

PRESS RELEASE

For immediate release



ASC IS AWARDED FEDERAL GOVERNMENT (GSA) CONTRACT

Hörsbach (Germany), February 23rd, 2004 – ASC, a premier provider of integrated communications recording and quality monitoring solutions with over 20,000 customers worldwide today announced that it was awarded a General Service Administration (GSA) Contract. GSA secures the buildings, products, services, technology, and other workplace essentials federal agencies need. 13,000 GSA associates support over one million federal workers located in 8,000 government-owned and leased buildings in 2,000 U.S. communities and overseas.

This agreement allows any government agency to buy direct from ASC at a substantial discount without obtaining competitive bids. The MARATHON EVOLUTION is the only Linux based recording system available on GSA contract and available to government organizations today.

“Our open architecture built around the Linux operating system provides the stability, performance and security not provided with any other recording system in the world,” states Tony Procops, Senior Vice President of ASC.

MARATHON EVOLUTION is designed to record thousands of telephone, radio or Voice over IP (VoIP) sessions and store and archive them locally or on a third party server. This allows millions of records to be available on-line and available for access via ASC’s easy to use clients; including the browser based WEB PLAYER.

Ends

About ASC

ASC is a leading global provider of integrated communications recording and quality monitoring solutions for contact centers, financial institutions, public safety and government organizations, with nearly 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 provide recording, evaluation and analysis of all electronic communication and interaction of 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 effectively capture, evaluate and improve the performance of contact center interactions and the quality of 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, customer defections and security risks.

With subsidiary companies in the United States, Great Britain, France, The Netherlands, Switzerland and selected distribution partners, ASC operates in more than 60 countries worldwide. ASC's integration partners include leading providers such as Alcatel, Avaya, MITEL, NEC, Nextira One, Nortel, Siemens and Tenovis, allowing customers to easily implement ASC solutions in almost every environment.

Additional information about ASC and its complete product line can be accessed on the World Wide Web at <http://www.asctelecom.com>

For more information, contact:

USA

ASC telecom L.P.

4 Gannet Drive, Suite 100 A · White Plains, NY 10604 · USA

Phone: +1 914 644 6444

Fax: +1 914 644 6446

E-Mail tprocops@ascamerica.com

Contact: Tony Procops, General Manager

EMEA

ASC telecom AG · Seibelstraße 2 · 63768 Hösbach · Germany

Phone: +49 6021 5001-264

Fax: +49 6021 5001-310

E-Mail k.henkel@asc.de

Contact: Katrin Henkel, PR & Communications