Kishore Gotety, Director (Investment), ICICI Ventures, while HDFC Realty VolP Developer Fund promises a minimum of 15-16 per cent over a seven-year period. Those who can invest can look forward to another great year. Have fun, make money. **VoIP Gateways** -additional reporting by Anand Adhikari and Rahul Sachitanand **VoIP Headsets NEWS ROUND-UP** VolP Switching and Service Delivery Talk Gets Cheaper There has been a lot of noise about the Oneindia scheme, with Reliance **VolP Test Solutions** Infocomm first off the blocks with its OneIndia rates. What Reliance has done-uniform rates for STD (read: domestic long distance telephony) and Wholesale VolP local calls-is what every telco in the country was expected to do after Telecom Minister Dayanidhi Maran's grand announcement of the OneIndia plan last year. What has happened so far is that multiple STD slabs (50-200 Wireless Headsets km, 200-500 km and over 500 km) have been replaced by two slabs-intercircle and intra-circle. When asked when OneIndia tariffs will be launched, Maran comes back with a quick: "They are here." Bus. Relationship **Software** Still, STD rates have steadily dipped since mid-2005 and there's further good news-with the announcement of a sharp cut in annual licence fees for STD Conference Call/Audio operators to 6 per cent (from 15 per cent) and of the entry fee to Rs 2.5 crore (from Rs 100 crore), STD rates are likely to fall further. Also, telcos like Hutch, Idea and Spice Telecom can now kick-start their own STD operations, **CRM Solutions** not to mention various small entrepreneurs who could launch their own calling cards under the new regime. **Customer Care** Post-paid rates today vary from about Re 1 per minute for STD and local (Reliance's Rs 574 plan) to about Rs 0.60 (local) and Rs 2.64 (STD) for **Cust. Experience Mgmt** Hutch's Rs 298 plan. However, it's the pre-paid customer (over 70 per cent of subscribers fall under this category), who continues to pay more. For a Reliance Rs 330 plan, they effectively pay Rs 3.96 per minute local and Rs **Customer Interaction** Management 2.49 for STD, while a Hutch Rs 335-plan user pays Rs 3.83 and Rs 2.64, respectively. Competition could change that. **eBusiness Solutions** -Kumarkaushalam Headsets Clause And Effect SEBI's refusal to extend the deadline for clause 49 was a nice New Year gift **Hosted Contact Center** to investors. What caused so much corporate heartburn was basically the diktat that 50 per cent of a company's board should be composed of IP Conferencing and independent directors. One excuse proffered by companies was the alleged Collaboration unavailability of enough professionals. That's a myth that Prime Database demolishes, pointing out that over 12,500 professionals have enrolled on www.primedirectors.com. But experience shows that managements **OnDemand** Communication invariably appoint "friendly" directors. "Independent directors are definitely a source of comfort for shareholders " says Rajesh Mokashi, Executive Director, Care Ratings. Still, while well-intentioned, the clause can only do **Open Source CRM** so much. Individual integrity is vital in keeping boardrooms clean. **Sales Force Automation** -Anand Adhikari Is The Biotech Story Over? **Speech Applications** No way, but watch what you buy. As cynthia robbins-roth writes in From **Speech Lifecycle Mgmt** Alchemy to IPO: "The biotech world will never be an easy place for

investors." Analysts confirm that biotech is typically a long-term play. As an