



FOR IMMEDIATE RELEASE

Press Contact:

Carol Edwards

Euro RSCG Magnet

carol.edwards@eurorscg.com

212-367-6920

**COMMPARTNERS DELIVERS ON-DEMAND GLOBAL IP CALL CENTER PLATFORM
POWERED BY TRANSERA COMMUNICATIONS**

*IT Integrator Channel Partners Development Team Anexeon Communications Completes
First Deployment with Allegiant Air*

Las Vegas, Nevada – IP4IT Las Vegas Booth #608 -- November 15, 2005 – CommPartners, an IP-based network operator and telephony services and solutions provider, today announced the availability of Transera, Inc.'s Seratel™ on-demand call center service to its IT Integrator Channel Partners Development Team Anexeon Communications and their respective enterprise customers. Through Anexeon Communications, a leading VoIP service provider focused on next generation IP communication services for business, and with the reach of CommPartners' network, IT integrators and service providers can offer their respective enterprise customers the opportunity to now globalize, diversify and grow their call center operations with no infrastructure investment required.

With today's announcement, Seratel is CommPartners' latest hosted IP offering and is made available through CommPartners' IT Channel Partner Development Team Anexeon Communications. As part of this partnership, Anexeon Communications is making the Transera Seratel on-demand call center service available immediately through its IT Channel Partner Program across the United States.

"CommPartners continues to deliver industry leading IP hosted solutions to the IT integrator channel through Anexeon Communications, and to our enterprise customers," said Dave Clark, president and CEO of CommPartners. "We are very pleased to partner with Transera as they provide a revolutionary approach to hosted call center solutions. With its open standards and Web protocols, Seratel seamlessly connected to our existing network, enabling us to rapidly deploy on-demand call center services with little infrastructure investment. Many of our IP Telephony customers recognize the need for

hosted call center services, but they don't want to lose visibility or control over their operations. The robust functionality that Seratel delivers is fast, easy, and affordable to deploy for any contact center, and provides us with the required functionality to penetrate the untapped market for on-demand call center services."

"Our partners are now getting access to the solutions and the ability to provide them through our partner program," said Michael McGhee, CEO of Anexeon Communications. "The Transera application delivers on the value proposition of our partner program and will enable them to offer exceptional cost savings, dramatically enhanced manageability and flexibility for the lifeline of their customers operations – the call center."

Anexeon Communications' first deployment of Transera's Seratel system was with Allegiant Air earlier this month at the airlines Reno, NV Call Center, replacing a legacy ACD system with the next generation of IP communications applications.

"With Anexeon Communications and the Transera system, we have information and capabilities with the hosted contact center solution that were not possible before. This will allow our customer service model to grow with the company, which is vital for our industry and ability to best serve our customers," said Ponder Harrison, managing director, Allegiant Airlines.

Through the joint Transera Seratel offering, CommPartners and Anexeon Communications will offer their enterprise customers the following on-demand call center capabilities:

- **Global Dashboard:** Seratel is powered by Open Midpoint Call Management™– a centralized point of visibility and control for managing call center performance and agent activity across global call center operations. Information is now at the fingertips of management and delivers the required tools to measure and monitor agent productivity and the quality of customer service.
- **Global Call Routing and Queuing:** Seratel maintains a centralized queue that globally manages and distributes calls across organizational, technological and geographical boundaries.
- **Globalization of Agents:** From any Web browser, agents seamlessly connect to the Seratel service. All an agent needs is a phone and Internet connectivity and they have access to a complete set of call center functionality.
- **Global Screenpop:** To agents anywhere, Seratel provides simple screen pops with embedded URLs to CRM applications.

- **Borderless Call Center Infrastructure:** The solution leverages open industry standards such as SIP, Web Services and XML, rather than proprietary mechanisms, enabling the rapid deployment of hosted call center services while eliminating technology silos and unnecessary network investments.

About CommPartners

CommPartners, Inc. was formed to "Enable the VoIP Promise" by offering hosted Voice over Internet Protocol services, including IP Centrex, hosted PBX and conferencing functionality and IP to PSTN connectivity to broadband and service providers. CommPartners' hosted VoIP services are designed for Internet Service Providers (wireline and wireless), IT Integrators, Multiple Service Organizations, Private Cable Operators, Independent Operating Companies, Fiber-To-The-Home and Overbuilding Entities. Founded and operated by industry veterans, CommPartners has a belief in optimizing packet-based protocols in a distributed architecture to facilitate VoIP connectivity and service offerings for broadband and service providers. For more information, call 702-367-VOIP (8647) or visit CommPartners' website at www.commpartners.us.

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.

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

#