



THE DAC FLASH

NOVEMBER 2005

DAC FALL 2005 CONFERENCE HIGHLIGHTS

THE TIME IS NOW

Montreal, Quebec

September 26-29, 2005

The DAC Fall 2005 conference was held in Montreal, Quebec, September 26-29, 2005. The theme of this conference was "The Time is Now" summarized in the presentation from Lynn Smurthwaite-Murphy, Vice President of Sales at Westcon Canada, our Conference Sponsor.

There were 276 attendees at this conference, comprised of 192 distributor members, coming from 62 companies, 84 Nortel personnel and 16 sponsors. The DAC was very happy to have several distributors from the CALA (Caribbean and Latin American) region attend this conference. Andy Simmonds (BT) represented the Euro DAC during the DAC Leadership meetings in addition to attending the conference sessions.

Survey results taken during the conference provided "Very Good" ratings across all six questions, providing the ESC and Planning Committee some wonderful feedback and suggestions. Several people also submitted personal comments to President Lynn Hale.

Ticket sales from the DAC Flower Fund raised \$1800.00, which was matched dollar for dollar by Nortel and donated to the Hurricane Katrina Relief Fund.

DAC Goals Presented by ESC President Lynn Hale

The ESC has established a list of long-term and short-term Goals to provide direction for the various taskforces and committees. A copy of the full report and presentations are posted on the DAC Community Web Site under File Exchange/DAC Fall 2005 Conference Presentations at:

https://app12.nortelnetworks.com/cgi-bin/myynn/home/NN_home.jsp?curOid=23282

- Promotion of the DAC
- Focus on Solutions
- Grow our Business
- Supporting Converged Networks Together (Partners/Nortel)
- Ease of doing business between Nortel, Distributors and our Customers.

NORTEL EXECUTIVES AT THE CONFERENCE

Dean Fernandes, Office of the CIO was the Keynote speaker on Tuesday. Andrew Twynham, Vice President, Global Enterprise Customer Care; Stan Chilton, Vice President, Customer Service; and many of their direct reports attended the complete conference.

These executives commented on the DAC being an important forum for channel readiness, supply chain, and operations. They want to strengthen the relationship between the DAC and Nortel.

Here are some of the key focus items that were covered during the executives' presentations and the Q & A session.

- No Fault Found Research – Monitor
 - Nortel to develop a “process” to review reports with Partners. Due to Nortel internal systems limitations-will focus only on in-warranty issues for now.
- Training/Certifications – Closed
 - Development of “delta” training packages
 - Generating report to Partners identifying of pass/fail exam results
- BCM Supportability – Monitor
 - Extension of MSC RMA
 - BCM50 manufacturing issues resolved. 840+ Global systems shipped, DOA's 110
- Patching
 - Expand scope of Taskforce to include BCM
 - Define type/categorization
 - Develop central tool for posting of patches, rules etc.
 - Improve e-mail notifications

INITIATIVES/ACTIVITIES SINCE TUSCON:

- Partner Source tool launched

ESC Election Results

President	Lynn Hale (SBC) acclaimed
Membership Chair	Jim Fox (SBC) acclaimed
Promotions Chair	Position not filled
Committee Chair #1	Harold Statz (Bell Canada) acclaimed
Committee Chair #2	Tim Eichhorn (Gaffney) elected

New Taskforce Primes

PMTF, Chair	Chris Young (Qwest)
Training TF, Deputy Chairs	John Bushong (Sprint)
	Dan Silverman (Smiston's)

SAVE THE DATE...

Plans are already underway for the Spring 2006 DAC Conference, hosted by BellSouth, to be held **March 20-23, 2006** in Atlanta, Georgia. Details will be provided soon!