

PRESS RELEASE

(Hösbach/Germany, January 21st, 2003)



ASC to Supply Voice Recording Solutions for Spanish Airports

AENA, the Spanish airport operator, implements over 1,700 channels of ASC's MARATHON recording solution

Hösbach/Germany, January 21st, 2003 – ASC telecom AG, a worldwide leader of multimedia recording solutions, applications and related professional services today announced that the Aeropuertos Españoles Navegación Aérea (AENA) equipped their air traffic control centres in Palma de Mallorca and Las Palmas de Gran Canaria and their control towers of Palma de Mallorca, Menorca, Ibiza, Málaga, Melilla and Albacete with the MARATHON product family for call and radio recording. The recordings will give AENA the ability to accurately reconstruct chronological incidents. The entire communications interaction is being recorded for evidentiary purposes as well as the ability to reproduce critical situations for analysis and training.

The reproduction of the communication must precisely indicate and correspond to the temporal flow of the occurrence. This is especially important in the reconstruction of disturbances and/or dangerous situations. To accomplish this, ASC records each side of the conversation separately and provides the ability to summarize both sides for playback. All recorders are synchronized with a common time source (GPS) to provide an accurate reproduction of the events.

AENA is obligated to record and archive all air traffic communications. Liability is a crucial requirement and one of the main reasons why the ASC MARATHON has been selected. The system offers the highest data security through its redundant architecture.

Quick, easy access to the data is possible from the system itself or via any authorized PC connected to the network. The data is archived locally and stored by AENA.

About AENA

AENA is the public agency responsible for planning, building, maintaining, operating and managing Spain's public airports and air traffic control facilities. It currently manages 42 Spanish airports and five air traffic control centers, which control more than 1.6 million plane movements each year. The agency has nearly 9'200 employees and annual revenues of approximately \$ 1 billion.

AENA's mission is to manage the Spanish airport network in a profitable, competitive way by providing services and an infrastructure that will satisfy passengers, airlines and other clients. Safety, of course, is an overriding concern throughout all of AENA's operations.

About SIAISA

SIAISA is a successful ASC partner who distributes and supports ASC communications recording solutions in Spain. For over twenty years they have provided the communications recording system for AENA. Tradesegur, a daughter company of SIAISA, was responsible for the definition, implementation and training and support of this recent acquisition.



About ASC

ASC, headquartered in Hösbach, Germany, is a leading global provider of integrated communication 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'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.

Focused on quality, liability and risk management, ASC offers affordable Customer Centric Interaction solutions (CCI) for small and medium-sized contact centers. ASC's turnkey products 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, Aspect, Avaya, MITEL, Nortel, NEC, Siemens and Tenovis, allowing customers to easily implement ASC solutions in almost every environment.

ASC's highly qualified professional services organization leads to a successful project implementation and ensures that customer's expectations are exceeded. An extensive network of ASC service engineers and factory-trained service partners guarantee quick response time, telephone support, and world-class service for thousands of satisfied customers.

ASC telecom AG · Seibelstraße 2 · 63768 Hösbach / Germany

Phone: +49 6021 5001-264

Fax: +49 6021 5001-310

Contact:

Katrin Henkel

Communications & Public Relations

E-Mail k.henkel@asc.de