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**8:30**      **Registration**

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**9:00**      **Welcome**  
Shameka Gainey

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**9:30**      **Session 1: Cramming — How Does It Happen and What Is the Injury?**

**MODERATOR**

Russell Deitch

**PANELISTS**

Beth Blackston

Dianne E. Dusman

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Session 1 (continued)

Craig Graziano

Jennifer Arbittier Williams

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10:30 Break

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10:45 Session 2: What Steps Does the Telephone Billing Industry Take to Detect, Monitor, and Prevent Cramming?

**MODERATOR**

Larissa Bungo

**PANELISTS**

Richard Goldberg

Don Teague

..  
Laura Kim

Kent Wardin

&

John McGlamery

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**12:00**      **Break for Lunch — on your own**

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**1:30**      **Session 3: Approaches to Cramming Prevention:  
How Are the Mobile and Landline Billing Platforms Different?**

**MODERATOR**

Robert Schoshinski

**PANELISTS**

Michael F. Altschul

Glenn T. Reynolds

Jim Manis

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**2:30**      **Break**

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