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ECT Enhances Features of Televoting Platform for Former European Incumbent

ECT's powerful televoting solution has been enhanced by additional features for one of the leading former incumbents in Europe, providing extensive benefits in areas such as caller data security and monitoring.

Munich, Germany: European Computer Telecoms AG (ECT), a leading provider of voice and multimedia value-added services, has deployed yet another set of powerful features for its highly successful televoting solution implemented by one of the top former incumbents in Europe.

The enhancements not only extend the feature set for the network operator, but also give service providers using the platform increased data transparency and provide additional encryption options for sensitive caller data, for example, for calling line identity restriction, or CLIR.

In future, callers will have the possibility to approve the storage of their data during an active call or at any other time over a secure web portal, or via SMS. They can also be sent a direct request to enter their number using DTMF (dual-tone multi-frequency).

Enhanced data monitoring features allow access made via various channels, such as voice, SMS or Internet, to be assigned to individual users even with CLIR activated. User statistics can be created over all customers by the reseller or the platform operator, making monitoring more flexible for all involved parties.

There are also numerous extensions for voice applications; announcements can be replaced by telephone and no longer just by web. In case of errors, overflow routing settings can be used for each individual cause.

"Televoting is more popular than ever", says Michel Fontaine, Director Solution Development at ECT. "The features we have added take what is already the most powerful solution of its kind on the market yet one step further".

According to a market study published by VATM, the Association of Telecommunications and Value-Added Service Providers, and Dialog Consult in October 2010, televoting is the only value-added service to show a notable increase in traffic volume and revenue in 2010 compared to the previous year.



About ECT (European Computer Telecoms):

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.

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, IN-telegence, mcel, 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.

<http://www.ect-telecoms.com>

<http://www.effective-contactcenters.com>

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For more information on this topic, or to schedule an interview with one of our board members, please contact Barbara Hudson on +49-89-552 947-620 or send an e-mail to Barbara.Hudson@ect-telecoms.de.

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