

PRESS RELEASE

(December 06, 2005)



ASC Implements VoIP Recording for Cisco at Largest Energy Service Provider in Thuringia, Germany

Solution to be Showcased at Cisco Networkers Conference, December 12 – 15, in Cannes, France

Hoesbach, Germany, December 06, 2005 – ASC (www.asctelecom.com), a leading provider of communications recording and quality monitoring solutions for contact centers, financial institutions, and public safety and government organizations, today announced the implementation of its VoIP Recording Solution for Cisco by E.ON Thüringer Energie AG, the largest energy service provider in Thuringia, Germany. The solution will be showcased at the Cisco Networkers Conference, December 12 to 15, in Cannes, France, where ASC is exhibiting as a gold partner.

E.ON Thüringer Energie AG uses a hybrid phone system, with traditional phones and Cisco CallManager with Cisco IP Phones. The utility company requested the ability to support multiple recording profiles and threat call recording via key press on the phone.

René Fiehl, Director of the Voice and Data Networks and Systems division at Thüringer Netkom GmbH, which was responsible for the project implementation in collaboration with ASC, said, "ASC was the only solution provider who could fulfil all our requirements with its VoIP recording solution; for example, different recording profiles, web-based search and replay functions and XML services for the phone display."

ASC will demonstrate new versions of its VoIP recording solutions, *EVO_{ip}* active and *EVO_{ip}+*, at the Cisco Networkers Conference. Both have been tested for interoperability with Cisco CallManager by Cisco Network Systems Integration & Test Engineering (NSITE).

Guenter Mueller, Chairman and CEO of ASC, said, "Unlike other companies who release a product and then just sit back and promote it, ASC's engineers are constantly devising new ways to make it better. We are particularly proud of our new VoIP recording solutions, because they help enable customers who use Cisco IP-phone systems together with traditional PBXs to record, search and retrieve all calls on a common platform."

The ASC products have been engineered for pure-IP, hybrid or migration environments and have been designed to meet the Cisco Technology Developer Program criteria for interoperability with Cisco CallManager 3.3, 4.0 and 4.1.



For IP recording, ASC's software-based solutions are connected to the Cisco CallManager to capture both voice and call index data. They analyze and decode Cisco's proprietary Skinny Client Control Protocol (SCCP).

EVO^{ip} active may be installed anywhere in the IP network and works independent of the LAN, making it ideal for selective recording and companies with multiple locations. EVO^{ip}+ monitors the LAN traffic and is used frequently for bulk recording.

In hybrid environments, only one unit is needed to record analog, digital and IP phones simultaneously. The client may choose any customized mixture of VoIP and TDM channels for optimal performance.

About E.ON Thüringer Energie

E.ON Thüringer Energie AG (www.eon-thueringerenergie.com) is the largest energy service industry in Thuringia. The history of this modern multi-utility enterprise situated in Erfurt goes back to October 2005 when TEAG Thüringer Energie AG and Gasversorgung Thüringen GmbH merged, supplying about 700,000 customers with electrical energy, natural gas and district heat – all under one roof. E.ON Energie AG owns 53 percent of the shares in E.ON Thüringer Energie AG, while almost 900 Thuringian communities own the other 47 percent.

About ASC

ASC, headquartered in Hoesbach, Germany, is a leading global provider of integrated communications recording and quality monitoring solutions for contact centers, financial institutions, and public safety and government organizations. With more than 40 years experience in the communications industry, ASC has over 20,000 installations in more than 60 countries.

Focused on quality, liability and risk management, ASC's communications recording solutions preserve, evaluate and analyze all customer interactions by telephone (including VoIP), fax, e-mail, web chat / browsing and desktop computer activity in both traditional and Web-based environments.

ASC's quality monitoring solutions improve the performance of contact center agents and the entire customer experience. The browser-based products are easy to access, use and deploy, and increase productivity and customer loyalty while decreasing staff turnover and security risks.

With subsidiary companies in the United States, UK, France, The Netherlands, Switzerland and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Avaya-Tenovis, Cisco, Etrali, Mitel, NEC, NextiraOne, Nortel and Siemens, allowing customers to easily implement ASC solutions in almost every environment.

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