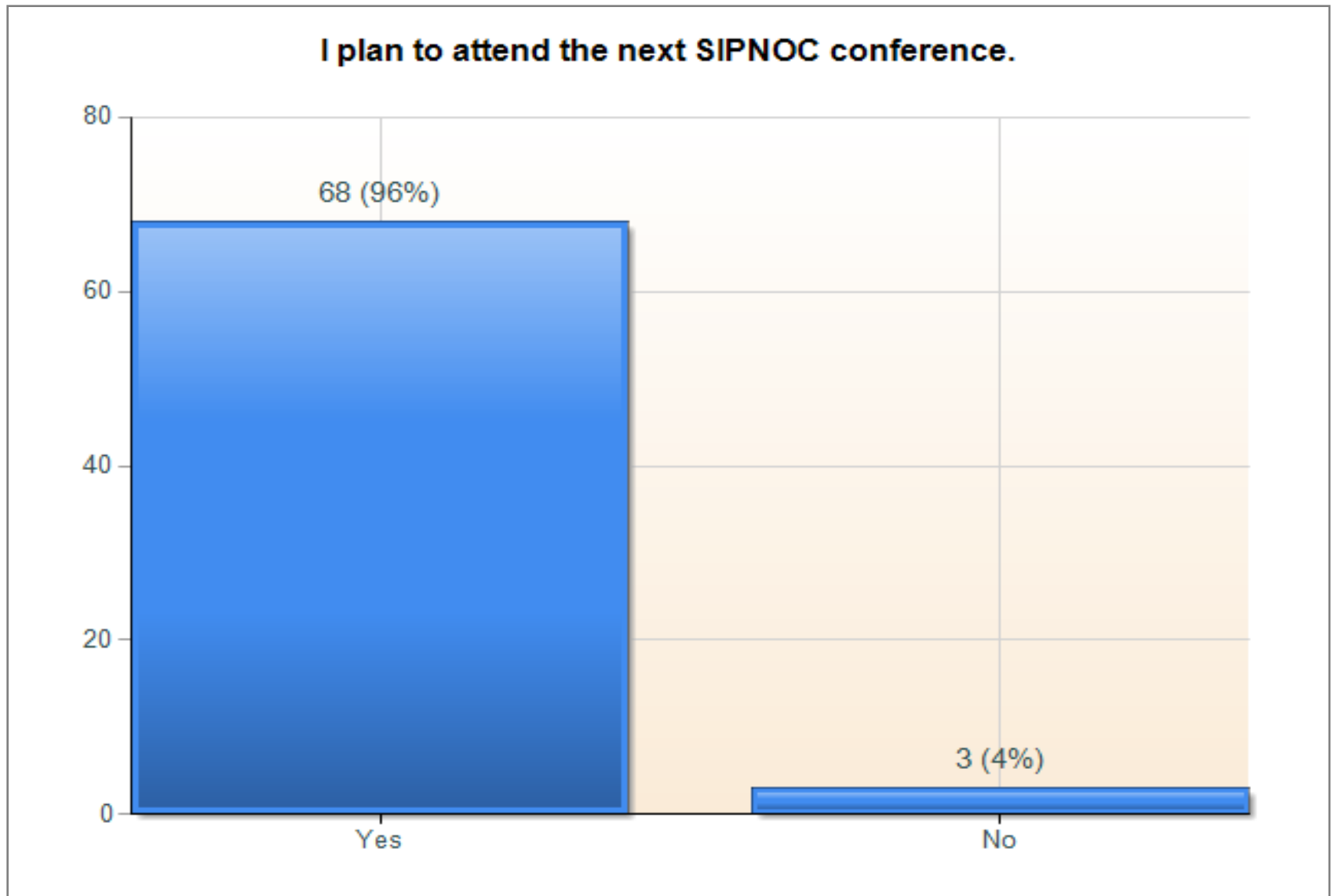


Post SIPNOC 2011 Attendee Questionnaire: Q17

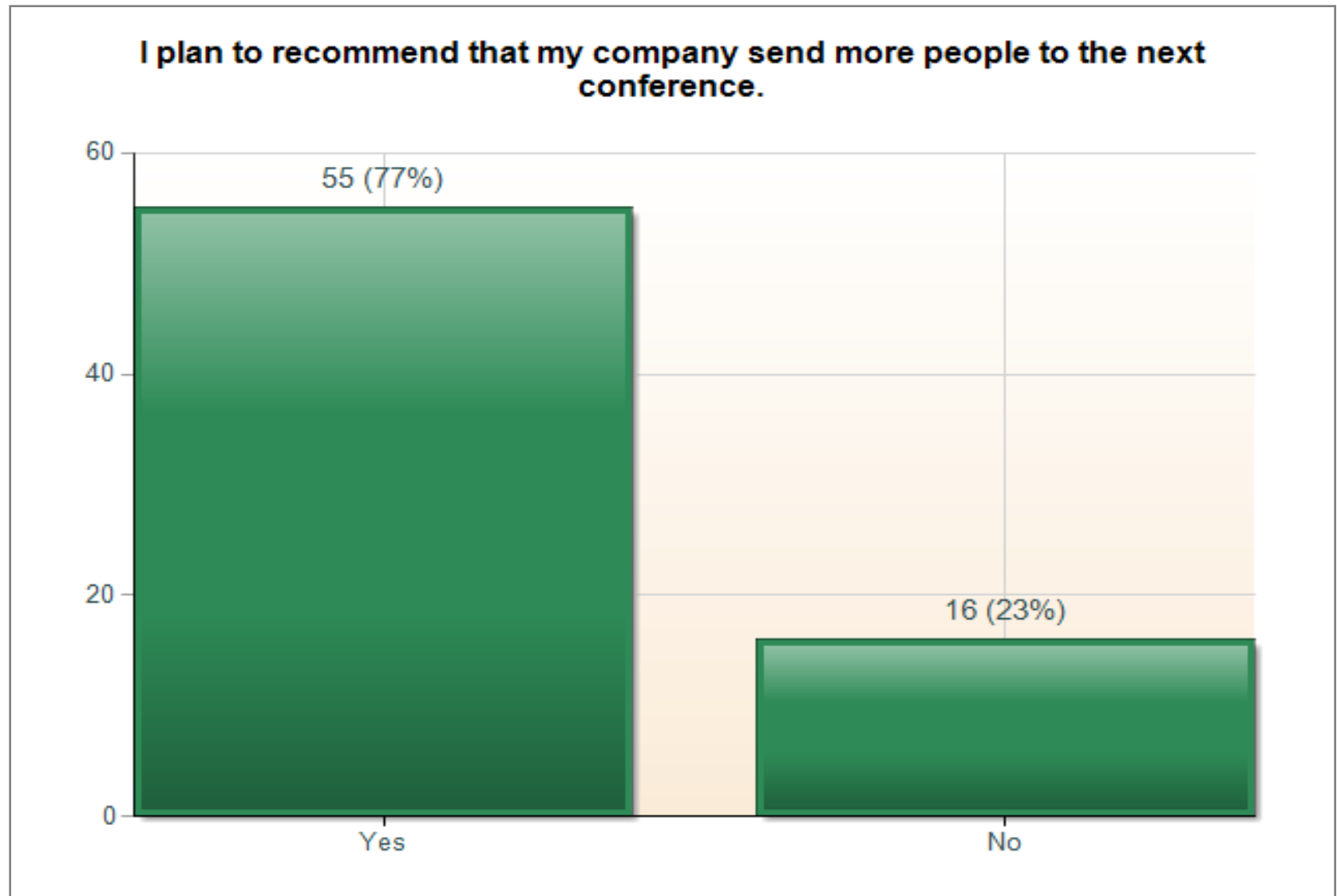
My overall rating of this conference is:



Post SIPNOC 2011 Attendee Questionnaire: Q18

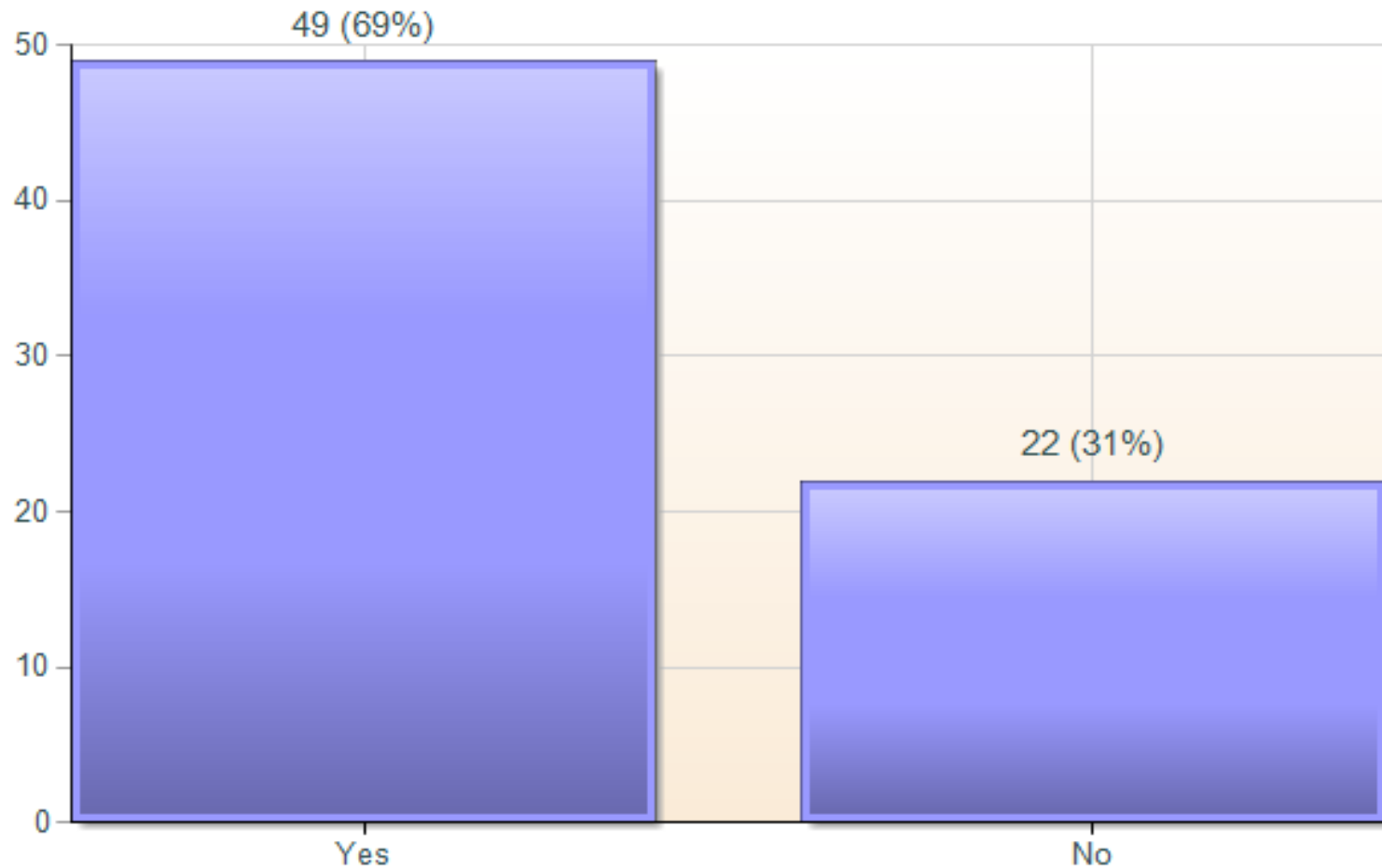


Post SIPNOC 2011 Attendee Questionnaire: Q19

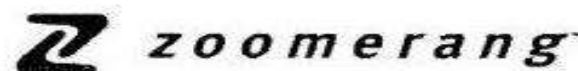


Post SIPNOC 2011 Attendee Questionnaire: Q20

If a large enterprise track, addressing the needs of enterprise network operators, was added to the agenda, do you feel that this would add value to the event?



Post SIPNOC 2011 Attendee Questionnaire Results Overview



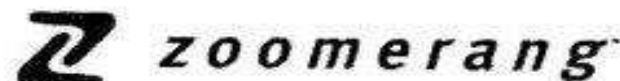
Date: 5/18/2011 4:41 PM PST
Responses: Completes
Filter: No filter applied

21. If YES, please briefly explain why.

Response

- 1 OK, I am from SIPERA so I think a track on Carrier Security and Enterprise Security is important. Those two concepts are different and is currently confusing to both sides.
- 2 It will broaden appeal.
- 3 I like the current carrier track, but carriers are also beginning to sell to enterprises so there is value in supporting that trend.
- 4 some of the problems are the same -- i.e., there is some synergy. Also, line between network operators and enterprise is blurred (e.g., carrier hosted services).
- 5 There are different challenges for carriers and enterprises. I think it is worth a try.
- 6 Our company serves our enterprise but we are also a service provider.
- 7 Well, I'm not in the enterprise space but would assume this could help people having issues and recommend fixes.
- 8 I think the critical mass for SIP users at enterprises has reached a certain size that merits their inclusion in the SIPNOC event.
- 9 If it is enterprise operators (by themselves and with some updates to each team) will be OK.
- 10 It need to better anticipate their needs when I sell to them.
- 11 While Comcast is not currently pursuing enterprise opportunities, learning valuable lessons from the other operators would be very helpful in the future.
- 12 Meet and receive feedback from the customers
- 13 It is a reality of SIP of deserves discussion.
- 14 SIP is gaining in enterprise all IP-PBXs are going SIP
- 15 To other participants, not so much for my business/interests
- 16 T.38 is a major issue in the enterprise.
- 17 Customers opinion of their needs is always good information to bear in mind
- 18 Separating content into tracks is more efficient, but being able to attend all sessions and hearing questions/answers from all camps is also beneficial.
- 19 The industry in general would benefit from SIP "Federations" between SPs and enterprises, as well as enterprise to enterprise over public Internet.
- 20 Would be nice to have enterprises more engaged in the SIP standardization and implementation process.
- 21 As a service provider this might help me understand some of the pain points of potential customers and how to better serve them and address those pain points.
- 22 Would be good, but there are other venues for this.
- 23 We need more discussion on enterprise mobility and sip
- 24 Much of the conference was already for enterprise operators.
- 25 Interoperability require the presence of both side and the experience of both sides.

Post SIPNOC 2011 Attendee Questionnaire Results Overview



Date: 5/18/2011 4:42 PM PST
Responses: Completes
Filter: No filter applied

22. If NO, please briefly explain why.

Response

- 1 My business is related to voice wholesale carrier area.
- 2 I think it would distract from the focus.
- 3 I am most interested in carrier/provider challenges and triumphs.
- 4 I think there is an immense value in having an event focused on network operators and the concerns of service providers. I think adding enterprises would distract from that focus. I think a separate event for enterprises might be useful.
- 5 I work at a smaller SP
- 6 I would rather have concentration on carrier network both LD and Local (LEC and CLEC_
- 7 I would think the two tracks would mitigate against the goal of making both sides aware of the others challenges. Just invite the big enterprise guys to this Forum.
With more virtualization and hosted fax solutions grow, the enterprise will have less involvement in teh space of network management, we need to see more discussion on SIP transitioning to the smart device and how we can create a QoS metric to manage customer satisfaction.
- 8 Not interested in enterprise area
- 9 Am focused in the telecoms service provider markets
- 10 Enterprises have (usually) a single-vendor environment.
- 11 No sure -- maybe?
- 12 We were already too focused on enterprise
- 13 I think focusing on network operators only provided more than enough information. Perhaps there could be a separate forum SIPENO specific to the Enterprise network
- 15 Potential for Operators to be less open if enterprise customers were at the same event

Post SIPNOC 2011 Attendee Questionnaire Results Overview



Date: 5/18/2011 4:42 PM PST
Responses: Completed
Filter: No filter applied

23. General comments or specific suggestions for future SIPNOC conferences (which can include recommendations for future events; recommendations for future keynotes; add a "themed" event in addition to networking, such as a bowling party, etc.

- | # | Response |
|----|---|
| 1 | 1. Some Enterprise representatives. I have to tried to order a SIP trunk form 5 different providers. A very exhausting experience!
2. The check-in team did a great job, very organized and helpful. |
| 2 | More of the same -- great conference. |
| 3 | Liked the single ? which encouraged networking opportunities; focus on carriers and their needs, in SIP and related technologies is the fought focus. |
| 4 | Please don't add a themed event -- the receptions were ideal for networking. We don't need a "team building" activity. |
| 5 | No bowling please -- how about golf? |
| 6 | The best sessions were the ones by David Hiers dealing with RTP issues and their root causes. They were highly practical for our environment today. |
| 7 | Include more regulatory data, include SIP 101 data |
| 8 | very good event overall. I only joined SIP Forum a few months ago and jumped on SIPNOC hoping to hear from the more active and larger SIP users and operators. It fulfilled that and more. I would definitely attend the next one and look forward to being more active in the SIP world. |
| 9 | Did not cover fault isolation. Did not sufficiently cover the wireless/cellular/satellite environments. End to end quality of service was not covered. |
| 10 | Overall planning was great. Would of like to have more breakout sessions. |
| 11 | Perhaps the planning and formation of BOFs can take place earlier -- eg. in conjunction w/call for papers/presentations. I feel BOF session were short time-wise.
I would like to hear specific FAX issues discussed, network segmentation, isolation, and resolutions proposed. The discussion on FAX at this conference was too general and too ambiguous. I really liked the proposal by Dan York for "operator-operator" interop best practices. |
| 12 | print one nametag for each side of the nametag. About 50% of the time, the nametag was backwards. Great conference! |
| 13 | I'd probably skip the "themed" events. Consider coordinates between speakers. Maybe a few conference calls with prospective speakers would help generate more and better content. |
| 14 | As for the introductory speech, there might be good to have an analysis on the industry status. |
| 15 | Washington DC area was not very convenient for those driving to the venue. A locations with less congestion would have been more conducive to local attendees. Perhaps Philadelphia ;-) |
| 16 | Appreciate opportunities to meet other company resources. Keeping the sales type presentations out is a plus. Would like to also hear from equipment/application vendors. What are the common challenges they face? |
| 17 | Too cold in main hall. Network access was great. Very well-managed conference. |
| 18 | There seemed to be too many "bugs" that were discussed as part of case studies. I am not sure if this is a very relevant thing. I was expecting more on SIP standardization issues and places where we need to enhance the specs and the shortfalls etc. Overall It was a great forum! Fax over IP session by Mike Coffee was excellent. |
| 19 | BOFs were great! They should out to the audience to allow inclusion in follow-up discussions/next steps. |
| 20 | Keep up the good work! |
| 21 | We need to dig into the SIPconnect Standards more also others like 6011 and such |
| 22 | Larger and more in-depth meetings. A 2-day conference/event will be better. |
| 23 | |

- 24 Everything was great, except the badges. We need to quickly see the name/company of the person, and it was flooded with color and Ingate logos.Plus, they were huge. I suggest making them smaller, focusing on the name/company of the attendee and visible on both sides. Also SIPconnect wasn't really addressed. I would have expected some sessions on the topic.
- 25 I would like to see more around SIP Innovation -- HD voice was one example, but more around innovative services.
- 26 Perhaps inviting testing vendors in to help provide solutions to the network operators would be beneficial.
- 27 Great event!
- 28 More time for BOFs might be good. A segment on SIP Trends and statistics where information about market penetration of the different related technologies would be presented! Not sure where the metrics would come from though...
- 29 Toll Free TCAP Query, CNAM query
- 30 Hold one in Europe.
- 31 all was well
- 32 Question 19 --> Maybe
- 33 SIP Connect 1.1. Status in the market and feedback from implementations from PBX and SIP Service Provider side.
- 34 SIP Security, SIP<->PSTN issues and resolutions, Efforts to influence RBOCs to implement higher order codecs so we don't have to always fall back to G.711., Wireshark fundamentals and tricks of the trade. SIP issue analysis fundamentals.
- 35 If a European based event was organized I would be able to recommend this to a significant number of people within my company. Unfortunately travel costs are prohibitive for another US based event.