

TeleStrategies®

COMMUNICATIONS TAXATION 2011



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TeleStrategies' 12th Annual Communications Taxation Conference brings together the nation's top tax professionals to address the challenging and amazingly complex domain of telecommunications taxation.

The program provides comprehensive coverage of all aspects of telecom tax, including:

- Key legal proceedings, judgments and case studies
- Emerging services: Cloud, M2M, content, wireless apps, subsidized transport
- Audit defense and tax recovery
- Transaction, income and property tax compliance updates
- VoIP, pre-paid, E-911 and other key FCC decisions
- Exemptions, property tax and equipment depreciation issues
- Federal/local fees and surcharges
- Sourcing, nexus, jurisdiction regulations across federal, state and local
- Industry-specific (wireline, wireless, content aggregators, ISPs, cable) updates
- Emerging regulatory and local legislation bellwethers
- Billing integration, interfaces, quality assurance, internal controls
- And more!

Whether you are new to telecom taxes, or an industry veteran, you will learn how to lower your tax bill, streamline tax operations, proactively prepare for audits, better defend your company's audit position, leverage case studies/precedent to lower your tax liabilities, and, most importantly, network with your peers to learn from other's experiences.

I hope to see you in the Big Easy this May 24-26, 2011 for another fantastic event!

Please don't hesitate to contact me for any reason about the program.

Sincerely,
Dr. Matthew Lucas, Program Chair
mlucas@telestrategies.com

Agenda

WEDNESDAY MAY 25, 2011

7:00 AM - REGISTRATION OPENS

8:00 AM - EXHIBITS OPEN

8:45 AM

Conference Opening Remarks

Dr. Matthew Lucas, Vice President, TeleStrategies

8:50 - 10:00 AM

Executive Keynote Session

The communications world is changing and the evolution affects the tax world! A distinguished panel consisting of some of the most notable communications tax experts and the former General Manager of the National Broadband Plan at the FCC discuss the current and future FCC and federal and state regulatory posture and its impact on state taxation policy. The panel will provide an overview of the legislative and regulatory landscape from an industry and tax perspective; a discussion of the current regulatory commission environment and its broadband policy; the horizon for the industry; and how the current and future environment will have an impact on the taxation of communications providers. Where is the internet tax nondiscrimination act? How does it fit into the national Broadband plan? Will there be a moratorium on new taxes on wireless services? Where is federal legislation of state taxation going?

Brian Goldstein, Partner, PricewaterhouseCoopers

Stacey Sprinkle, Vice President - Federal Tax Policy, Verizon Wireless

Erik Garr, PwC Diamond Advisory (formerly served as the General Manager of the National Broadband Plan at the FCC)

10:00 - 10:15 AM

Morning Break and Exhibits Open

10:15 - 11:00 AM **SESSION A**

Making Sense of the New Stuff - What's around the Next Corner?

This session will focus on new technologies predicting how the field of communications may evolve and change beyond what we see today. So much time is spent today on what is happening right now (or even yesterday), this panel will attempt to peek around the next corner to discuss what companies will likely be facing next year or the year after. Topics to be addressed include: M2M/Smart grid of the future, the move toward unified communications, subsidized transport/reciprocal compensation for prioritized traffic (e.g., video transport and hosted services), and other sources of revenue from emerging partnerships.

Dr. Matthew Lucas, Vice President, TeleStrategies

Jim Nason, Tax Managing Partner, Telecommunications, Deloitte Tax

Tal Givol, Entrepreneur and Technology Executive

10:15 - 11:00 AM **SESSION B**

Compliance and Technology Challenges in a Multi-Taxed Industry

Rapidly changing technologies, services and regulations are making it increasingly difficult for service providers to comply with complex state and local taxes. This session will cover the key compliance challenges facing the telecom industry today. The speakers will look at resolution strategies if you discover tax exposure, discuss compliance by way of voluntary disclosure agreements, give best practices to

"This conference is the best conference to learn about telecom taxation."

- Melirue Fermin, US TelePacific Corp.

managing billing systems/tax technologies, and consider options to determine a tax management strategy.

Paul Woeltje, Director, Professional Services, Thomson Reuters

DaNang Wilson, Sr. Tax Consultant, Consulting Services, Thomson Reuters

Carol McIlvaine, Sr. Director Client Services, Thomson Reuters

11:00 - 11:15 AM - SESSION BREAK

11:15 - 12:00 PM **SESSION A**

Tax Recovery

Understanding telecommunications equipment, systems and their component parts presents the single largest challenge to identifying tax recovery opportunities. But it is critical, because before operations can look at tax recovery, they must first understand what is bought, how it is used and where it is put in service. This session will break down the component parts of telecommunications systems, discuss refund opportunities, provide state specific examples, cover vendor issues and present a responsible - "minimized-audit-risk" approach to recovering overpaid taxes.

Shon Holyfield, Partner, TTR

11:15 - 12:00 PM **SESSION B**

Taxation for Emerging Services

The staggering array of apps, ringtones, games and digital content available on cell phones, computers and other devices are driving the business growth in the telecommunications industry. While these services and digital content can be purchased now, the question remains: how should they be taxed? This session will examine how states are addressing legislation to tax new developments in technology.

Sandra Thomas, CPA, Director of Tax Research, BillSoft

12:00 - 1:15 PM

TeleStrategies' Sponsored Lunch and Exhibits

1:15 - 2:00 PM **SESSION A**

Audit Defense Strategy

Carriers spend an inordinate amount of time and money defending prior positions in the face of auditors armed with 20-20 hindsight. Meanwhile, the same jurisdictions are facing budget crises never before seen, thereby making audit recovery their first priority. This session presents views from seasoned veterans regarding current audit issues and industry trends, as well as pragmatic perspectives on audit defense best practices and success strategies.

Kathy Saxton, Director, Multistate Tax Service, Deloitte Tax

Audra Mitchell, State Tax Counsel, Sprint

Marie Harris, Senior Manager, T-Mobile

Pinkye Neal, Sr. Manager, Transaction Tax, EarthLink

1:15 - 2:00 PM **SESSION B**

Current Trends Surrounding the Tax and Regulatory Status of VOIP Service - Is a "One-Size Fits All" Tax Policy Still a Realistic Option?

This session will survey the recent flurry of tax and regulatory enactments which are dramatically affecting the tax liability position of VOIP providers in the

marketplace and how to develop an effective and responsible managerial policy to address these changes. The speakers will evaluate the regulatory rulings by the FCC inviting states to begin subjecting VOIP revenue to state universal service fees and other surcharges; initiatives by state public utility commissions that draw a distinction in tax liability between Fixed versus Nomadic VOIP service; as well as a case study of gross receipts tax as it applies to VOIP.

David Rubenstein, *Managing Editor, Telecommunications & Utilities Tax, CCH, a Wolters Kluwer business*

Moshe Weingarten, *Manager of Operations and Production, CorpSystem SalesTax, CCH, a WoltersKluwer business*

2:00 - 2:15 PM - SESSION BREAK

2:15 - 3:00 PM **SESSION A**

Pass It On: The Battle to Reveal Hidden Taxes

State and local governments are increasingly enacting gross receipts taxes upon service providers throughout the country. The jurisdictions would prefer to impose these taxes on the providers and keep them "hidden" from the consumer. Considering public policy concerns, free speech rights, and the bottom line, providers are investigating ways to legitimately pass through these taxes. This session will bring you up to date with a comprehensive review of applicable authority and court cases along with a discussion of methods to boost your bottom line.

Jim Kranjc, *Principal, Ryan, LLC*

Tom Donohoe, *Partner, McDermott, Will & Emery*

2:15 - 3:00 PM **SESSION B**

Overcoming the Challenges of Growing Sales and Use Tax Audits

Today, more than 10 percent of tax addresses are incorrect - making operations vulnerable to significant financial and legal exposure as states facing severe economic conditions ramp up audits. Knowing the right location of tax jurisdictions is critical to sales and use tax, transaction and property tax compliance. This session will look at how precise geocoding at the parcel level, combined with current and spatially accurate tax jurisdiction boundaries, provides comprehensive transaction and non-transaction tax information, including the lowest-level taxing and remittance authority.

Brady Foust, Ph.D., *Consulting Geographer, CoreLogic*

3:00 - 3:15 PM - SESSION BREAK

3:15 - 4:00 PM **SESSION A**

Update on Accounting for Income Tax

In this era of hyper-regulation and globalization, Accounting for Income Taxes (ASC 740) is one of the highest financial reporting risks in a company's financial statements and an increasing focus of external auditors and audit committees. This session will present insights and understanding of ASC 740, covering the tidal wave of US GAAP changes underway, potential ASC 740 implications; tax accounting risk faced by US-based multinationals with inconsistent adoption of IFRS at the foreign statutory level; Schedule UTP and how to integrate/reconcile to FIN 48; and current SEC hot buttons for accounting for income taxes.

Bob Norton, *Chief Income Tax Officer, Vertex Inc*

Jode Shaw, *Principal, Practice Leader - Tax Accounting and Risk Services, Ryan, LLC*

"Fabulous cutting edge tax strategy and applications."

- *Stephanie Bergeron, One Communications*

3:15 - 4:00 PM **SESSION B**

Sales and Excise Tax - Defense of Digital and "Cloud" Products from State Taxation

This presentation will address the key issues and arguments digital product providers should be aware of to defend against the various ways states and localities seek to subject them to both new and existing (e.g. telecommunications) sales and excise taxes, and provide advice regarding strategies for providers to possibly avoid or minimize the improper taxation of these services. The presenters will consider representative digital products and services, analyze various ways in which states seek to apply tax to these products and providers, and evaluate the latest developments in physical and attributional nexus, as well as the diverse sourcing rules (including the SSUTA rules) employed by states to reach such transactions.

Tom Steele, *Partner, Morrison & Foerster LLP*

Jim Kratochvill, *Of-Counsel, Morrison & Foerster LLP*

Kirsten Wolff, *Associate, Morrison & Foerster LLP*

4:00 - 4:15 PM - SESSION BREAK

4:15 - 5:00 PM

Send Lawyers, Guns and Money — a Review of this Year's Significant State and Local Tax Controversies and What Telcos can do to Fight Back

This session will detail the past year's significant audit and tax controversies impacting the telecommunications industry and look at the resulting issues and opportunities taxpayers must consider in the coming months.

Eric Tresh, *Partner, Sutherland, Asbill & Brennan*

Stephen Kranz, *Partner, Sutherland, Asbill & Brennan Invited Industry Panelists*

5:00 - 6:00 PM

Exhibits and Cocktail Reception

THURSDAY MAY 26, 2011

8:00 AM - EXHIBITS OPEN

8:30 - 9:15 AM - GENERAL SESSION

Transaction Tax Issues and Updates Related to Cloud Computing, Mobile Applications, Digital Goods, Content and Emerging Telecommunications Services

There are a number of important transaction tax ramifications related to various services that are deemed to constitute cloud computing — including Software as a Service, Platform as a Service and Infrastructure as a Service — as well as mobile applications, digital goods and content. The session will provide an update regarding the tax consequences of these emerging telecommunications products and services not only from a communications services and network operator's perspective, but also from the equally important application service provider and customer experience perspective.

Grady Cunningham, *Partner, State and Local Tax, KPMG*

Mark Beshears, *Assistant Vice President, State and Local Tax, Sprint*

Stacey Sprinkle, *Vice President - Federal Tax Policy, Verizon Wireless*

8:30 - 9:15 AM BREAKOUT/ROUND-TABLE SESSION A

Prepaid Point-of-Sale Sourcing

The 911 tax expansions have created an administrative nightmare for most operators providing prepaid wireless service. This session will provide updates to the legislative proposals aimed at resolving the difficulties associated with imposing monthly taxes on prepaid telecommunication products. The speakers will talk through their proposals and success with the NCSL; statutory adoption in 13 states; regulatory challenges, planned action in 2011 and strategies for dealing with prepaid sourcing.

John Cmelak, Director, State Tax Policy, Verizon Communications
Scott Mackey, Economist & Partner, Kimbell Sherman Ellis LLC

8:30 - 9:15 AM BREAKOUT/ROUND-TABLE SESSION B

Audit Defense Roundtable

This breakout discussion will focus on managing audits and negotiating liabilities to minimize audit assessment payments to the various state and local taxing authorities. The session will look at the alternatives to traditional audits and provide real-world examples of negotiated settlements to consider as you navigate through your current and future audit activities.

Jamie Brenner, SALT Director, PricewaterhouseCoopers
Invited Industry Panelists

9:15 - 9:30 AM - SESSION BREAK

9:30 - 10:15 AM - GENERAL SESSION

Universal Uncertainty?

As Congress and the FCC tussle over regulatory reach, the future of the Federal Universal Service program hangs in the balance. The ultimate outcome of these maneuvers stands to have a significant impact on recovery surcharge practices. This session will consider the various proposals for wider application, look at the dramatically different assessment models and discuss tax implications.

Toby Bargar, Esq., Senior Tax Consultant, BillSoft

9:30 - 10:15 AM BREAKOUT/ROUND-TABLE SESSION A

Leveraging Geocoding to Improve Tax Jurisdiction Lookup and Customer Analytics

Service providers face a number of challenges in assigning accurate sales and use tax jurisdictions and rates for customer billing and tax calculation. This session will look at how operators can leverage parcel precision geocoding not only to provide jurisdiction information, but also a range of other demographic and customer information that can be useful at service activation and on-going customer management. Specific topics addressed include customer pre-qualification, address correction and validation, customer identity verification and geodemographic/socio-economic information and metrics that can be used for predicting customer behavior and usage, specific service uptake probabilities and upsell/cross sell campaign optimization.

Bob Meador, Director, GeoTAX Product Management, Pitney Bowes Business Insight

9:30 - 10:15 AM BREAKOUT/ROUND-TABLE SESSION B

Property Tax - Addressing the Valuation Challenges of Moving to an All "IP" Network

The convergence of technologies towards an "all IP" network is problematic for property tax - because both replacement costs and depreciation are very difficult to determine because of technology advances. This talk will look at the cost approach and how to use appropriate indexes/depreciation tables to accurately determine the value of telecommunication property. The speaker will also highlight alternative sources of indexes; how to capture price change for a "relevant" market basket of goods; how to emulate reproduction/replacement costs; and the problems associated with using the BLS PPI.

Joe Molina, Ryan, LLC

10:15 - 10:30 AM - SESSION BREAK

10:30 - 11:15 AM - GENERAL SESSION

Regulatory, Tax and Business Implications of Recent FCC Decisions Related to Enhanced Communications

This panel will discuss recent FCC rulings, Congressional actions, and policy initiatives along with the immediate and long-term regulatory, tax and business implications of telecom's metamorphosis to an "all IP" network. Specific topics discussed include the FCC's Nebraska/Kansas Public Utility Commission Declaratory Ruling, Intercall, the 21st Century Communications and Video Accessibility Act's inclusion of "non-Interconnected" VoIP as a covered service, and various FCC reform proposals stemming from its National Broadband Plan. Insights regarding the immediate and longer-term implications of these decisions as well as legislation and other signals of policy shifts for convergent operators will be given; as well as predictions regarding the state tax implications of decisions and policy proposals at the federal level.

Jonathan Marashlian, Esq., Managing Partner, Helein & Marashlian, LLC
Robert Dumas, CPA, Founder, TaxConnex
Don Schiavone, Chief Operating Officer, Grasshopper Group

10:30 - 11:15 AM BREAKOUT/ROUND-TABLE SESSION A

Is This Service Exempt? Evolving Issues with Transaction Tax Exemptions

There are a number of complicated transaction tax exemption scenarios facing carriers today. This session will analyze new product exemptions; look at the on-going saga of bundles and allocations; and discuss how to code products for exemptions. The speakers will also consider the "gray areas" - looking at what carriers should do when a customer believes a service is exempt and the carrier does not, and how to balance audit exposure vs. exposure to class action lawsuits.

Stephanie Bergeron, Tax Director, One Communications
Amanda Gebicki, Senior Manager, Grant McCarthy Group
John Brind'Amour, Product Manager, Info Directions

10:30 - 11:15 AM BREAKOUT/ROUND-TABLE SESSION B

E-911 Compliance Strategies for the Prepaid Wireless Industry - Update With a Twist

This roundtable discussion will update the audience as to the developments over the past year with the alternate forms of 911 compliance, such as ARPU, as well as provide recommendations as to which specific sourcing and compliance methods to use in specific states. Real life experiences will be drawn on to provide a basis for these recommendations. The audience will be encouraged to

"After attending last year's conference, I came away with information from one of the sessions which prompted a refund totaling over \$4.2M"

- John Figueirdo, Verizon Wireless

share their own experiences with 911 compliance and address their concerns in this fast-changing area.

David Rubenstein, *Managing Editor, Telecommunications & Utilities Tax, CCH, a Wolters Kluwer business*

Moshe Weingarten, *Manager of Operations and Production, CorpSystem SalesTax CCH, a WoltersKluwer business*

Mark Lammert, *President, Compliance Solutions*

11:15 - 11:30 AM - SESSION BREAK

11:30 - 12:15 PM BREAKOUT/ROUND-TABLE SESSION A

Cash Tax Savings - The Gov't Giveth, the Gov't Taketh

The hunt for cash continues to be an increasing focus of telecom tax departments, with companies devoting more and more resources to identify pockets of untapped savings. At the same time, many states are increasing their efforts to reduce or eliminate those opportunities through either enhanced audits or legislative remedies. This session

explores the dichotomy between cash tax savings opportunities and the state's effort to restrict benefits under those programs. Areas covered include enhanced reverse sales and use audits, broader interpretation of COE exemptions, credits & incentives, greening and sustainability and streamlining transaction tax functions.

Rob Calafell, *Partner, National Credits & Incentives Practice Leader, Deloitte Tax LLP*

Kristen Cove, *Partner, Multistate Tax Cable and Media Industry, Deloitte Tax LLP*

Invited Industry Representatives

"This is a must attend for anyone in the field of telecommunications taxation."

- Terri Westover, Frontier Communications

PRE-CONFERENCE SEMINAR

Understanding Communications Taxation

May 24, 2011 • 9:00AM - 4:30PM

Led by **Jim Nason**, Tax Managing Partner, Telecommunications, Deloitte Tax LLP

With the Deloitte Tax Telecommunications Team

This intense introductory seminar has been refreshed and updated to cover not only the basics of our current tax system for communications service providers, but a deeper dive into key tax considerations associated with "cutting edge" services and applications. This is a must for people new to the communications space or those that want a refresher of Communications Tax 101+. The first part of the program will continue to be focused on the core aspects of telecom taxation with the afternoon taking on the more challenging issues facing today's telecom tax professional.

I. Overview of Communications Taxation

- Taxation of basic local, long distance, wireless, and cable services
- General taxes including gross receipts, sales, and telecommunications-specific taxes

II. Sourcing and Apportioning Transaction Taxes

- Understanding the Goldberg rule
- State's position and formulas on interstate services

III. Wireless Taxation Including Prepaid

- Sourcing of wireless services and the challenges
- Tax issues specific to wireless service providers as well as the applicability of various taxes and surcharges

IV. Exempt Customers, Sales for Resale and Taxation

- Understanding gross receipt taxes and telecommunications sale for resale exclusions and exempt customers
- Key differences among the states regarding resale taxation

V. Internet and Emerging Services Taxation

- Taxation of Internet access and new/emerging services
- Differences in taxation of telephone, data, TV and other related services
- Taxation of transport vs. content services vs. digital media

VI. Bundled Services Taxation

- What services are being bundled, how are they taxed and what are the challenges to existing tax models?

- What approaches are the states using to tax these bundles? Is there an answer to: what constitutes "books and records"?

VII. Current Trends and Developments in the Taxation of Telecommunications

- What are the big issues taking center stage in administrative decisions and the courts?
- What is on the mind of tax policymakers in state and local jurisdictions?

VIII. Telecommunications Services: An Operational Tutorial

- Become more conversant with how telecommunications services are delivered.
- What a telecommunications professional needs to know to "talk the talk"!

IX. Regulation, Fees, Surcharges and Other Charges (When is a Tax not a Tax?)

- Basic understanding of regulatory issues, concerns and changes facing the communications company
- Overview of regulatory mandates and related fees (911, USF, and more)

X. Transaction Tax System/Process Fundamentals

- Hear what you need to know in implementing/upgrading an automated transaction tax solution
- Common pitfalls and opportunities

11:30 - 12:15 PM **BREAKOUT/ROUND-TABLE SESSION B**

Telecom M&A – Tax Considerations

Mergers and acquisitions are gaining momentum in the telecom industry. But most often when companies look at cost/benefit analysis, they leave tax considerations out of the equation. The session will focus on the entire M&A process that tax departments can use to effectively become part of that process. Discussion will look at tax due diligence; acquisition strategy relative to the impact that acquiring assets or stock will have on the current tax footprint of the company; target screening to ensure no hidden tax or unclaimed property liabilities are lying in wait; integration of both the business and the people, including impact on employment taxes, resource retention; and the ever important document retention policies that must be implemented sooner rather than later.

Kevin Merrell, Partner, PricewaterhouseCoopers

11:30 - 12:15 PM **BREAKOUT/ROUND-TABLE SESSION C**

Sales and Use Tax Exemptions for Purchases of Communications and Broadband Equipment

There are a number of communications and broadband equipment exemptions available in many states as well as a variety in the types of equipment that qualify for the exemptions. The speakers will discuss how broad the exemptions are in various states and the current Department of Revenue’s interpretation of these exemptions. The speakers will also discuss what the industry is seeing related to refund claims and audits with regard to these exemptions.

Peter Stirling, Managing Director, State and Local Tax, KPMG
Jason Shain, Manager, State and Local tax, KPMG

Registration Information

REGISTRATION FEE: Three ways to save!

1. Register by April 29th and save \$200
2. Special Two for One Offer – Pay for one person and the second person can attend for free.
3. First 30 people to register for the conference and pre-conference seminar only pay for the price of the conference!

	Before 4/29	After 4/29
<input type="checkbox"/> Conference Only	\$895	\$1,095
<input type="checkbox"/> Conference and Pre-conference Seminar	\$1,245	\$1,445
<input type="checkbox"/> Pre-conference Seminar	\$400	\$600

PLEASE NOTE: Attendance at this conference is open to tax professionals employed by communications service providers, tax software and research vendors and those companies advising communications service providers (consultants, attorneys, and accountants). We respectfully request that employees and contractors to state and local governments and contract auditors NOT attend.

FOUR EASY WAYS TO REGISTER:

- 1 BY PHONE:** Call 703-734-7050 for immediate registration.
- 2 ON-LINE:** Go to www.telestrategies.com
- 3 BY MAIL:** Complete the registration form and mail to:
TeleStrategies, P.O Box 7443, McLean, VA 22106
- 4 BY FAX:** Complete the registration form and fax to: 703-893-3197

Payment Information: Registration fee must be paid prior to event.

Transfers and Substitutions: Transfers and substitutions are permissible up to 24 hours in advance of conference date.

Cancellations and No-Shows: If you are unable to attend, there is no penalty if your cancellation is received in writing two weeks prior to the conference date. Cancellations after that date are subject to a 25% service charge. Registrants who do not attend and who do not cancel before the conference date are liable for the full registration. If the conference is cancelled, TeleStrategies is not responsible for any airfare, hotel or other costs incurred by the registrant.

REGISTRANT’S INFO:

NAME _____

TITLE _____

COMPANY _____

ADDRESS _____

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(Payment in full is required before attendance.)

- My check is enclosed in the amount of \$ _____.
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ACCOUNT NO. _____ EXPIRATION DATE (MM/YY) _____

CARD HOLDER’S NAME (PLEASE PRINT) _____

SIGNATURE _____

FREE COLLEAGUE REGISTRATION: Each paid registrant can invite a colleague to join them at no additional cost. If you have not identified your guest at this time, you may register them a future time by calling the TeleStrategies registrar at 703-734-7050 and referencing your registration.

COLLEAGUE’S INFO:

NAME _____

TITLE _____

COMPANY _____

ADDRESS _____

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TeleCommunications Taxation 2011

May 24-26 — Sheraton New Orleans Hotel

TeleStrategies is pleased to host the 2011 Revenue Assurance & Management Conference at the Sheraton New Orleans Hotel.

Please contact the hotel directly for reservations. Mention that you are with the TeleStrategies' group to receive the discounted rate of \$169. Please make your reservations by **April 24** to receive this special rate. TeleStrategies cannot guarantee the special rate once the room block is full.

Visit www.starwoodmeeting.com/Book/tele11 to book your room directly at the Sheraton's web site. Or, call (504) 525-2500.

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The hotel has 1,110 non-smoking guest rooms, including 53 suites, reflect New Orleans charm and many have views of the Mississippi River or French Quarter. The warm décor is anchored by the supremely comfortable Sheraton Sweet Sleeper™ Bed and accented in inviting hues.

Additional information:

Sheraton New Orleans Hotel

500 Canal Street New Orleans, LA 70130

Hotel Phone: 504-525-2500

Hotel Fax: 504-595-5552

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Credits available: 17

Method of presentation: Group-Live

Program level: Basic

Prerequisites: None

Advance preparation: None

For more information regarding administrative policies such as complaint resolution, please call TeleStrategies at 703-734-7050.

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