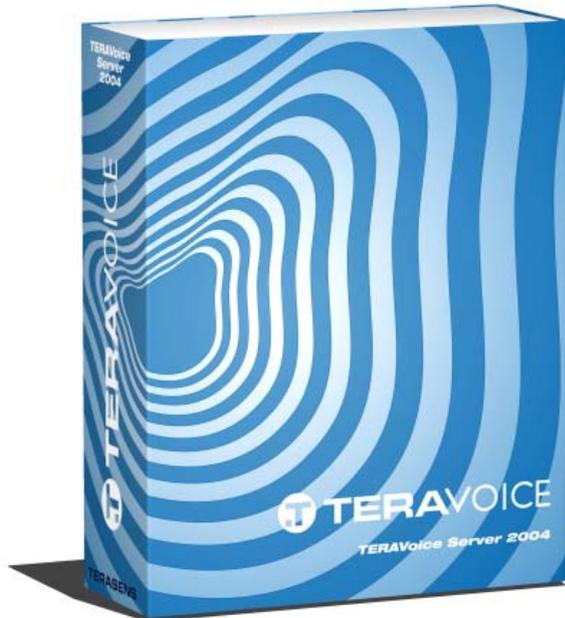


# Press Release

Munich, August 4, 2005. We are pleased to announce the release of our new software product Teravoice 2004. TERAVoice is a versatile telephony server platform which can be used to implement any kind of voice based telephony services like:



- **Corporate Voicemail**
- **IVR Applications like**
  - **Automated Attendants**
  - **Voice Menus**
  - **Information and Announcement Lines**
  - **Ordering and Payment**
  - **Polls and Surveys**
  - **Automatic Call Distribution**
  - **etc.**
- **Waiting Queues for Call Centers and Hotlines**
- **Automated Outbound Calls**
  - **Predictive-Dialer**
  - **Alerting and Reminder Services**
- **VoIP Gateway**
  - **for internal IP-Telephony**
  - **for Remote-Workers**

## About TERAVoice

TERAVoice offers new and unprecedented features incorporated into a single product. Scalable from a single-line SOHO deployment up to a multi-server solution offering several E1 or T1 lines, TERAVoice is able to fit virtually any environment.

Through its MMC based management TERAVoice can easily be administered locally or from remote computers. For smaller configurations a dedicated server is often not required. A file server without high processor loads with appropriate telephony hardware can become a cost-effective platform with TERAVoice. For later expansion TERAVoice can easily be moved to dedicated hardware and thus secures the investment in TERAVoice.

## Advantages

TERAVoice can increase productivity by optimizing telephony communications. Never miss a call and get instantly notified on your mobile phone, on your pager or via e-mail. Increase customer satisfaction by optimizing hotlines with voice menus and managed waiting queues and create custom IVR solutions in order to cut down cost for call agents. Through its integrated VoIP Gateway feature additional seats can be added without buying additional telephones, even with seats on remote locations. Thus employees can use their corporate phone system from anywhere.

## Flexibility

TERAVoice combines the ease-of-use of simple voicemail solutions and the flexibility of programmable systems. Voice mailboxes, voice menus and several other call handlers can be created with just a few mouse-clicks. At the same time TERAVoice provides an easy to understand programming interface for creation of custom Interactive Voice Response (IVR) application.

## Hardware Support

Through its support of both CAPI and TAPI based hardware TERAVoice can be used with a broad range of telephony hardware from simple voice modems up to multi PRI (E1/T1) ISDN hardware even in mixed configurations. Additionally, several VoIP stacks for SIP and H.323 are supported.

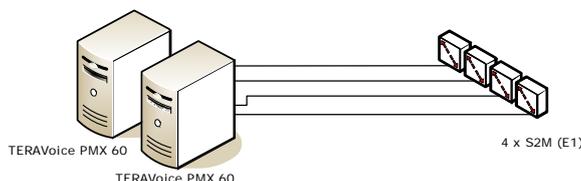
## About TERASENS

TERASENS, founded in 2001, develops innovative software solutions and products for carriers, providers and other firms on the telecommunications market. Among those are solutions for billing, network optimization and tariff building as well as tools for statistical and geographical market analysis. TERAVoice is the first product aiming at a broader market of enterprise and smaller business customers.

# TERAVoice in Use

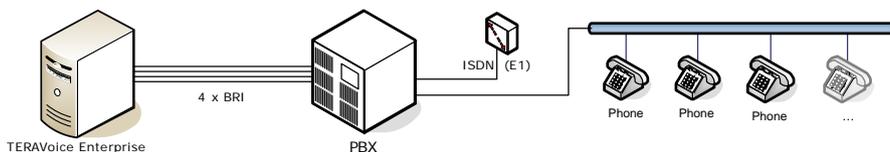
## IVR Solutions

In a major German city visitors can use their mobile phone to get information about tourist attractions. They dial a phone number, enter a code and will listen to related facts in their selected language. The service was implemented with TERAVoice which was installed on two machines for redundancy, both equipped with a dual E1 ISDN board, thus serving up to 120 lines simultaneously.



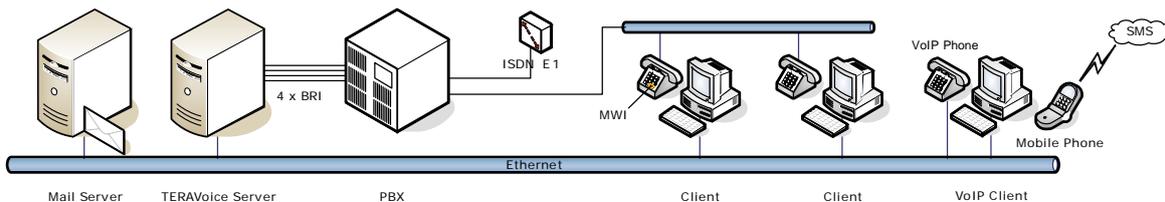
## Hotline Queue and Call Distribution

In a German medium-sized business the customer hotline was provided through a ringing group including all phones of two departments. In times of high call volumes, each call had to be answered by employees immediately, diminishing capacities for primary tasks. Through the deployment of TERAVoice the hotline was improved significantly. A voice menu directs callers to the respective department first. Calls for the hotline are sent to a waiting queue transferring calls to the assigned agents. The announcement of current queue positions helps callers to decide whether to continue waiting or to call again at a later time. The solution was implemented by TERAVoice and a 4 port BRI ISDN board connected to the PBX. Thus up to 8 calls can be kept on queue simultaneously. As call transfers are carried out by the PBX, a line to TERAVoice does not remain allocated once the transfer is completed.



## Corporate Voicemail

Voicemail is one of the key features offered by TERAVoice. Unanswered calls are transferred to TERAVoice by the PBX. After listening to a greeting message callers can be offered the option to leave a message. Users can be notified about calls and new messages by e-mail, by SMS or pager and via the message waiting indicator (MWI) on their telephones. In order to listen to their messages they can use remote control by telephone or a Windows application which is also provided.



## VoIP Gateway

With the integrated VoIP gateway feature TERAVoice allows adding any kind of VoIP client to an existing telephony infrastructure with or without PBX. TERAVoice does not focus on connecting to external VoIP providers but rather on corporate VoIP networks. Additional seats can be connected without the need for buying new equipment or installing additional cabling. TERAVoice thus allows a smooth transition and convergence to VoIP telephony saving investments in expensive gateways or PBX systems. With TERAVoice internal and even remote seats can be set up for VoIP telephony, thus allowing mobile users to connect from their home office or a hotel. Employees remain available under their office phone number and can perform calls through their corporate phone system while being off-site.

