



## Inside This Issue:

### This Week's Stories

Facebook To Drop Support For BlackBerry Devices

iPhone SE Unveiled; Apple Vows To Protect Customer Privacy

### Products & Services

Vevo's Recommendations Get More Personalized, Thanks To Integrations With Spotify, Twitter And YouTube

Mapstr Adds Directions To Its App To Keep Track of Your Favorite Places

### Emerging Technology

Apple Pay Reportedly Coming To Websites

Skype Will Launch Its Universal Windows App Preview In The Coming Weeks

Google Is Making A Keyboard For The iPhone

### Mergers & Acquisitions

Snapchat Buys Bitmoji Maker

### Industry Reports

Netflix: We're The Ones Throttling Video Speeds On AT&T And Verizon

AT&T Spreads Wi-Fi Calling Beyond The US

## This Week's Stories

### Facebook To Drop Support For BlackBerry Devices

March 23, 2016

Facebook is moving on from BlackBerry.

Bad news, BlackBerry users. Not only is Facebook-owned WhatsApp dropping support for BBOS and BlackBerry 10 devices at the end of the year, now Facebook itself will discontinue supporting the platform. That means the Facebook and Messenger apps will no longer work on either platform.

The announcement was made on the Inside BlackBerry blog last week.

BBOS runs on older BlackBerry devices, such as the Bold. BlackBerry 10 powers more recent devices such as the Passport and Classic.

"We are extremely disappointed in their decision as we know so many users love these apps," reads the post. The post goes on to urge users to reach out to both companies using the hashtag "#ILoveBB10Apps" to "let them know how you feel."

Changing Facebook's mind will require more than a hashtag, however. In February, Gartner reported BlackBerry's global market share was a lowly 0.2% in the fourth quarter of 2015.

There's very little incentive to support a platform with such a small user base, especially when BlackBerry itself is moving away from its BlackBerry 10 operating system in favor of Android-powered devices, such as the Priv. Despite reassurances from BlackBerry that the company has no plans to ditch the outdated OS in favor of Android, the lack of significant feature updates and a clear-cut roadmap beyond security releases indicates otherwise.

On the bright side, BlackBerry 10 users can still download and install the Android version of the Facebook app through the Amazon App Store, or use the mobile Facebook site to access their accounts. BlackBerry 10 has long included the ability to run Android apps, but it's not the best experience. Often features don't work, or apps fail to open at all.

Neither solution is an ideal replacement, but for those BlackBerry diehards it's enough to get by. At least until they can find another device.

[fortune.com](http://fortune.com)

### iPhone SE Unveiled; Apple Vows To Protect Customer Privacy

March 21, 2016

Apple CEO Tim Cook kicked off the company's spring 2016 product launch by vowing to defend the privacy of its technology.

"We believe strongly that we have a responsibility to help you protect your data and protect your privacy," Cook said Monday, alluding to Apple's bitter legal fight with the government over an iPhone used by San Bernardino gunman Syed Rizwan Farook. "We owe it to our customers and we owe it to our country. This is an issue that affects all of us and we will not shrink from our responsibility."

*"A smaller and less expensive iPhone would fill a niche in the market left behind by the recent emphasis on super-sized smartphones."*

Turning to the product rollout, Apple introduced a smaller iPhone that packs some of the newer technology used in the latest generation of iPhones. Dubbed the iPhone SE, the device comes with a 4-inch screen, but is as fast and powerful as the iPhone 6S, said Greg Joswiak, head of iPhone marketing.

It's "the most powerful 4-inch phone ever created," Cook said.

The new trimmed-down device, which also has a 12 megapixel camera and enhanced security features, starts at \$399. The company is taking orders for the new iPhone starting on Thursday. It will be available in stores on March 31.

In a move to boost sagging tablet sales, Apple is also adding a new iPad, a 9.7-inch version of the larger iPad Pro. A 32 Gigabit version will go for \$599, while 128 GB and 256 GB models are available for \$749 and \$899, respectively. Online sales start Thursday.

Apple cut the price of other iPads -- the iPad Air 2 will now start at \$399, while the iPad Mini will go for \$269.

Addressing the Apple Watch, introduced last year, Cook said that starting Monday its lowest-cost model will be priced at \$299. New bands for the digital watch are also available, including new sport and leather bands in a range of different colors.

Apple typically unveils new products and software twice a year, in the spring and fall. At its last big press event, in September, the company introduced the iPhone 6s and iPhone 6s Plus as well as the larger iPad Pro.

### Market trends

A smaller and less expensive iPhone would fill a niche in the market left behind by the recent emphasis on super-sized smartphones. Starting in 2014, with the iPhone 6 and 6 Plus, Apple embraced the trend toward bigger screens, which have proven hugely popular for Samsung and other competitors as well. The screen on the iPhone 6s (\$649) measures 4.7-inches diagonally. The 6s Plus (\$749) is a hefty 5.5-inches, the same as the new Samsung Galaxy S7 Edge (which also boasts of being waterproof).

A surge in iPhone sales led Apple to record quarterly earnings in the last three months of 2015. The company reported \$75.9 billion in revenue and net income of \$18.4 billion for the quarter. Overall, the iPhone contributed nearly two-thirds of Apple's \$234 billion in revenue for 2015.

The company says more than 1 billion Apple devices -- iPhones, iPads, Mac computers and laptops, Apple Watches and more -- are actively in use around the world.

But Apple is projecting lower revenue this quarter, between \$50 billion and \$53 billion, and many industry analysts have raised concern that the market has reached "peak iPhone," limiting opportunities for future growth. Apple's stock price has fallen 15 percent over the last 12 months, reflecting investor fears that the company may struggle to expand.

"Last year was an unprecedented year for Apple and the iPhone.... You'll never see that type of growth from the iPhone again," Angelo Zino at S&P Capital IQ told CBS News when the earnings report came out in January.

When it comes to sales of this year's model, "We think the numbers will be modest," RBC Capital Markets analyst Amit Daryanani told the Associated Press. Steven Milunovich of UBS predicts Apple could sell 12 million of the new, smaller phones this year, compared to 265 million of the larger iPhone 6 models sold over the last two years.

Initial reactions to Apple's latest wares were mixed, with CNET's Jeff Bakalar suggesting that the company's new gear lacks inspiration.

Meanwhile, speculation has already begun about Apple's next generation iPhone 7, which is expected to be unveiled in the fall.

As for tablet sales, while Apple did not break down sales figures for different devices, analysts say sales of the iPad and the tablet market overall have been slowing for several years, and it's unlikely another new model will do much to change that. Market analysis firm IDC reported that tablet shipments were down 10 percent worldwide in 2015; while Apple remained the market leader, it still experienced a 24.8 percent decline from the year before.

Our partner site CNET notes that the 12.9-inch iPad Pro, though well-received by some graphics and media professionals, hasn't been widely embraced by the public. Competition from Android tablets, running software from Google parent Alphabet (GOOG), has taken a toll. And with more people toting smartphones with larger screens, fewer seem to see the need for a tablet-sized device.

### **Encryption controversy**

Of course, Apple finds itself under intense scrutiny over much more than just today's product announcements. The company is in the midst of a very public legal battle against the FBI over government demands that it help unlock an iPhone used by one of the San Bernardino terrorists.

The two sides are due in court tomorrow for arguments in the case.

The case centers around security measures enabled on gunman Syed Rizwan Farook's iPhone. Investigators believe the phone may contain valuable information about the attack that killed 14 people on December 2 or the terrorists' other plans or contacts, but the FBI has been unable to access it because the data would be permanently erased after 10 wrong password attempts.

Apple is fighting a federal magistrate judge's order to write software that would allow investigators to get around that security feature. In court filings, the company claims that a so-called "back door" into the phone is "too dangerous to build" and would undermine the privacy and security of millions of users around the world, potentially leaving them "vulnerable to hackers, identity thieves, hostile foreign agents and unwarranted government surveillance."

"For many years, we have used encryption to protect our customers' personal data because we believe it's the only way to keep their information safe," Apple CEO Tim Cook wrote in a public letter to customers. "We have even put that data out of our own reach, because we believe the contents of our iPhone are none of our business."

The government, for its part, insists the request is limited to this one phone (although similar requests are pending in a number of criminal cases) and that other users have nothing to fear.

"The Constitution and the three branches of the federal government should be entrusted to strike the balance between each citizen's right to privacy and all citizens' right to safety and justice. The Constitution and the laws of the United States do not vest that power in a single corporation," the Justice Department said in a statement.

President Obama, speaking at the South By Southwest (SXSW) Interactive festival in Austin, Texas, earlier this month, seemed to encourage a middle ground.

"My conclusion so far is that you cannot take an absolutist view on this," Mr. Obama said, without mentioning Apple specifically. "So if your argument is strong encryption, no matter what, and we can and should, in fact, create black boxes, then that I think does not strike the kind of balance that we

have lived with for 200, 300 years. And it's fetishizing our phones above every other value. And that can't be the right answer."

In a CBS News/New York Times poll released Friday, Americans remained divided. Fifty percent of the more than 1,000 people surveyed said Apple should unlock the phone, though nearly as many, 45 percent, think it should not.

[cbsnews.com](http://cbsnews.com)

## Products & Services

### Vevo's Recommendations Get More Personalized, Thanks To Integrations With Spotify, Twitter, And YouTube

March 24, 2016

Music streaming service Vevo has been working to extract itself from YouTube's shadow over the past several months, despite the two networks' symbiotic relationship. The company recently launched new, more personalized music applications on iOS, Android and Apple TV. Today it's taking another step at making those apps better reflect users' musical tastes through integrations with Spotify, Twitter and YouTube which allow it to learn which artists you like and want to follow.

Originally, Vevo's new apps focused on a user onboarding experience where you would select your favorite artists the first time you launched the app in order to begin training Vevo's recommendation algorithms. This allowed Vevo to create a "Spotlight" feed featuring playlists and videos tailored to your particular tastes.

Today, however, Vevo is realizing there's no need to entirely recreate the wheel when this data already exists on external social networks. To that end, it's now able to automatically import data from Spotify, Twitter and YouTube, which is then, in turn, used to create a smarter feed, and faster than before when it relied only on manually-entered user selections.

In addition, the company says that it has redesigned the overall onboarding experience to utilize machine learning techniques to help get users connected with the artists they like. Before, Vevo would have you identify just whether you liked an artist or not, but this was not always the most efficient way to get started – especially if you aren't a fan of mainstream musicians and other Top 40 artists, for example.

Now, Vevo first asks you to select your favorite music genres. That allows it to then present artists from within that genre (or genres), instead of just presenting some of music's more popular names. Plus, as you move through your artist selections, Vevo will take into account each choice you make then adjust the next set of recommendations in real-time, the company also says.

While in the grand scheme of things, this tweak to the onboarding process may seem like a small change, personalization efforts are a key to getting users hooked on a given music streaming platform. Services like Spotify, Pandora, and Apple Music today all offer a variety of features focused on developing a unique experience for their end users, from song recommendations, new personalized playlist updated weekly, user-programmed radio stations, and more. Vevo has not historically offered much in this area, having relied on getting hits on its videos via YouTube.

For Vevo to have any shot at carving out its own niche as a separate entity, and an app worth launching in a world where YouTube Music (and YouTube Red) now exist, it will have to get better – and quicker – at figuring out how to present users with a custom feed that speaks to them directly.

The company says the new personalization features are available now on Android and will launch soon on iOS.

[techcrunch.com](http://techcrunch.com)

## Mapstr Adds Directions To Its App To Keep Track Of Your Favorite Places

March 24, 2016

French startup Mapstr is a nifty bookmarking apps, but for your favorite places. It lets you keep track of restaurants, bars, shops or your friends' homes. With today's update, you can now get walking, driving and public transport directions with integrations with Google Maps, Uber and Citymapper.

And this could make the app a bit more useful. Until today, Mapstr was a great way to get data into the app and browse this data. But when it came to acting on this data, it was a cumbersome process.

Nobody wants to copy and paste an address into Citymapper or figure out how much time it's going to take you. The good thing is that now you don't need to. When you tap on the directions button, you get multiple options. The first one is Uber. It tells you how much time it's going to take if you call an Uber and the cost.

With Google Maps, Mapstr calculates the walking and driving directions. As for the Citymapper integration, you can compare other times with public transportation.

The best part is that you can tap on one of these buttons and it's going to enter your destination into one of these apps — thank you, deep linking. Rumor has it that people working at Uber and Citymapper were already using Mapstr, so it wasn't that hard to ask them for an unlimited API access.

Mapstr has raised \$800,000 from business angels. Its user base has saved 1.5 million places in total. Users can also share some of their favorite places with friends.

You can add as many tags as you want to your bookmarks in order to filter them out later using the tag drawer (restaurant, sushi, cocktails, etc.). It's also a great way to check opening hours, get a restaurant phone number and more.

At some point, Mapstr is going to develop its own API so that other apps can add places into Mapstr for example. And this is the only thing stopping Mapstr from becoming a sort of Pocket but for places.

[techcrunch.com](http://techcrunch.com)

## Emerging Technology

### Apple Pay Reportedly Coming To Websites

March 24, 2016

Tech giant Apple is reportedly getting ready to debut Apple Pay and its fingerprint purchasing method across multiple Web sites later this year. The company is said to be telling potential partners that it would be expanding Apple Pay to online payments before the 2016 holiday shopping season.

Apple Pay lets shoppers complete purchases on mobile apps with just their fingerprints instead of by entering credit card details. The service will be available via the Safari browser on iPhones and iPads that use Apple's TouchID fingerprint technology, according to a Re/code report. While the service might also come to Apple laptops and desktops, Re/code's sources couldn't confirm that bit of information.

## Watch Out, PayPal

The move would put Apple Pay in direct competition with online payment giant PayPal. PayPal's mobile payment system, OneTouch, is used by 50 percent of the top 500 online retailers via Web sites and mobile apps. Apple is anticipating that its faster and more efficient checkout system will be used by iPhone owners to gain ground on PayPal.

Forrester Research Inc.'s marketing and strategy analyst, Thomas Husson, told us the ubiquity of mobile apps makes that arena a perfect place for Apple Pay to try to gain a foothold.

"[The move] would make sense given the fact that mobile Web still plays a key role in the discovery and explore phase of the customer life cycle," said Husson. "If consumers spend about 80 percent of their time within apps -- and if apps are better designed for the most loyal customers -- many mobile transactions are still conducted via mobile Web sites."

## Apple Advantage

Apple Pay launched in late 2014, gaining attention with its ability to enable in-store shopping via newer iPhones. The service also offers Apple Pay for in-app purchases. The percentage of purchases made on mobile devices is growing rapidly, even though more than half of online retail purchases are still done via desktop and laptop computers at this point.

The appeal of Apple Pay to online merchants is basic: the promise of converting more mobile visitors into purchasers. According to Internet analytics company ComScore, retailers saw a total of almost 10 billion visits to their mobile Web sites during the 2015 holiday season, as opposed to about 8 billion to retailers' mobile apps.

To use Apple Pay, an individual adds credit card or debit card information, which is stored in a placeholder number in the user's device. That number is then matched up with payment card information only after the number has been confirmed by the user's bank or credit card company. With Apple's fingerprint sensor, a user does not have to enter payment or shipping information during a purchase.

The next frontier for Apple Pay will be to move beyond payments by offering a combined checkout experience that takes into account things like coupons and loyalty rewards, according to Husson. "Merchants will then decide who's bringing the most value in terms of incremental revenue, higher conversion rates and faster check-out experiences," he said.

[mobile-tech-today.com](http://mobile-tech-today.com)

## Skype Will Launch Its Universal Windows App Preview In The Coming Weeks

March 24, 2016

Microsoft today announced that in the next few weeks it will roll out a preview of its Skype universal Windows app to people participating in the Windows Insider program.

The current Skype app will still work on PCs running Windows 10, but Microsoft will be gradually bringing the existing app and the new one together. The new version will bring over many of the existing features, including a contact list, an option for logging out, Moji and emoticon support, and a way to change your availability. It will also introduce new capabilities, like the ability to chat with people whether or not they use Skype, group chat, group voice and video calling, and a means to deal with notifications individually for every single chat.

*"The new version will bring over many of the existing features, including a contact list, an option for logging out, Moji and emoticon support, and a way to change your availability."*

“We’ve simplified the look and feel by removing duplicative and unnecessary menus to prevent confusion between them,” the Skype team wrote in a blog post. “The global menus are now in a new, single Settings menu, and you’ll see contextual menus appear in upcoming releases.”

With hundreds of millions of users, Skype is a big product for Microsoft, and it receives updates frequently. But with Windows 10, Microsoft introduced the notion of Universal Windows Platform apps that run on many types of devices, even smartphones and tablets. Now Microsoft is finally ready to make Skype universal. This Skype universal Windows app preview will first be delivered for PCs, and later it will appear in preview for Windows 10 Mobile, according to the blog post. To try out the new Skype universal Windows app in forthcoming Windows 10 builds, you need to be a Windows Insider.

[venturebeat.com](http://venturebeat.com)

## Google Is Making A Keyboard For The iPhone

March 22, 2016

Google has been developing a third-party keyboard for iOS that would put the company’s search engine in a highly used part of the interface, The Verge has learned. The keyboard, which incorporates a variety of search options, has been in development for months, according to people familiar with the matter. It’s unclear whether or when Google plans to release it. The company declined to comment.

The Google keyboard incorporates a number of features meant to distinguish it from the stock iOS keyboard. Like its Android counterpart, the Google keyboard for iOS employs gesture-based typing, so you can slide your finger from one letter to the next and let Google guess your intended word. Tap the Google logo and you can access traditional web search. It also appears to have distinct buttons for pictures and GIF searches, both presumably powered by Google image search. The keyboard is visually distinct from the standard Android keyboard, which incorporates voice search but no text or image-based searching.

The keyboard, which has been in circulation among employees for months, is designed to boost the number of Google searches on iOS. While the company all but holds a monopoly on the global search market, there’s evidence that mobile search is proving much less lucrative for Google than the desktop. Using publicly available numbers, journalist Charles Arthur argued in October that half of smartphone users perform zero searches per day.

Even if the math is inexact, the trend is inarguable. A high percentage of desktop searches are for keywords like "Facebook" or "Gmail" — searches that are unnecessary on mobile phones, where users can simply tap on the relevant app to launch it. The problem for Google — and for Alphabet, its parent company — is that search is where Google shows users its most expensive ads. Any sign of decline in search would be an existential threat to the company.

All of which makes an iOS keyboard feel inevitable. But it remains to be seen whether iOS users have an appetite for Google’s approach to typing. Third-party keyboards have generally been a disappointment on iPhones and iPads. When users have more than one installed, they must constantly cycle through them. Many third-party keyboards have also suffered from sluggishness and other performance issues.

But Google’s brand is strong, and for users who perform many searches per day — or simply want a solid gesture-based system for text entry — the Google keyboard could be appealing. The only question now is whether, or when, the company plans to release it.

[theverge.com](http://theverge.com)

## Mergers and Acquisitions

### Snapchat Buys Bitmoji Maker

March 24, 2015

Snapchat moves into a buzzy part of the emoji market.

Snapchat has agreed to acquire Bitstrips, the Toronto-based maker of personalized emojis known as bitmojis, Fortune has learned from multiple sources.

One of the sources says that the deal is valued "in the ballpark" of \$100 million, via a mix of cash and stock.

Bitstrips was originally founded in 2007 to help users build personalized digital comics, but in 2014 refocused on customized and shareable cartoon avatars. Users download an app, and then pick from a variety of face shapes, skin colors, and other features that often result in eerily accurate portrayals. These "bitmojis" then can be put into various different poses or with different accessories, and are readily accessible for mobile communications.

It is not yet clear what Snapchat plans to do with the company, although this could help better integrate the messaging service with smartphone keyboards.

Bitstrips had raised around \$11 million in venture capital funding from firms like Horizons Ventures and Kleiner Perkins Caufield & Byers

[fortune.com](http://fortune.com)

## Industry Reports

### Netflix: We're The Ones Throttling Video Speeds On AT&T And Verizon

March 24, 2016

*"Netflix said that, to protect customers from overage charges, it caps video streams for mobile users at 600 kilobits per second, much slower than what's possible on today's wireless networks."*

If you watch Netflix on Verizon or AT&T, the streaming video service is keeping you from getting the full picture -- and it claims it's for your own good.

A week after the wireless carriers were accused of throttling video speeds on their networks, Netflix has stepped forward to take the blame for the degraded video quality. The popular streaming-video service told the Wall Street Journal on Thursday it has been slowing its video transmission on wireless carriers around the world, including Verizon and AT&T, for five years to "protect consumers from exceeding mobile data caps."

Netflix now plans to shift some of that control to viewers themselves. In May, it expects to make a "data saver" feature for mobile apps available to some subscribers that would let them choose either to stream more, but lower-quality, video if they have a smaller-capacity data plan or to increase video quality if they have a less-restrictive plan.

"It's about striking a balance that ensures a good streaming experience while avoiding unplanned fines from mobile providers," the company said in a blog post late Thursday.

Netflix has been a staunch supporter of Net neutrality, the idea that all traffic on the Internet should be treated equally. That means broadband providers can't block or slow down the online services or



applications you use. It also means your Internet provider can't create so-called fast lanes that force companies like Netflix to pay an additional fee to speed up delivery of content to you.

However, the Net neutrality rules approved a year ago by the Federal Communications Commission don't apply to content companies like Netflix.

Controversy flared up last week when T-Mobile CEO John Legere alleged that Verizon and AT&T were throttling video speeds. The companies denied the accusation.

Los Gatos, California-based Netflix said that, to protect customers from overage charges, it caps video streams for mobile users at 600 kilobits per second, much slower than what's possible on today's wireless networks. Watching two hours of HD video on a wireless network would eat up 6 gigabytes of data, the allotment included in Verizon's \$80 monthly plan.

But not every carrier is getting this treatment. T-Mobile and Sprint customers are exempt from the policy because "historically those two companies have had more consumer-friendly policies," Netflix told the Journal. Rather than hit their customers with extra costs when they exceed their data limits, those carriers throttle wireless speeds. Mobile users typically consume an average of 3 gigabytes of data a month.

Netflix's reasoning doesn't take into account that AT&T has millions of customers on unlimited data plans who have been receiving degraded video quality despite not being subjected to data caps.

The revelation did not sit well with AT&T, the second largest US wireless carrier after Verizon.

"We're outraged to learn that Netflix is apparently throttling video for their AT&T customers without their knowledge or consent," Jim Cicconi, head of legislative affairs for AT&T, said in a statement.

Verizon representatives did not immediately respond to a request for comment.

Netflix said in its blog post that it would provide more details about its data saver feature as it gets closer to the launch date.

[cnet.com](http://cnet.com)

## AT&T Spreads Wi-Fi Calling Beyond The US

March 23, 2016

*"AT&T's international Wi-Fi calling could save you money. Calling someone via Wi-Fi from one US phone number to another US phone number won't incur any additional charges when abroad."*

AT&T subscribers with an iPhone 6 or higher can now make and receive calls via Wi-Fi outside the United States.

Through text messages sent this week, the carrier informed customers of the change to its Wi-Fi calling feature introduced in October. Previously, the feature was limited to calls within the US, Puerto Rico and the Virgin Islands. Now, you can use it if you're traveling abroad to make and receive phone calls wirelessly.

AT&T's Wi-Fi calling page has been updated to reflect the change, stating that "Wi-Fi Calling can be used in the Domestic Coverage Area (U.S., Puerto Rico, and U.S. Virgin Islands) and from most international countries."

Wi-Fi calling is a feature that, if enabled, routes your phone calls through a local wireless network. By using a Wi-Fi network, you can still make and receive phone calls even when a cellular connection is weak or unavailable. The feature is provided directly by your carrier and your phone, so you don't

have to download any special third-party software. Wi-Fi calling is offered by all four major US carriers: AT&T, Sprint, T-Mobile and Verizon.

Making phone calls over a Wi-Fi connection is already popular due to apps such as Skype and WhatsApp. Offering Wi-Fi calling is one way for the major US carriers to compete with such apps as well as with one another as they fight to retain and attract customers.

AT&T's international Wi-Fi calling could save you money. Calling someone via Wi-Fi from one US phone number to another US phone number won't incur any additional charges when abroad. Calling an international number from a US phone number will still incur the usual international calling rates, but it won't cost you airtime charges. You can send text messages via Wi-Fi calling as well.

"You can make calls to domestic numbers and receive calls with no additional charge and no impact on voice call airtime usage," according to AT&T's website. "For international calls, the rates from your calling plan or international long distance package apply."

There are some limitations. For AT&T subscribers, Wi-Fi calling requires an iPhone 6, iPhone 6 Plus, iPhone 6S or iPhone 6S Plus. You must also install iOS 9.3, the new version of Apple's mobile operating system that rolled out Monday.

[cnet.com](http://cnet.com)



120 Madison Street, 15<sup>th</sup> Floor  
Syracuse, New York 13202  
[www.ksrinc.com](http://www.ksrinc.com)  
(315) 470-1350  
1-888-8KSRINC