



FOR IMMEDIATE RELEASE

**Anexeon Communications Transforms Allegiant Air's Operations with
On-Demand IP Call Center**

*Powered by Transera and CommPartners' VoIP Network Allegiant Air's
New IP Hosted Reservations Call Center Represents New Milestone in Enterprise VoIP*

Las Vegas, Nevada – IP4IT Las Vegas -- November 15, 2005 — Anexeon Communications, CommPartners and Transera Communications today announced the transition and deployment of Allegiant Air's reservation center to an IP Hosted call center platform based on Transera's Seratel™ collaborative call management software and CommPartners' national VoIP network. (see today's related announcement "CommPartners Delivers On-Demand Global IP Call Center Platform Powered by Transera Communications.")

As Allegiant Air's partner in the transition from traditional PBX and voice services, Anexeon Communications deployed the Transera Seratel and CommPartners solution to create a new IP-based reservations call center in Reno, Nevada, that services over 60 customer service seats and remote stations in over 20 U.S. cities.

"As we continuously add destinations and travel services, we are embracing pioneering business practices and technologies to optimize resources, grow our business and ensure customers enjoy their experience flying with us," said Ponder Harrison, managing director, Allegiant Air. "As part of that strategy, we deployed Seratel as a new, economical way to service customers, handle reservations and monitor call center performance. Each call from our customer that goes unanswered is a lost opportunity. As we approach the holiday season, we are well equipped to handle peaks in demand, and have the ability to send calls to remote agents, personnel at ticket counters and our Reno-based call center without an additional technology investment. At the same time, executive management can monitor call volumes from hundreds and thousands of miles away and immediately identify issues and make improvements to our distributed reservations and customer service operation, remotely."

"Allegiant Air selected our combined solution – Broadband IP telephony services from CommPartners and innovative call center software from Transera – and as a result are running a more efficient business," said Michael McGhee, CEO, Anexeon Communications. "Requiring only a phone and Web browser, Allegiant Air agents have immediate access to all the call center functionality they require to serve customers well and profitably."

With the combined solutions, the airline now has the flexibility to seamlessly scale and decentralize call center operations by adding customer service touch points on demand, with just a phone and Web browser. The Transera Seratel on-demand IP call center enables the airline to intelligently distribute calls at peak times to the best agents available in any location, whether they are based at the airport ticket counter or working from home. During promotions-related spikes in call volume, Seratel intelligently routes callers to employees outside the call center who have registered as agents on Seratel, dramatically reducing hold times for customers, while increasing revenue for the airline.



Allegiant Air, Inc. is an all-jet, Las Vegas-based passenger airline with 600 employees, focused on leisure travel. Founded in 1997, the company is privately owned and led by a team of accomplished airline industry executives who have adapted the proven attributes of other discount airlines for its leisure- and convention-visitor clientele and focus destinations. In addition to providing standard scheduled flights, Allegiant provides chartered services throughout North America, counting Harrah's Entertainment, U.S. Forest Service, collegiate athletic organizations, film production companies and corporations as clients. Through its partnerships with hotels in Orlando and Las Vegas, the company's Allegiant Vacations division provides passengers with additional value and convenience by offering low-cost packages.

About Anexeon Communications

Anexeon Communications is a leading VoIP service provider focused on next generation communication services for business. The Anexeon Communications service offering is powered by CommPartners, the industry leading national hosted PBX and VoIP network and offered through a groundbreaking sales channel model for information technology integrators and service providers. The Anexeon Communications channel program offers the IT Integrator all of the tools and systems necessary to deliver the highest quality offering to customers and realize the full business potential of the of the VoIP opportunity. For more information contact Anexeon at 702-938-0365 or visit Anexeon Communications at www.anexeoncomm.com

About Transera Communications

Headquartered in Cupertino, California, Transera was founded in 2004 by Prem Uppaluru, Mukesh Sundaram, and Lori Kendall, proven visionaries with patented inventions that have revolutionized the contact center industry. Transera's Seratel, collaborative call management service, redefines call center technology architectures to bring more visibility, control and quality management into call center operations. Transera is funded by Accel Partners, Apax Partners, and Storm Ventures, established venture capital firms involved in early stage investments in industry stalwarts such as AOL, Veritas Software and Macromedia. For more information, go to www.transerainc.com.

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