



NEWS RELEASE

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ASC Successfully Completes Avaya Interoperability Testing

- *Call recording application now certified for compatibility with key Avaya enterprise telephony solutions*
- *Helps businesses manage risk and improve contact center efficiency*

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Hoesbach, Germany — ASC (www.asctelecom.com), a leading global provider of communications recording and quality monitoring solutions for contact centers, financial institutions, and public-safety and government organizations, today announced it has successfully completed interoperability testing of its MARATHON EVOLUTION communications recorder with key enterprise telephony solutions from Avaya (NYSE:AV), a leading global provider of business communications software, systems and services.

MARATHON EVOLUTION helps businesses comply with bulk recording regulations protect themselves from liability and improve contact center efficiency through selective recording for quality monitoring. The application is now certified by Avaya for compatibility with AVAYA Communication Manager 2.2.

Guenther Mueller, Chairman and CEO of ASC, said, "The completion of our interoperability testing with Avaya represents another milestone in our continuing customer-centric approach. We will continue to make our solutions compatible with high-quality and popular organizations such as Avaya, both to expand our product's reach and improve its technology."

ASC is a member of the Avaya DeveloperConnection (DevConnect) Program — an initiative to serve customer needs by developing, marketing and selling innovative third-party products that

interoperate with Avaya technology. As a member of the program, ASC is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab in Guildford, UK. There, a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-breed capabilities to their network without having to replace their existing infrastructure — speeding deployment of new applications and reducing both network complexity and implementation costs.

“Avaya’s objective in working with innovative companies like ASC is to provide customers with interoperable solutions that can help them solve their most complex business challenges and derive greater value from their communication infrastructure,” said Anna Dorsey, Director of the Avaya DevConnect Program.

About Avaya

Avaya, Inc., designs, builds and manages communications networks for more than one million businesses worldwide, including over 90 percent of the FORTUNE 500®. Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet protocol (IP) telephony systems and communications software applications and services.

Driving the convergence of voice and data communications with business applications -- and distinguished by comprehensive worldwide services -- Avaya helps customers leverage existing and new networks to achieve superior business results. For more information, visit the Avaya website: <http://www.avaya.com>. For more information on the Avaya DevConnect Program, visit www.devconnectprogram.com.

About ASC

ASC 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, United Kingdom, France, Switzerland and Singapore, and selected distribution partners, ASC integrates with leading providers including Alcatel, Avaya, Avaya-Tenovis, Cisco, Mitel, NEC, NextiraOne, Nortel and Siemens, allowing customers to easily implement ASC solutions in almost every environment.

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