



## **Steve Heap – Chief Technology Officer**

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Steve Heap is a senior technology/communications executive with proven success in Executive level roles in companies from small technology start-ups through to large multi-national service providers in roles ranging from strategic evolution through planning design and engineering to provisioning and network operations. He has a broad and diverse expertise in all technologies encompassing Voice Services, VoIP, IP services, and Global Transmission Systems – fiber, submarine and satellite. Steve is an expansive thinker coupling a deep technology understanding with business, financial and legal experience gained in the successful implementation of multi-billion dollar projects. Steve is also the holder of US Patents on Intelligent Routing of VoIP calls.

### **Steve Heap's Selected Experience**

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#### **Chief Technology Officer, Hot Telecom and Individual Consulting**

Steve Heap is a highly experienced senior technology consultant with special emphasis on international telecommunications. His experience in the termination of international voice calls, mobile services, advanced routing and peering strategies coupled with an overall global business savvy has provided immediate value to his clients – who have included IPsoft (Fraud Management), Skype (International Carrier Management), Cerberus Capital (Technical Due Diligence of Investment opportunities), PTGI (Patent analysis) and most recently with Hot Telecom on IPX strategy, planning, design and global opportunities

#### **Chief Technology Officer, Arbinet, Inc.**

Arbinet operates a voice and data exchange with over 800 members ranging from the largest PTTs to small VoIP service providers and provides intelligent routing and peering services to assist in terminating calls around the world. Reporting to the CEO to establish and implement the technical and business evolution plan for the company and market to the industry.

- Developed the technical and business strategy for Arbinet for IPX services and capabilities and represented the company on all the major i3Forum activities
- Developed and launched a unique approach to VoIP Peering – the SPIDER Registry - and served as the Chairman of SPIDER Registry, Inc.
- Developed an industry leading approach to global mobile number portability

#### **Chief Network Officer/CTO, Aleron**

A Goldman Sachs funded start-up company creating an innovative global IP backbone to provide Internet transit and leading edge MPLS based guaranteed connections on a global basis. Responsible to the CEO, to define, design and develop the product/network solutions, install and bring the service platform into service, provision and operate customer services.



### **VP and General Manager, Teleglobe Communications**

- Teleglobe is a global voice and data wholesale carrier with an extensive range of products and capabilities. Responsible to the CEO for developing the company strategy, gaining Board Approval, negotiating the key underlying partnerships and contracts, technology selection, planning, engineering, implementation and operation of the leading edge service platform around the world.
- Design and Implementation for global transmission network including dark fiber and optical DWDM equipment, submarine fiber pairs, IRUs, satellite capacity and leased circuits.
- Network Operations and customer service center
- Engineering and implementation of the DWDM network, Voice and VoIP platform and ATM network in Teleglobe.

### **Vice President Planning and Development, Concert Communications**

- Concert Communications was the international joint venture established by British Telecom and MCI in 1994 to provide leading edge global services to multinational corporations.
- Developed Managed IP solutions for major corporate customers
- Developed commercial and technical solutions for interworking with multiple Partner networks
- Developed plan for integration of BT and MCI International networks
- Launched the Concert Inbound Service – the world's first Global Intelligent Inbound Service for major call center operators
- Systems and processes to support launch of Concert Virtual Network Service – the world's first Global intelligent Voice service

### **Vice President, Central Operations Unit, British Telecom**

- Established and managed BT's Central Operations Unit - a unit of 300 people responsible for management of the UK's Domestic and International telecoms network.
- Network Traffic Management - both national and international NMCs
- Network Planning – planning and managing the migration of all traffic onto BT's digital network
- Transmission capacity management - allocation and restoration
- Initial introduction of SDH (SONET) in the UK
- Introduction of the UK's 800 service based on Lucent switches and intelligence
- Introduction of a national VPN/Centrex service based on Nortel switches

The role involved hosting numerous senior customer visits to BT's premier public relations center, as well as many internal PR events.