

## Press Announcement



### **ISx and Intelis enabling multi-purpose call centers through technology collaboration initiative**

*Companies creating upgrade path so service providers can move easily and cost-effectively to new generation of IP-based platform*

September 12, 2005 – Fort Lauderdale, FL, USA and Norcross, GA, USA – Information Services Extended, Inc. (ISx)<sup>™</sup>, a Local Matters, Inc. company and world leader in voice-based directory assistance (DA) solutions, and Intelis, Inc., a leader in Toll and Assist solutions and call center switches, today announced they are creating a single, IP-based platform capable of delivering multiple call center services, including, DA, Toll and Assist, and several innovative value-added offerings.

The technology collaboration makes it possible for service providers to equip operators with tools to process multiple types of calls, making their workforce more efficient and capable of facilitating use of new revenue-generating interactive voice response (IVR) and call-center applications. The new platform allows service providers to capitalize on the growing opportunities in Voice over IP networks, including the ability to support the telephony initiatives of non-traditional carriers such as cable companies and the customer service initiatives for non-carriers.

As part of the agreement, the ISx FlexiQ<sup>™</sup> platform, a new generation application infrastructure for provisioning directory and information services, is being integrated with the Intelis Enhanced Operator Services (EOS) application, a full-featured operator services package for completing toll calls.

“Many service providers are seeking a new business model that can transform their call center from a cost to a profit center,” said Gerson V. Brisola, vice president,

development and marketing, ISx, Inc. “By combining the strengths of the ISx FlexiQ platform in managing multiple types of enhanced data and the Intelis strengths in call centers, toll and assist, and other advanced computer telephony integration (CTI) products, we are creating opportunities for service providers to position their businesses for future growth.”

“The common solution we are developing and marketing with ISx gives operator service companies new flexibility allowing them to adapt to industry changes. The combined solution expands service provider offerings to include not only the best Toll and Assist and DA platform available, but also new revenue-generating automated and live operator product offerings,” said John K. Marshall, president & CEO, Intelis, Inc.

The Excel Switching Corporation also plays an integral role in the collaboration by providing the Excel Converged Services Platform (CSP), an open and programmable interface between the network and the ISx and Intelis applications. The CSP is a flexible media server and switching platform that bridges TDM and IP networks for fixed and mobile service providers worldwide. Intelis is a reseller of the Excel CSP.

#### **About ISx:**

Information Services Extended, a Local Matters, Inc. company, is a world leader in providing search and directory assistance (DA) solutions. For more than 25 years, ISx has been providing advanced directory assistance and information search solutions to established telecommunications companies as Belgacom, Eniro, Fonecta, France Telecom, Matav, MCI, OTE, SBC, and Sensis, Telstra and others, as well as independent call centers, providers of directory services content and emerging providers of innovative DA services. The ISx FlexiQ™ platform provides an end-to-end solution for wireless, wireline and electronic directory assistance and information services. ISx offerings support search, enhanced information services, and speech recognition for call automation, Internet and wireless technologies. ISx is headquartered in Fort Lauderdale, Florida, USA, and operates sales and support offices in the UK, Belgium, Finland, Hungary, and Australia. For more information, please visit <http://www.isxinc.com>

## About Intelis

Intelis is a premier provider of turnkey and custom enhanced telecommunications solutions. Its customer base includes RBOCs, Independent Telephone Companies, Competitive Local Exchange Carriers and Long Distance Carriers. Intelis provides complete operator services solutions including toll and assist, directory assistance and travel card calling. Intelis also has a suite of enhanced CLASS5 applications and solutions that is marketed to local telephone service providers. Additional applications include Call Center (ACD) Solutions, Web-Enabled Centrex and Web-Based voice management solutions. For further information please visit [www.intelis-inc.com](http://www.intelis-inc.com)

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Contact:

ISx:

Jim Elder, Elder Communications

Tel: (1) 203-431-3573

[jim@eldercommunications.com](mailto:jim@eldercommunications.com)

Intelis:

John K. Marshall,

President and CEO, Intelis Inc.

Tel: (1) 770-825-0032

[johnm@intelis-inc.com](mailto:johnm@intelis-inc.com)

Information Services Extended, Inc  
6301 NW 5<sup>th</sup> Way, Suite 4000  
Fort Lauderdale, FL 33309  
+1 954 689 6300 – T  
+1 954 689 6360 – F  
[info@isxinc.com](mailto:info@isxinc.com) - W