



# Gold Note

GartnerGroup Marketing

**To:**

**Date:**

March 11, 1997

**Number:**

**GG97- - East Consulting**

**GN Type:**

**Launch**

**Applies To:**

**Worldwide Sales**

**For More Information:**

**Meg Godfrey, ext. 8492**

*Marketing*

**From:**

Gartner Group Worldwide Marketing

**Subject:**

## **Gartner Group Acquires: East Consulting**

**Products:** Gartner announces the availability of programs from East Consulting Limited(ECL), Southport, Australia. East's three demand-side telecommunications market research programs are published in English, and cover 14 Asia/Pacific countries. The products are:

**Data Communications:** LANs, network processors, multiplexers, frame relays, ATM, ISDN, software, more

**Voice Technologies:** voice services and products

**Value Added Networking:** value added voice, computer integrated telephony, video conferencing, managed network services

Each program delivers market sizing, forecasting, unit sales, average unit value, customer satisfaction and brand recognition reports, and a bi-weekly newsletter. Additional research available in the higher value programs includes: user demographics and expenditure reports, major account quarterly polls.

**Target**

**Markets:**

Worldwide: Telcos, and telecommunications equipment vendors; networking hardware and software development vendors; telecommunications service providers; system integrators, large telco equipment distributors, non-competing consultancies, online service providers; financial services (banks, credit institutions, Wall Street, venture capital).

**Buyers:**

CEOs, vice presidents or directors of marketing, product management, product marketing, product planning, strategic planning, business development, sales, channel development.

**Prospects:** Detailed prospect list is attached

**Pricing:** \$3,375 - \$110,250

**Comp:** NCVI

**Release:** 3/3/97

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## 1.0 OVERVIEW

Gartner Group recently acquired privately-held East Consulting Limited (ECL), an Australian company and a leading provider of network and telecommunications research in the Asia Pacific region.

ECL has three programs - Data Communications, Voice Technologies, and Value Added Networking. These programs have been on the market for eight years and provide telecommunications focused market research, published in English, covering 14 Asian Pacific countries:

Australia	Malaysia	New Zealand	Hong Kong
Philippines	India	Singapore	Indonesia
Taiwan	Japan	Thailand	Korea
Vietnam	China		

These three programs are demand-side research programs – they focus on the buyers of network and telecommunications products and services. Each program is based on 200 to 500 large enterprise end user interviews conducted in each country.

## 2.0 POSITIONING OF EAST CONSULTING AND DATAQUEST PRODUCTS – CURRENT AND FUTURE

In this first release of the ECL products, our goal is to fulfill existing contracts, and to sell the ECL products as is.

ECL segments the networking and telecommunications markets differently than Dataquest. Dataquest's networking and telecommunications statistics and ECL's networking and telecommunications statistics use different methodologies to forecast the market, and therefore the market estimates may vary from each other.

We will evolve the ECL products and the ECL market segmentation and methodologies will be modified so that their 1998 market analysis will be compatible with Dataquest's. This will indeed be exciting as we will then have complementary supply- or vendor-side as well as demand- or customer-side analysis. Truly a unique offering in the market place, and of even greater value to clients.

Even now, the ECL products are *unique in the market place*. No other IT company offers telecommunications market data covering all of these 14 countries. You will find an eager, ready market for these new products.

### 3.0 PRODUCT CHAMPIONS

Key Contact	Responsibility	Contact Information
Paul Dowling	General Manager, East Consulting	Phone: 011-61-7-5591-1999 Fax: 61-7-5591-3993 Email: pauld@eastconsulting.com.au
Steve Diamond	VP, Dataquest Telecommunications	Phone: 408-468-8223 E-mail: steve.diamond@dataquest.com
Meg Godfrey	Director, DQ Product Marketing	Phone: 408-468-8492 E-mail: meg.godfrey@dataquest.com

### 4.0 STANDARD DELIVERABLES

#### 4.1 Country Reports

All programs provide Country Reports and, depending of the subscription level, additional deliverables can include a Major Account Quarterly Poll (MAQP) and User Demographic Files (UDF).

The basic annual deliverable for each program, per country, is a hardbound, detailed, statistical report covering market size, segments, forecast, history, brand recognition, and customer satisfaction. This is called the Country Report.

#### 4.2 Major Account Quarterly Poll (MAQP)

MAQP is a management tool for clients providing them with three proprietary questions for polling in each country each calendar quarter. ECL interviews the top 100 user organizations in every country; a total of 1400 enterprises, representing the bulk of market demand in the region.

These client questions can be all the same across all countries or different for each country; they can be all the same from quarter to quarter or vary in each three monthly interviewing sweep.

Examples of how clients use the MAPQ include:

- Customer buying plans and behavior
- Advertising audits
- Issues feedback
- Channel qualifications
- New technology adoptions
- Pricing strategies and testing
- Image monitoring
- Customer support assessment

#### 4.3 User Demographic Files (UDF)

UDF's are detailed, named, profiles on each of Asia Pacific's top 1400 communications users. Delivered on disk, these files are a powerful tactical resource assisting clients in prospecting or implementing marketing campaigns across the countries.

The UDF provides the following information:

- |  |   |
|--|---|
| <input type="checkbox"/> Organization Name                 | <input type="checkbox"/> International Offices          |
| <input type="checkbox"/> Organization (home office)        | <input type="checkbox"/> Name of MIS/Communications CEO |
| <input type="checkbox"/> Address                           | <input type="checkbox"/> Name of CEO                    |
| <input type="checkbox"/> Telephone                         | <input type="checkbox"/> Leased Lines installed         |
| <input type="checkbox"/> Facsimile                         | Data and Voice  |
| <input type="checkbox"/> Total Staff                       | Each by domestic/international                          |
| <input type="checkbox"/> Number of Domestic Branch Offices | Each by line speed                                      |

#### 4.4 **ASIAPAC** Telecomms Newsletter

All clients receive a bi-weekly newsletter providing a review of all important deals and initiatives happening in the countries.

### 5.0 PRODUCTS

#### 5.1 DATA COMMUNICATIONS

**Data Communications** is a comprehensive program of quantitative market research measuring and forecasting demand for data communications products in Asia Pacific.

During November and December each year direct interviews are conducted with over 4000 customer enterprises in the countries, specifically including the top 100 user organizations in each country. This structured approach enables the interviewing programs to cover an estimated 60 - 70% of total market demand.

Customers respond to a series of targeted questions regarding their current and future datacomms buying, sources of products, buying criteria, views regarding product and vendor performance, brand "mind share" and their level of corporate satisfaction.

Clients receive detailed **Country Reports** on each country subscribed to alongside a "without limit" re-analysis support service allowing them to secure more detailed analyses from the core data or reformat data to suit their individual ways of looking at the market.

**Data Communications** product markets covered by this program and delivered country by country are:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Local Area Networks<br>File Servers<br>Terminal Servers<br>Workstations/PCs<br>LAN software<br>Routers<br>LAN Switches<br>NICs<br>Bridges<br>Hubs | <input type="checkbox"/> Network Processors<br>Front End Processors<br>Terminal Controllers<br>Switches/Gateways | <input type="checkbox"/> Remote Access   |
| <input type="checkbox"/> X.25<br>Public Switches<br>Private Switches<br>PADs   | <input type="checkbox"/> Modems<br>Leased<br>Dial-up<br>Cable  | <input type="checkbox"/> Multiplexers<br>TDM low speed (to 2 Mbps)<br>TDM high speed (over 2 Mbps)<br>Statistical<br>Voice/Inverse |
| <input type="checkbox"/> ISDN<br>CPE Products<br>Access Product  | <input type="checkbox"/> Frame Relay<br>Switches<br>FRADS  | <input type="checkbox"/> Cabling<br>Structured Shielded/Unshielded<br>Unstructured<br>Optical Fiber                                |
| <input type="checkbox"/> Consulting and<br>Professional Services   | <input type="checkbox"/> ATM<br>Backbone<br>Desktop  | <input type="checkbox"/> Datacomm Software<br>LAN Applications<br>Non-LAN Network Applications<br>Network Management Software      |
|  | <input type="checkbox"/> Digital PBXs  |  |
|  | <input type="checkbox"/> Hardware Support  |  |

Each country's data communications markets are measured by:

- |   |   |
|---|---|
| <input type="checkbox"/> Market size  | <input type="checkbox"/> Forecast   |
| <input type="checkbox"/> Market Structure<br>Customer sector analysis<br>Customer size analysis | Next 12 months<br>Next three years  |
| <input type="checkbox"/> Historical Market Growth   | <input type="checkbox"/> Customer Satisfaction Evaluations<br>By product and service line |
|   | <input type="checkbox"/> Brand Recognition<br>By product and service line                 |

## 5.2 VOICE TECHNOLOGIES

Voice Technologies measures and forecasts demand for voice communications products and services across Asia Pacific.

During June and July detailed comprehensive interviews are carried out with large structured samples of user enterprises in each country by the firm's interviewers. Reporting to clients takes place in August and September.

Along with the country program reports themselves, clients receive for each market subscribed to, a full time re-analysis support service which enables "deeper digging" into

particular sectors or product lines.

All core voice communications services and products markets are analyzed separately for each country market by the program:

### **Voice Services**

Audio conferencing  
Call Cards

Audio Information Services  
Toll Free Services  
Virtual Private Networking  
Radio Networking

Equipment Maintenance  
    PABX & Key Systems  
    Facsimile  
    Cellular

Core Voice Traffic  
    Local  
    Long Distance  
    International

Cellular Services  
Leased Voice Circuits  
Personal Communications Services  
Voice Messaging  
Exchange Management Services

### **Voice Products**

Key Systems  
PBX Equipment

Facsimile  
    Machines  
    PC Cards

Pagers  
    On-site  
    Remote  
Cordless Handsets  
    Standard  
    CT2  
    CT3  
Cellular Handsets  
    Analogue  
    Digital

Radio Networks  
    (trunk, microwave, satellite)

Voice Multiplexers  
Voice Mail Systems  
Push-button Telephone Sets  
Networked PBX's

### **5.3 VALUE ADDED NETWORKING**

East's Value Added Networking (VAN) program is the only comprehensive service focused on providing clients well researched, quantitative assessments on market size, and direction for value-added networking services in the Asia/Pacific region.

The program's research is in the field every March and April, interviewing over 3000 customer organizations about their use of VAN services and products, the money they are spending, with which suppliers, how they rate services currently installed, their buying criteria, how they rate services currently installed, their buying criteria, who they rate as VAN vendors and where their own VAN use is heading. The region's top 1400 customers are included in the interviews and represent the bulk of demand across all fourteen countries with reporting to clients in May.



Individual country program reports are delivered to clients together with re-analysis support for each country taken, a service which provides “on demand” re - manipulation of the core research database to best match our clients’ product, customer type, industry sector and market measurement requirements.

Communications service and product markets covered by East’s Value Added Networking demand research service for each of Asia Pacific’s fourteen countries are:

- Value Added Voice
  - Voice Mail
  - Audio Conferencing
  - Interactive voice response
- Enhanced Telex Services
- Value Added Data communications
  - E-mail and Messaging
  - EFTPOS
  - Electronic Data Interchange
  - Database Access Services
  - Internet and WWW Services
- Computer Integrated Telephony
- Image
- Videoconferencing
- Enhanced Facsimile Services
- Managed Network Services:
  - Outsourcing:
    - Data
    - Voice
  - Facilities Management:
    - Data
    - Voice
  - Voice/Data Integration
  - Consulting:
    - Training
    - Design and Planning
    - Procurement and Selection

## 6.0 PRODUCT POSITIONING

### Unique

These products are unique in the world market. No other company consistently covers these markets in these countries.

### Infinitely adaptable

All of East’s subscription services include unlimited re-analysis of existing data. Additional data collection and/or analysis would be outside the scope and would be handled by a consulting assignment.

### Cost effective

14 countries, complex markets, consistency of data.

## 6.1 POSITIONING WITH OTHER DATAQUEST TELECOMMUNICATIONS PROGRAMS

How do these program fit into the overall structure of Dataquest’s Telecommunications program offerings?

- Complementary demand-side and supply-side research
- Asia Pacific focus

Demand-side research gathers information from and about endusers, in the case of East's research, it is focused on the users of telecommunications products – corporations and governments. Supply-side research gathers information from and about vendors, Dataquest has a strong history of supply-side research.

The combination of East and Dataquest offers uniquely thorough analysis of the Asia/Pacific Telecommunications market from both the demand and the supply side. And, as East's market segmentation falls in line with Dataquest's over the next year, the product offerings will be extraordinarily complementary, thorough, and unique in the market.

East's products do not duplicate Dataquest programs. Companies that purchase East's products (see Appendix), then, are significant opportunities for several of the complementary Dataquest products listed below. Conversely, Dataquest clients who are subscribers to the programs listed below (see Appendix) should be considered ideal candidates for the new East products.

<b>East Consulting Program</b>	<b>Dataquest Complementary Programs</b>
Data Communications	Networking Worldwide Networking Europe Networking Japan Network Distribution Europe
Voice Technologies	Public Network Equipment & Services Worldwide Overview Public Network Equipment & Services North America Public Network Equipment & Services Europe Voice Communications North America Voice Communications Europe Personal Communications Worldwide Overview Personal Communications North America Personal Communications Europe
Value Added Networks	all above

## 7.0 TARGET MARKETS

These products can be sold within Asia/Pacific as well as to the headquarters of multinational companies located outside the region such as Cisco, Lucent, IBM, etc.

- Telcos
- Telecommunications equipment vendors
- Networking hardware and software development vendors
- Telecommunications service providers
- System integrators
- Large telco equipment distributors

- Non-competing consultancies
- Online service providers
- Financial services (banks, credit institutions, Wall Street, venture capital).
- Regulatory agencies (FCC)

## 8.0 BUYING CENTERS

- CEOs
- Vice presidents
- Directors of marketing
- Product management
- Product marketing
- Product planning
- Strategic Planning
- Business development
- Sales
- Channel development.

Prospects include companies trying to understand the factors affecting growth, and trying to size their opportunities in the telecommunications market in this booming Asia Pacific region. Overseas investment advisors, venture capitalists, and other speculative bodies seeking to maximize their knowledge of the countries. Regulatory agencies such as the Federal Communications Commission (FCC) seeking to understand trade opportunities and issues.

Appendix A – Provides names of the existing clients of the aforementioned complementary Dataquest programs, as well as East Consulting Clients.

## 9.0 BUYING CENTER ISSUES

- Just how big are these markets?
- How much of this business have I got?
- How much of this business have my competitors got?
- What is the most cost effective way for me to learn about these markets?

## 10.0 COMPETITIVE POSITIONING

There is no effective competition to these products.

## 11.0 PRODUCT PRICING, CODES AND DELIVERABLES

PRODUCT	CODE
DATA COMMUNICATIONS	DC
VOICE TECHNOLOGIES	VT
VALUE ADDED NETWORKS	VA

<b>Data Communications By Country</b>	A05 - ECDC - XX - SD-0000
<b>Voice Technologies by Country</b>	A05 - ECVT - XX - SD-0000
<b>Value Added Networking by Country</b>	A05 - ECVA - XX - SD-0000
<b>Description</b>	One program, one country
<b>Price</b>	\$7,000
<b>Product Codes</b>	
Australia	A05-EC[DC/VT/VA] -AU-SD-0000
Philippines	A05-EC[DC/VT/VA] -PH-SD-0000
Taiwan	A05-EC[DC/VT/VA] -TA-SD-0000
Vietnam	A05-EC[DC/VT/VA] -VN-SD-0000
Malaysia	A05-EC[DC/VT/VA] -MA-SD-0000
India	A05-EC[DC/VT/VA] -ID-SD-0000
Japan	A05-EC[DC/VT/VA] -JA-SD-0000
China	A05-EC[DC/VT/VA] -CH-SD-0000
New Zealand	A05-EC[DC/VT/VA] -NZ-SD-0000
Singapore	A05-EC[DC/VT/VA] -SI-SD-0000
Thailand	A05-EC[DC/VT/VA] -TH-SD-0000
Hong Kong	A05-EC[DC/VT/VA] -HK-SD-0000
Indonesia	A05-EC[DC/VT/VA] -IN-SD-0000
Korea	A05-EC[DC/VT/VA] -KO-SD-0000
<b>Deliverables</b>	
[DC/VT/VA] Current Edition Country Report	
[DC/VT/VA] Next Edition Program Report	
Without Limit Re-analysis Support	
ASIAPAC Telecomms Newsletter	

<b>East Consulting Telecommunications by Country</b>	
<b>Description</b>	Combination of Data Communications, Voice Technologies, and Value Added Networking for one country
<b>Price</b>	\$18,000
<b>Product Codes</b>	
Australia	A05-ECTC -AU-SD-0000
Philippines	A05-ECTC-PH-SD-0000
Taiwan	A05-ECTC-TA-SD-0000
Vietnam	A05-ECTC-VN-SD-0000
Malaysia	A05-ECTC-MA-SD-0000
India	A05-ECTC-ID-SD-0000
Japan	A05-ECTC-JA-SD-0000
China	A05-ECTC-CH-SD-0000
New Zealand	A05-ECTC-NZ-SD-0000
Singapore	A05-ECTC-SI-SD-0000
Thailand	A05-ECTC-TH-SD-0000
Hong Kong	A05-ECTC-HK-SD-0000
Indonesia	A05-ECTC-IN-SD-0000
Korea	A05-ECTC-KO-SD-0000
<b>Deliverables</b>	
DC,VT, and VA Current Edition Country Report	
DC,VT, and VA Next Edition Country Report	
DC,VT, and VA: MAQP	
DC,VT, and VA: UDF	
Without Limit Re-analysis Support	
ASIAPAC Telecomms Newsletter	

East Consulting Data Communications Asia/Pacific	
East Consulting Voice Technologies Asia/Pacific	
East Consulting Value Added Networking Asia/Pacific	
<b>Type</b>	One program – Data Communications, Voice Technologies, or Value Added Networking – for all 14 countries
<b>Price</b>	\$75,000
<b>Product Code</b>	
East Consulting Data Communications Asia/Pacific	A05-ECDA-AP-SD-0000
East Consulting Voice Technologies Asia/Pacific	A05-ECVT-AP-SD-0000
East Consulting Value Added Networking Asia/Pacific	A05-ECVA-AP-SD-0000
<b>Deliverables</b>	
Current Edition Country Report for each of 14 countries	
Next Edition Country Report for each of 14 countries	
MAQP for each of 14 countries	
UDF for each of 14 countries	
Without Limit Re-analysis Support	
ASIAPAC Telecomms Newsletter	

East Consulting Telecommunications Asia/Pacific	
<b>Type</b>	Combination of Data Communications, Voice Technologies, and Value Added Networking for all 14 countries
<b>Price</b>	\$175,000
<b>Product Code</b>	A05-ECTC-AP-SD-0000
<b>Deliverables</b>	
DC,VT, and VA Current Edition Country Report for each of 14 countries	
DC,VT, and VA Next Edition Country Report for each of 14 countries	
DC,VT, and VA MAQP for each of 14 countries	
DC,VT, and VA UDF for each of 14 countries	
Without Limit Re-analysis Support	
ASIAPAC Telecomms Newsletter	

## 12.0 SALES COMPENSATION

This product is NCVI.

## 13.0 PRODUCT AVAILABILITY

Sales Support & Billing will begin accepting orders for this program Friday March 15th, 1997.

## 14.0 SALES TOOLS

- Gold Notes (with prospect list attached)
- Datasheets
- Sample Newsletter
- Fax-able product announcement

Good Selling!

*Follett*

## APPENDIX A. Prospect List

### NORTH AMERICA

COMPANY	CITY	ST	CLIENT	PHONE	FAX
Panasonic NJ	Secaucus	NJ	Mr. Marshall Katz	201 392 6260	201 392 4482
US Dept of Commerce	Washington	DC	Mr. John E. McPhee	202 482 3548	202 482 0952
General DataComm International Corp.	Middlebury	CT	Ms. Ruth Sbordone	203 574 1118	203 758 9129
Data Switch Corporation	Shelton	CT	Mr. Dave Burchwell	203 925 7445	203 924 6400
Motorola UDS	Huntsville	AL	Ms. Trish Perry	205 430 7080	205 430 8926
Adtran, Inc.	Huntsville	AL	Mr. Danny Windham	205 971 8756	205 971 8699
Digital Systems Inc.	Redmond	WA	Mr. Bill Blake	206 558 8077	206 869 4500
Applied Voice Technology	Kirkland	WA	Mr. Joe Staples	206 820 6000	206 820 4207
Microsoft Corporation	Redmond	WA	Ms. Cindy Wilson	206 936 4778	206 936 7329
Texas Instruments, Inc.	Dallas	TX	Mr. Thomas Brooks	214 480 6016	214 480 6552
NORTEL	Richardson	TX	Ms. Gail Young	214 684 0987	214 684 3879
Nortel	Richardson	TX	Ms. Susan Rainey	214 684 8444	214 684 3742
Networth	Irving	TX	Mr. Jeff Wilbur	214 929 6932	214 929 1720
Ericsson Network Systems, Inc.	Richardson	TX	Mr. Oliver Iheme	214 997 0482	214 680 9643
US WEST !nterprise Network Service	Denver	CO	Mr. Steve Starliper	303 293 6686	303 965 9281
McData Corporation	Broomfield	CO	Ms. Linda Hardman	303 460 4442	303 465 4996
US West Business Resources, Inc.	Englewood	CO	Ms. Terry Spindler	303 754 5721	303 754 5734
Hughes Telecommunication & Space	Los Angeles	CA	Mr. Paul Strauss	310 645 7811	310 645 7609
Epson America, Inc.	Torrance	CA	Ms. Denise Offutt	310 782 5090	310 782 5092
General Instrument	Chicago	IL	Ms. Julia Veale	312 695 1175	312 695 1171
AGT Limited	Edmonton	AB	Ms. Gail Ricketts	403 493 6135	403 493 6912
Octel Communications Corporation	Milpitas	CA	Ms. Carolyn Klinger	408 324 4320	408 324 3223
Octel Communications Corporation	Milpitas	CA	Ms. Carolyn Klinger	408 324 4320	408 324 3223
Aspect Telecommunications	San Jose	CA	Mr. John Corrigan	408 325 2777	408 325 4232
SCO Open Systems Software	Santa Cruz	CA	Ms. Tina Stewart	408 427 7264	408 427 5411
Centigram Communications	San Jose	CA	Mr. Ted Callahan	408 432 2691	408 894 8492
Hewlett Packard CA	Palo Alto	CA	Mr. Robert Alley	408 447 3167	
NORTEL	Santa Clara	CA	Mr. Greg Carlsted	408 468 8000	
Nortel	Santa Clara	CA	Mr. Chris Thorson	408 565 2442	408 565 2659
Siemens Rolm Communications	Santa Clara	CA	Mr. John Rasmus	408 492 4414	408 492 5252
Siemens Rolm Communications	Santa Clara	CA	Ms. Leslie Blum	408 492 5664	408 492 2700
Cisco Systems	San Jose	CA	Mr. Randy Sutherland	408 526 8847	408 526 7555
Ungerma Bass Networks, Inc.	Santa Clara	CA	Ms. Barbara French	408 562 7923	408 970 7395
First Virtual Corporation	Santa Clara	CA	Mr. Alan McMillan	408 567 7251	408 988 7077
National Semiconductor	Santa Clara	CA	Mr. Anthony Chiu	408 721 6164	408 749 7582
Advanced Micro Devices, Inc.	Sunnyvale	CA	Ms. Peggy Marcucci	408 749 3948	408 774 7335
Bay Networks, Inc.	Santa Clara	CA	Ms. Kathryn Lewark	408 764 1884	408 988 8086
3COM Corporation	Santa Clara	CA	Mr. Dean Coza	408 764 5314	408 764 6897
3COM Corporation	Santa Clara	CA	Mr. Bruce Tolley	408 764 5950	408 764 5001
Intel Corporation	Santa Clara	CA	Mr. Patrick R. Marshment	408 765 9161	408 765 9095
Mitsubishi	Sunnyvale	CA	Ms. Grace Li	408 774 3604	408 736 5912
Siemens Components, Inc.	Cupertino	CA	Ms. Patty Lippe	408 777 4905	408 777 4958
Fujitsu Microelectronics	San Jose	CA	Ms. Jasmine Kuen	408 922 9475	408 944 0911
Verilink	San Jose	CA	Mr. Richard Sweatt	408 945 3818	408 262 6260
Madge Networks	San Jose	CA	Mr. Stuart Arnett	408 952 9899	408 952 9155



Madge Network Inc.	San Jose	CA	Mr. Patrick Wong	409 952 9155	408 952 9155
Fore Systems, Inc.	Warrendale	PA	Ms. Rebecca Thompson	412 635 3696	412 635 3663
Network General Corp.	Menlo Park	CA	Ms. Cheryl Haines	415 473 2627	415 473 2569
Network Equipment Technology	Redwood City	CA	Ms. Linda Burton-White	415 780 4245	415 780 4280
Network Equipment Technology	Redwood City	CA	Mr. Rick Hoierman	415 780 5212	415 569 7087
Watkins-Johnson Co.	Palo Alto	CA	Mr. Frank Emery	415 813 2752	415 813 2323
Hewlett-Packard Company	Palo Alto	CA	Mr. Brooks Esser	415 857 4580	415 857 6647
Hewlett-Packard Company	Palo Alto	CA	Ms. Camille Ahern	415 857 7751	415 857 2213
Intel Corporation	Hillsboro	OR	Ms. Kristi De Shazo	503 696 5115	503 696 5996
CrossComm Corporation	Marlborough	MA	Nancy Baptiste	508 229 5341	508 229 5535
Cisco Systems, Inc.	Chelmsford	MA	Mr. Joseph Uniejewski	508 244 8000	508 244 8072
ASCOM NEXION	Acton	MA	Mr. John Stewart	508 266 4500	508 266 3475
EMC Corporation	Hopkinton	MA	Ms. Jan Porell	508 435 1000	508 497 6900
Bay Networks	Billerica	MA	Ms. Sidney Krieger	508 436 3918	508 670 8145
Bay Networks	Billerica	MA	Mr. Richard Goode	508 436 7143	508 436 3658
Digital Equipment Corporation	Acton	MA	Ms. Lois Marie	508 486 5848	508 486 7417
Digital Equipment Corporation	Littleton	MA	Ms. Ann Kallock	508 486 7072	508 486 7557
Natural Microsystems	Natick	MA	Mr. Alan Carney	508 650 1300	508 650 1350
Cascade Communications	Westford	MA	Ms. Lucy Graziano	508 692 2600	508 692 5052
US Robotics	Westborough	MA	Mr. Neil Osipuk	508 871 0205	508 871 0665
Bay Networks Inc	Billerica	MA	Mr. Arnie Tomaino	508 916 4913	508 607 8766
Motorola	Mansfield	MA	Ms. Munira Fareed	508261 4606	508 337 8004
SEEQ Technology	Fremont	CA	Mr. Barry Gray	510 226 2912	510 657 2837
Voysys Corporation	Fremont	CA	Ms. Ashlie Bryant	510 252 1100	510 252 1101
AirTouch Cellular	Walnut Creek	CA	Mr. Maribeth Eisenmann	510 279 6075	510 279 6811
Telco Systems, Inc.	Fremont	CA	Mr. Bryan Knysh	510 624 5613	510 656 3031
Pacific Bell - San Ramon	San Ramon	CA	Ms. Jeanne Graham	510 806 4584	510 328 0256
Pacific Bell - San Ramon	San Ramon	CA	Ms. Charlene Kehret	510 823 8004	510 867 8516
Advanced Micro Devices	Austin	TX	Mr. Jon Rees	512 602 6319	512 608 540
Artisoft Inc	Tucson	AZ	Ms. Ester Becker	520 670 7136	520 670 7335
Intel Corporation	Chandler	AZ	Ms. Christine Vathis	602 554 8474	602 554 7181
Cabletron Systems Inc.	Rochester	NH	Mr. Dale Allaire	603 337 2298	603 337 1457
Bell Atlantic Network Integration	Frazer	PA	Ms. Aggie Schmidt	610 993 6303	610 296 8493
US West Communication Services, Inc.	Minneapolis	MN	Ms. Robbin Frazier	612 663 0328	612 663 3283
Multi Tech Systems	Saint Paul	MN	Mr. Paul Kraska	612 785 3500	612 785 9874
Netstar	Eden Prairie	MN	Mr. Mark Garver	612 943 8990	612 943 8939
Gandalf Technologies Inc	Nepean	ON	Ms. Dawna Kluver	613 274 6500	613 274 6501
Brock Telecom (NTL Sub.), Ltd.	Brooksville	ON	Ms. Megan Taylor	613 498 3571	613 498 3602
Mitel Corporation	Kanata	ON	Ms. Elaine Fowlie	613 592 2122	613 592 4784
Bell Northern Research, Ltd.	Ottawa	ON	Ms. Laura Forbes	613 763 2946	613 763 4282
Boston Technology , Inc.	Wakefield	MA	Ms. Kay Brewer	617 224 8372	617 246 4510
Telco Systems	Norwood	MA	Mr. Anand Parikh	617 255 2125	617 551 0534
BBN Communications	Cambridge	MA	Ms. Cathy Huber	617 873 6837	617 873 6091
Qualcomm Inc.	San Diego	CA	Mr. Larry Michaels	619 658 2622	619 658 1560
Qualcomm Inc.	San Diego	CA	Mr. Akiko Nakano	619 658 3317	619 658 1434
Qualcomm Inc.	San Diego	CA	Ms. Carol Solinger	619 658 4399	619 658 2115
Rockwell International	Wood Dale	IL	Mr. Al Hukle	630 227 8444	630 227 8165
Newbridge Networks	Herndon	VA	Dorothy Boyer	703 318 5776	703 471 7080
Newbridge Networks	Herndon	VA	Dorothy Boyer	703 318 5776	703 471 7080

Office of Transitional Issues	Washington	DC	Mr. Paul Kourtz	703 482 1871	703 790 5736
Office of Transitional Issues	Washington	DC	Ms. Kathryn Hitchcock	703 482 8299	703 790 5736
Global One	Reston	VA	Ms. Judith Adams	703 689 5394	703 478 7374
Andrew Corporation	Orland Park	IL	Mr. Gregory Koss	708 349 3300	708 873 3550
Compaq Computer Corporation	Houston	TX	Ms. Pushkala Atri	713 514 0952	713 514 8855
Compaq Computer Corporation	Cypress	TX	Mr. Marty Graen	713 518 3175	713 518 6128
Compaq Computer Corporation	Houston	TX	Mr. Doug Augustine	713 518 7747	713 518 9792
Lantronix	Irvine	CA	Mr. Craig Johnson	714 453 7129	714 453 7229
Fujitsu America, Inc.	Anaheim	CA	Hirohi Yamamoto	714 764 2560	714 764 2849
US Robotics	Salt Lake City	UT	Mr. Joe Buzzanga	801 320 7745	801 320 6021
CALLWARE TECHNOLOGIES	Salt Lake City	UT	Mr. Reino Peruttla	801 481 8900	801 486 8294
Xylan	Calabasas	CA	Ms. Kim Kadish	818 880 3500	818 880 3505
U.S. Robotics	Skokie	IL	Mr. Jeff Rubenstein	847 676 7529	847 676 7328
US Robotics, Inc.	Skokie	IL	Mr. Joel Bland	847 933 5436	847 933 5400
Nortel	Brampton	ON	Ms. Kathy Fortune	905 863 7071	905 863 8492
AT&T	Bernardsville	NJ	Ms. Lidia Huk	908 204 1171	908 204 1078
LUCENT TECHNOLOGIES - NJ (GBCS)	Warren	NJ	Diane Russo	908 559 7179	908 559 1772
Lucent Technologies	Murray Hill	NJ	Mr. Bernard English	908 582 4617	908 582 2255
AT&T	Liberty Corner	NJ	Ms. Jan Walsky	908 903 6221	908 903 6329
Lucent Technology	Basking Ridge	NJ	Ms. Ruth Wolfish	908 953 6390	908 953 2577
Sprint	Westwood	KS	Ms. Kathy Jackson	913 624 3858	913 624 2286
IBM Corporation	White Plains	NY	Ms. Ilse M. Ruckert	914 642 6508	914 642 5480
Hitachi Cable America Inc.	White Plains	NY	Masaaki Tamura	914 993 0990	914 993 0997
Intel Corporation	Folsom	CA	Ms. Cary O'keeffe	916 356 5982	916 356 6890
Hewlett-Packard Company	Roseville	CA	Ms. Simone Camilleri	916 785 2021	916 785 2826
IBM North Carolina	Durham	NC	Mr. Ralph L. Guenther	919 254 4131	919 254 4913
IBM Corporation	Cary	NC	Mr. Mike West	919 301 4470	919 301 4450
Nortel	Durham	NC	Ms. Kathy Epperson	919 991 8959	919 992 1690
Racal-Datacom, Inc.	Sunrise	FL	Ms. Jan Stern	954 846 6101	954 846 3946
Racal-Datacom, Inc.	Sunrise	FL	Ms. Cheryl Minckler	954 846 6302	954 846 3273
Inter Voice	Dallas	TX	Mr. Gary Bohn	972 454 8843	972 454 8905
MCI Corporation	Richardson	TX	Mr. Charles Johnson	972 498 1896	972 498 1078
Tandem Telecom	Plano	TX	Ms. Pam Zetterlund-Clark	972 516 6576	972 516 6809
DSC Communications Corporation	Plano	TX	Ms. Kathy Placke	972 519 4228	972 519 4260
Alcatel Network Systems	Richardson	TX	Ms. Wanda Fox	972 996 6080	972 996 9829

## EUROPE

COMPANY	CITY	COUNTRY	CLIENT	PHONE	FAX
Ericsson Schrack AG	Wien	AUSTRIA	Ms. Katharina Zach	43 1 81100 5469	43 1 81100 6090
Kapsch Aktiengesellschaft	Wien	AUSTRIA	Ms. Monika Oberzaucher	43 1 81111 271	43 1 81111 8888
ATEA	Herentals	BELGIUM	Mr. Dirk Clays	32 14 25 21 11	32 14 25 26268
BELGACOM	Brussels	BELGIUM	Ms. Marie-Anne Catoir	32 2 202 8364	32 2 203 3407
Digital Equipment S.A./N.V.	Brussels	BELGIUM	Mr Paul K'llner	32 2 729 71 11	32 2 729 75 60
Digital Equipment S.A./N.V.	Brussels	BELGIUM	Mr. Steven Jacobs	32 2 7297111	32 2 7297203
Lucent Technologies Belgium	1410 Waterloo	BELGIUM	Mr. Lars Jorgensen	32 2 357 5864	32 2 357 5823
DSC Communications AS	Ballerup	DENMARK	Mr. Frank Fabricius	45 44 73 3183	45 44 73 3001
Tele Danmark A/S	Trankjaer	DENMARK	Ms. Susanne Iversen	45 89 45 26 20	45 8945 2624
Nokia Mobile Phones Cellular Data	Tampere	FINLAND	Ms. Pia Kemppinen	358 105051 6886	358 105051 6733

Nokia Telecommunications	Espoo	FINLAND	Sauli Klemola	358 9 511 21	00358 9 511 24952
Nokia Telecommunications	Espoo	FINLAND	Ms. Tuulikki Karhapaa	358 51121	358 9 5112 5615
Nokia Telecommunications	Espoo	FINLAND	Mr. Matti Hyvarinen	358 9 51124949	358 9 51124952
Alcatel Business Systems	Colombes	FRANCE	Mr. Jean-Claude Jacotin	33 1 46 52 85 96	33 1 46 52 80 32
	Cedex				
Alcatel Business Systems	Colombes	FRANCE	Mr. Pierre Meurillon	33 1 55 66 48 89	33 1 55 66 49 94
	Cedex				
Alcatel CIT	La Ville du Bois	FRANCE	Ms. Jacqueline Bessis	33 1 6449 2026	33 1 6449 2369
Alcatel N.V.	Paris	FRANCE	Mrs. Marine Chauffin	33 1 4058 5745	33 1 4058 5906
Alcatel N.V.	Paris	FRANCE	Mrs. Marine Chauffin	33 1 4058 5745	33 1 4058 5906
ATM Forum	Velizy	FRANCE	Mr. Paul Le Rossignol	33 1 30 67 30 06	33 1 30 67 80 95
Bouygues Telecom	Velizy Cedex	FRANCE	Ms. Emmanuelle Laurent-Richard	33 1 39 26 60 17	33 1 34 63 09 96
Compagnie Des Signaux	Paris	FRANCE	Mr. Sylvain Cailleux	33 1 44894570	33 1 44894580
Compagnie Des Signaux	Paris	FRANCE	Mr. Michel Harmant	33 1 44894587	33 1 44894545
Compagnie Des Signaux	Paris	FRANCE	Mr. Mohamed Rekkab	33 1 44894730	33 1 44894545
Digital Equipment France	Annecy Le Vieux	FRANCE	Mr. Michel Davin	33 4 50 09 41 22	33 4 50 64 01 39
France Telecom	Paris	FRANCE	Ms. Isabelle Recamier	33 1 44 44 46 91	33 1 44 44 69 09
Hewlett-Packard France	Grenoble	FRANCE	Ms. Odile Laverlochere	33 4 76 14 52 20	33 4 76 14 59 59
	Cedex				
Lexmark International	Orleans Cedex	FRANCE	Mr. Charles Proian	33 2 38 71 13 01	33 2 38 71 13 30
Matra Communication	Quimper	FRANCE	Jacques Newey	33 1 34 60 82 35	33 1 34 60 8076
Matra Communication	Bois D'Arcy	FRANCE	Mr. F. Martin	33 1 34 607 000	33 1 34 604 057
Matra Communications	Bois d'Arcy	FRANCE	Mr. Bernard Etchenagucia	33 1 3460 8094	33 1 3460 7455
MET Commutation	Massy Cedex	FRANCE	Ms. Arlette Valentin	33 1 64475294	33 1 64475353
Ministere de L'Industrie	Paris	FRANCE	Mr. Jean-Claude Mizzi	33 1 43192366	33 1 43192851
Nortel - France	Puteux	FRANCE	Ms. Isabelle Coudray	33 1 46 96 17 36	33 1 46 96 16 08
SAT	Paris	FRANCE	Mr. Yann Ranvoisy	33 1 4077 1212	33 1 4077 1414
Texas Instruments France	Loubet	FRANCE	Mr. Richard Kerslake	33 4 9322 2021	33 4 9322 2061
Thomson CSF Communications	Colombes	FRANCE	Mrs. Christine Robe	33 1 4130 3767	33 1 4130 3005
A.M.C. GmbH	Ulm	GERMANY	Herrn Adrian Filimon	49 731 505 17 19	49 730 505 18 24
ANT Bosch Telecom	Backnang	GERMANY	Dr. Guenter Mueller	49 7191 13 2227	49 7191 13 2215
AVM Computersysteme GmbH	Berlin	GERMANY	Mr. Johannes Nill	49 30 39976 210	49 30 39976 255
BinTec Computersysteme GmbH	Nuernberg	GERMANY	Herrn Gregor Krawczuk	49 911 9673 111	49 911 6880 725
Bosch Telecom GmbH	Frankfurt/Main	GERMANY	Dr. Ingrid Cox	49 69 7505 4365	49 69 7505 4092
Bundesamt fuer Post & Telekommunikation	Mainz	GERMANY	Mr. Alfons Knichel	49 6131 18 1110	49 6131 18 5603
Compaq Computer EMEA GmbH	Muenchen	GERMANY	Frau Gabriele Zedlmayer	49 89 9933 2226	49 89 9933 2207
DeTeMobil GmbH	Bonn	GERMANY	Frau Bettina Pfeiffer	49 228 936 5531	49 228 936 5509
DeTeWe AG & Co.	Berlin	GERMANY	Dr. Wolfgang Perlich	49 30 6104 42 15	49 30 6104 51 57
EUnet Deutschland GmbH	Dortmund	GERMANY	Frau Susanne Fiss	49 231 972 1040	49 231 972 1122
INTEL GmbH	Feldkirchen	GERMANY	Mr. Tony O'Sullivan	49 89 991430	49 89 99143479
ITK GmbH	Dortmund	GERMANY	Frau Renate Stuecka	49 231 9747 225	49 231 9747 111
LSI Logic GmbH	Muenchen	GERMANY	Mr. Nick Phillon	49 89 45833301	49 89 45833309
Mannesmann Mobilfunk GmbH	Duesseldorf	GERMANY	Herrn Karsten Kisch	49 211 533 2319	49 211 533 3304

Martin Dawes GmbH	Hallbergmoos	GERMANY	Herrn Christian Stetter	49 811 811 1461	49 811 811 1414
Panasonic European Laboratories GmbH	Langen	GERMANY	Herrn Andreas Eidam	49 6103 7600	49 6103 766 133
Robert Bosch GMBH		GERMANY	Dr. Christian Payer	49 711 811 6775	49 711 811 6950
Siemens AG	Munich	GERMANY	Frau Sigrid Mathies	49 89 234 4236	49 89 234 3453
Siemens AG	Muenchen	GERMANY	Mr. Klaus,J Werner	49 89 722 3197	49 89 722 31787
Siemens AG	Muenchen	GERMANY	Mr. Hans-Juergan Richter	49 89 722 33827	49 89 722 25608
Siemens AG	Muenchen	GERMANY	Frau Christina Schmue	49 89 722 34879	49 89 722 61973
Siemens AG	Muenchen	GERMANY	Herrn Christian Vogt	49 89 722 36679	49 89 722 25608
Siemens AG	Muenchen	GERMANY	Herrn Karl-Heinz Alscher	49 89 722 62577	49 89 722 62217
Siemens Nixdorf AG	Muenchen	GERMANY	Herrn Heinz-Juergen Mettjes	49 89 722 34879	49 89 722 34273
Siemens Nixdorf AG	Muenchen	GERMANY	Herrn Heinz-Juergen Mettjes	49 89 722 34879	49 89 722 34273
Sony Europe GmbH	Muenchen	GERMANY	Mr. Matthias Weber	49 89 82916 440	49 89 82916 510
SONY Infocom Products Europe	Koeln	GERMANY	Herrn Oliver Rapp	49 221 5966 429	49 221 5966 231
Teles AG	Berlin	GERMANY	Herrn Rochus Wegener	49 30 399 2801	49 30 399 2801
Thyssen Telecom AG	Duesseldorf	GERMANY	Herrn Stephan Bramey	49 211 967 7751	49 211 967 9237
VIAG InterKom GmbH & Co.	Muenchen	GERMANY	Frau Sylvie Ober	0049 89 5473 8014	0049 89 5473 8111
Wandel & Goltermann GmbH & Co.	Eningen	GERMANY	Herrn Andreas Hollmig	49 7121 86 1244	49 7121 86 1276
Wissenschaftl.Inst. fuer Kommunikations-Bezeq	Tel-Aviv	ISRAEL	Mr. Moshe Salamon	972 3 561 6655	972 3 561 7766
ECl Telecom Ltd.	Petach Tikva	ISRAEL	Mrs. Lilia Averbuch	972 3 926 6851	972 3 926 6711
ECl Telecom Ltd.	Petach Tikva	ISRAEL	Mrs. Lilia Averbuch	972 3 926 6851	972 3 926 6711
Pele-Phone	Tel Aviv	ISRAEL	Mr. Georges Mayer	972 3 6928848	972 3 6928891
Tadiran Communicatons	Petach Pikva	ISRAEL	Mrs. Natalia Golczar	972 3 557 42457	972 3 557 46364
Telrad Communications, Ltd.	Lod	ISRAEL	Dr. Avrohom Mondrowitz	972 89 273 634	972 89 242 767
Alcatel Italia	Vimercate Milano	ITALY	Mr. M. Calcinaghi	39396863172	39396864849
AT&T Global Info Solutions Italia S.p.A	Milano	ITALY	Mr. Alfredo Gatti	39 2 581601	39 2 58160276
Italtel	Milano	ITALY	Mr. Giovanni Caraffini	39 2 438 85366	39 2 438 88012
STET	Roma	ITALY	Dr. Fernando Leonelli	39 6 858 9571	39 6 855 1344
Telecom Italia	Venezia	ITALY	Mr. Fabio Di spirito	39 41 5213220	39 41 5203869
Philips International B.V.	Eindhoven	NETHERLAN DS	Ms. Marga Huijbers	31 40 78 36 80	31 40 78 30 77
PTT Telecom ZM	Amsterdam	NETHERLAN DS	Dr. R. A. Spierings	31 20 4844351	31 20 4844355
Vicorp	Utrecht	NETHERLAN DS	Mr. Eric Montague	31 30 2892120	31 30 289 7328
Telenor Bedrift AS	Oslo	NORWAY	Mr. Bjorn Jacobsen	47 23 16 6651	47 23 16 66 58
Hewlett Packard	West Lothian	SCOTLAND	Mr. Alistair Reynolds	31 331 7503	31 331 7488
Alcatel Altech Telecoms	Johannesburg	SOUTH AFRICA	Mr. John Pitout	27 11 8996111	27 11 8996017
Mobile Telephone Networks	Sandton	SOUTH AFRICA	Ms. Jean Courtney	27 11 44 56000	07011 44 56300

Telkom (S.A.)	Pretoria	SOUTH AFRICA	Mr. Peert Venter	27 12 311 4755	27 12 323 7377
Vodacom Group (Pty) Limited	Johannesburg	SOUTH AFRICA	Mr. Ben Higson	27 11 3221000	27 11 3221017
Alcatel Standard Electrica SA	Madrid	SPAIN	Mr. J.M. Martinez Vincente	34 1 467 3000	34 1 468 0327
Amper S.A.	Madrid	SPAIN	Mr. Robert Sterner	34 1 404 3600	34 1 325 3041
Fujitsu Espana, S.A.	Madrid	SPAIN	Ms. Carmen Perez Casamayor	34 1 581 8584	34 1 581 8125
Telefonica de Espana SA	Madrid	SPAIN	Mr. Rafael Diez Vega	34 1 584 01 81	34 1 584 92 10
Ericsson	Stockholm	SWEDEN	Ms. Ola Bernang	46 8 404 2034	46 8 751 3435
Ericsson Business Networks AB	Stockholm	SWEDEN	Mr. Bo Nordblom	46 8 422 0451	46 8 422 1976
Ericsson Telecomunicazioni SpA	Hagersten	SWEDEN	Mr. Anders Pettersson	46 8 404 59 68	46 8 681 27 48
ASCOM AG	Bern	SWITZERLAND	Herrn Werner Buechli	41 31 999 3776	41 31 999 3778
3Com Europe	Bourne End, Bucks	UK	Mr. Olivier Choron	44 1628 856000	44 1628 474741
ACC Long Distance UK Ltd.	London	UK	Ms. Polly Grewal	44 181 400 4468	44 181 995 1362
Alcatel Network Systems	Banbury, Oxon	UK	Mr. Andrew Grant	44 1295 222083	44 1295 275888
Anixter International	Uxbridge, Middlesex	UK	Mr. Dave Inman	44 1895 818265	44 1895 818187
Aspect Telecommunications Ltd	Middlesex	UK	Mr. Gordon Loader	44 181 571 6969	44 181 571 6126
Azlan Ltd.	Wokingham, Berkshire	UK	Mr. Adrian Botterill	44 1189 897700	44 1734 770281
Bell Northern Research Ltd.	Berkshire	UK	Mr. Richard Freeman	44 1 628 770770	44 1 628 434468
Brite Voice Systems Group	Sale, Cheshire	UK	Ms. Fiona Tully-Turner	44 161 975 4000	44 161 975 4001
BT Plc	London	UK	Mr. Andy Greaves	44 171 356 3616	44 171 356 3763
Cable & Wireless Plc	London	UK	Lyndsey Mann	44 171 315 7458	44 171 315 5166
Cellnet	Slough, Berks	UK	Mr. Chris Mellor	44 1753 565451	44 1753 565498
Cisco Systems Ltd	Feltham, Middlesex	UK	Mr. David Taylor	44 181 818 1400	44 181 893 2824
DSC Communications Limited	Feltham, Middx	UK	Mr. Neil Tomlinson	44 1784 882054	44 1784 882027
DSC Communications Limited	Feltham, Middx	UK	Mr. Neil Tomlinson	44 1784 882054	44 1784 882027
DTI	London	UK	Dr. Tim Reynoldson	44 171 215 5000	44 171 215 1966
Ericsson UK Limited	West Sussex	UK	Mr. Russell Gray	44 1444 234030	44 1444 231943
European Telecom Plc	Colnbrook, Slough, Berks	UK	Mr. Jeff Lucas	44 1753 764100	44 1753 764170
Fujitsu Europe, Ltd.	Uxbridge, Middx	UK	Mr. Jim S. Jeyam	44 181 606 4461	44 181 573 3602
General DataComm Limited	Wokingham	UK	Ms. Dee Gibbs	44 1734 774 868	44 1734 774 871
GPT Business Systems Group	Beeston	UK	Ms. Emma King	44 115 943 3996	44 115 943 2846
GPT Data Systems	West Midlands	UK	Ms. Julie McAdams	44 1203 563370	44 1203 563343
GPT Data Systems	Liverpool	UK	Mr. Howard Wilcox	44 151 254 3049	44 151 254 4832
Hitachi Europe Limited	Maidenhead, Berks	UK	Mr. Jean-Louis Freart	44 1628 585933	44 1628 585120
I-CO Services Ltd	London	UK	Mrs. Susan Rice	44 181 600 1000	44 181 600 1199
IBM UK	Basingstoke	UK	Mr. Martin Peters	44 1256 343254	44 1256 461324
IBM UK Ltd	Hampshire	UK	Mr. Dave Budd	44 1256 343877	44 1256 843168
IBM UK Ltd	Hampshire	UK	Dr. Robert Mann	44 1962 815858	44 1962 849268
Madge Networks Limited	Stoke Poges	UK	Ms. Angela Beech	01628 858000	01494 764595

Mercury One 2 One	Borehamwood, Herts	UK	Kathryn Bonnet	44 181 214 3297	44 181 214 2650
Micom Communications Corp. (Europe) Ltd	Tongham, Surrey	UK	Mr. David Hill	44 1252 781777	44 1252 781717
NEC (UK), Ltd.	London	UK	Gary Head	44 181 993 8111	44 181 235 4937
Network General, U.K., Ltd.	Berkshire	UK	Mr. Franck LeClercq	44 1753 863400	44 1753 863407
Newbridge Networks Ltd.	Gwent	UK	Mr. Stephen Sale	44 1633 413600	44 1633 413680
Nokia Mobile Phones	Camberley, Surrey	UK	Ms. Nataline Roberts	44 1276 419653	44 1276 419650
Norweb Plc	Manchester	UK	Ms. Karen Murray	44 161 886 7769	44 161 875 7190
Novell UK Ltd.	Bracknell, Berkshire	UK	Ms. Jackie Boxall	44 1344 724227	44 1344 724001
Octel Communications Ltd.	Hampshire	UK	Ms. Yvonne Caunter	44 1252 303035	44 1252 303033
Psion Datacom Plc	Milton Keynes	UK	Ms Michelle Rennie	01908 261686	01908 261688
Scottish Telecom	Glasgow	UK	Ms. Patricia Croall	44 141 567 1087	44 141 567 1013
SDX Business Systems	Welwyn Garden City, Herts	UK	Mr. David Spiby	44 707 392200	44 707 376933
Siemens Business Communications Syst Ltd	Milton Keynes	UK	Ms. Margaret Little	44 1908 855163	44 1908 836200
Sony Semiconductor Europe, Ltd.	Basingstoke	UK	Ms. Irene Hunt	0044 1256 478771	0044 1256 818194
TDK Components Division	Surrey	UK	Mr. Guy Tweedle	44 1737 772323	44 1737 773810
Torch Telecom	Wakefield	UK	Mr. David Hearne	44 1924 888888	44 1924 882606
Uniqueair Cellular Communications	Abingdon, Oxfordshire	UK	Mr. Colin Redwood	44 1235 541217	44 1235 541249
US Robotics, Ltd.	Wokingham, Berks	UK	Ms. Lucy Brown	44 1734 228200	44 1734 695555

## ASIA PACIFIC

COMPANY	CITY	COUNTRY	CLIENT	PHONE	FAX
Fuji Xerox Co., Ltd.	Tokyo 107	JAPAN	Mr. Toru Shishido	81 3 3585 3211	81 3 3585 8605
Fujitsu Ltd.	Kanagawa 211	JAPAN	Ms. Makiko Furuno	81 44 754 3063	81 44 754 3550
Fujitsu Ltd.	Kanagawa 211	JAPAN	Ms. Makiko Furuno	81 44 754 3063	81 44 754 3550
IBM Japan, Ltd.	Tokyo 103	JAPAN	Mr. Takao Oouchi	81 3 3808 5515	81 3 3664 4911
Kokusai Electric Company, Ltd.	Tokyo 164	JAPAN	Mr. Atsushi Fujita	81 3 3365 9131	81 3 3365 9139
Madge Japan KK	Tokyo 105	JAPAN	Ms. Rie Yamanaka	813 5232 3281	813 5232 3208
NEC Corp.	Tokyo 108-01	JAPAN	Ms. Yuki Otani	81 3 3798 6710	81 3 3798 6714
NEC Corporation	Tokyo 108-01	JAPAN	Mr. Eisaku Watanabe	81 3 3798 6710	81 3 3798 6714
NEC Corporation Japan	108 Tokyo	JAPAN	Mr. Yoshinori Kajiwara	81 3 3798 6307	81 3 3798 6349
Nippon Telegraph & Telephone	Tokyo 108-19	JAPAN	Mr. Moriyoshi Yoneda	813 5463 2383	813 5463 8960
Nippon Telegraph & Telephone Corp.	Minato-ku Tokyo	JAPAN	Ms. Tomoko Ichikawa	813 5463 2590	813 5463 8960
Sony Corporation	Tokyo 108	JAPAN	Mr. Hirohisa Yamada	81 3 3458 7218	81 3 3458 7451
Sony Corporation	Tokyo 108	JAPAN	Mr. Tetsuji Kojima	81 3 3458 7218	81 3 3458 7451
Sony Corporation	Tokyo 108	JAPAN	Mr. Hirohisa Yamada	81 3 3458 7218	81 3 3458 7451
Sony Corporation	Tokyo 108	JAPAN	Mr. Tetsuji Kojima	81 3 3458 7218	81 3 3458 7451
Sony Corporation	Tokyo 141	JAPAN	Ms. Sayuri Ai	813 5448 2657	813 5448 5708
Sony Corporation	Tokyo 141	JAPAN	Mr. Naoko Kumagai	813 5448 6960	813 5448 7811
Toshiba Corporation	Tokyo	JAPAN	Mr. Yoichiro Kutsukake	81 3 5444 9573	81 3 5444 9234

Ungermann-Bass	Tokyo 108	JAPAN	Mr. Kazuo Arai	81 3 5462 1432	81 3 5462 1433
Daewoo Telecom Co., Ltd.	Kyung-Gi-Do	KOREA	Mr. Taek Su, Ko	82 32 692 7111	82 32 692 7143
Samsung Electronics Co., Ltd	Seoul 137-030	KOREA	Mr. Han Dong Gun	82 2 549 1845	82 2 549 1846
Samsung Electronics Ltd.	Seoul 100-095	KOREA	Mr. Hee Ae Kwak	82 2259 2455	82 2259 1427
Chunghwa Telecom Co., Ltd.	Taipei	TAIWAN	Mr. Shan-Hsin Tsao	886 2 344 3888	886 2 344 5435

## EAST CONSULTING CLIENTS

COMPANY	CITY	COUNTRY	CONTACT	TITLE	SERVICES	VALUE	RENEWAL
3COM	Singapore	Singapore	Mr Eric Lee	ASEAN Channels Manager	Data, Data, Data	\$15,000	March-August
Alcatel		Australia	Mark Collins	Product Marketing Manager Voice Products	Country-AUS	8,565	August
Anixter	Hong Kong		Paul Joong	Managing Director	Data	44,925	May
Australasian Memory		Australia	Mike Day	Business Devleopment Manager	Data	3,375	July
Bay Networks		US	John Giuslin	ICON Marketing Managerq	Data	44,925	June
CITEC		Australia	Peter Gilmore	Sales & Marketing Manager	Country-AUS	8,565	July
Coopers & Lybrand		Australia	Rod Maddock	Director	Contracts	12,500	March-December
Datacraft	Hong Kong		Des Althorpe	Managing Director & CEO	Data	8,565	August
			Ron Cattell	Marketing Director	Data	8,320	October-November
			Barry Swan	Marketing Manager	Country-AUS	8,565	June
DEC	Singapore		Tim Daniel	Business Development Manager	Data	44,925	June
Ericsson		Australia	Ian Parker	Marketing Services Manager	Country-AUS	8565	August
		New Zealand	Steve Ingliss	Product Manager	Country-NZD	8565	August
Fujitsu		Japan	Mr. Ohmori	Research Marketing Ddepartment	Voice	25,800	September
GPT		Australia	Bob Robbins	Marketing Manager	Voice	8,220	April
HarTec		Australia	Nelson Siva	Managing Director	Data	4270	September
Hutchinson	Hong Kong		Scott Nardi	Special Projects	Country-HKG	8,565	June
IBM		Australia	Paul Kangro	Senior Brand Manager	Data	3,375	May
ISSC		Australia	Grant Dawson	Project Manager	Country-AUS	8,565	June
ITS	Singapore		Simon Naylor	Managing Director Asia Pacific	Data	28,000	July
Itec		Australia	Keith Murray	National Marketing Manager	Data	2,230	December
Krone		New Zealand	Scott Richardson	General Sales Manager	Data	3,375	August
		Australia	Bob Fitzgerald	Director	Data	3,375	August
Link Telecommunications		Australia	Tania Freeman	Manager Market Research & Analysis	Country-AUS	8,565	October

Lucent	Hong Kong	Royce McDonald	Director of Marketing	Data	23,000	Dec
		Delton Yuen	Regional Director	Voice	40,925	September
MM Cables	New Zealand	Bryan Preston	General Manager	Country-NZD	8,565	July
	Australia	Graham Devery	Sales & Marketing Manager	Data	3,375	June
MODTAP	Australia	Paul Stathis	Marketing Manager Asia Pacific	Data	44,925	September
Newbridge	Canada	Henry Jaffe	VP Asia Pacific	Data	44,940	Novemmber
Nokia	Australia	Ms. Anuja Rao	Manager Access	Voice	3,375	Sept
NorTel	Australia	Gev Pestonji	Senior Manager A/P	Voice	41,400	Sept
	Australia	Richard Neal	Marketing Manager	Voice	6,412	July
	Hong Kong	Kitty Ng	Specialist Sales and Marketing		3,037	Mar
Optus	Australia	Philippa Dowle	Market Research Mhnager	Country-AUS	8,565	Aug
Paradyne	Singapore	Era Mahendran	Regional Sales Manager	Data	21,815	Sept
Racal	Hong Kong	David Paculabo	President	Data, VAN	85,427	Nov-Sept
Telecom NZ	New Zealand	Peter Haworth	GM	Country-NZD	8565	Jul
Telstra	Australia	Glenn Farquhar	Snr. Mkt Research Mgr Business Analysis	Country-AUS,NZD	16,195	Mar-Jul
Telstra Multimedia	Australia	Helen Archer	Mkting	Country-AUS	8,565	Apr
UBIX	New Zealand	Mike Blanchard	Divisional Manager	Voice	3,375	Sept