



Leading French Alternative Business Carrier Implements State-of-the-Art Service Number and Contact Center Products Based on Technology of the European Computer Telecoms Group (ECT)

ECT further expands position on the French market

Munich, August 22, 2007 – One of Europe's leading alternative carriers has decided to migrate its business customers to an *INtelLECT*® Platform to offer a new range of service number and contact center products based on ECT's *effEctive*® Service Number Suite and Network-Based Call Centre.

With the goal to offer their large business customers the best network-based contact centres available on the French market, this operator will be fully exploiting new features such as customer self-care for routing and interactive voice response, preferential customer processing, call recording, skill-based routing, outbound mass calling, real-time statistics and reporting, VoiceXML integration, etc. The services will be available in the existing TDM network as well as in the next-generation IP network.

The *effEctive*® Service Number Suite and Network-Based Call Centre is currently ECT's most successful product and also the one with the greatest potential. For fixed-line carriers, cutting-edge solutions in this area are by far the most profitable business service. ECT already provides the technology behind contact centre solutions offered by major carriers, such as Belgacom in Belgium, BT in Germany and Virgin Media in the UK.

"This success is one of the main building blocks to further develop our position in the French market and also confirms ECT as a leading enabler of network-based contact centres," comments Jacques Beraud, Managing Director of the ECT subsidiary in Paris.

About European Computer Telecoms (ECT):

As a leading provider of technology for voice and multimedia value-added services, ECT enables telecoms providers to maintain cost leadership while offering products that optimally fulfil market demands.

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Based on its open **ECTXML**® programming language, an extension of the industry standards VoiceXML and CCXML, ECT provides complete solutions for Network-Based Contact Centers, Ring Back Tone Service, Virtual PBX / IP Centrex, Televoting, Multimedia Advertising, Interactive Multimedia Response, etc. The company is also specialized in migrating services from legacy platforms to next-generation solutions.

Major carriers and providers worldwide offer profitable telecoms products based on ECT technology, including at&t, BT, Belgacom, Deutsche Telekom, DTMS, Etisalat, , mcell, MTN, Muzicall, OnePhone, Orange, Rogers, Saudi Telecom Company, Swisscom, TDC, Teliasonera, Telenor, Tele2, Versatel, Virgin Media, Vodafone and Zain.

Founded in 1998, ECT is an unlisted German public company with its headquarters in Munich, Germany and wholly owned sales and service subsidiaries in England, France, Germany, The Netherlands, and the USA.

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