



For Immediate Release

## **Common Voices Granted Patent from US Patent and Trademark Office For Subscriber Migration Technology**

Breakthrough Technology Allows Carriers to Move Voicemail Content Between  
TDM and IP Networks, and Between Disparate Platforms

Facilitates Enterprise Upgrades to IP PBX and IPCentrex

**Boston, Massachusetts, September 12, 2006 -- Common Voices**, a Boston, MA-based supplier of carrier class migration solutions and VoiceXML software applications, announced today that the United States Patent and Trademark office has granted final approval of its patent covering subscriber migration technology. Common Voices and its partners use this technology to help wireless and wireline carriers, large enterprises and next generation messaging platform suppliers seamlessly migrate millions of subscribers' stored messages, passcodes, greetings and related information to different or next-generation messaging platforms. Common Voices is demonstrating its subscriber migration technology at Fall Von, in Booth # 1162.

### **Technology Improves Customer Satisfaction and Retention for Carriers**

In the past, voicemail platform upgrades performed by large carriers resulted in the loss of millions of customer messages and a spike in trouble calls from angry customers. In the highly competitive communications marketplace, dissatisfaction adds to operational costs and customer churn. At the same time, new customers may be reluctant to switch carriers as this can mean losing valued voice messages stored by their existing carriers. Common Voices delivers the only proven, cost effective solution to address both these problems in high volumes.

Common Voices' recently patented technology is used in several services: *NowThere*™ is the company's solution for carriers needing to migrate tens of thousands of mailboxes overnight in a bulk change; *NowMove*™ is the solution for migrating mailboxes on an on-demand, personal level, such as when a subscriber changes mobile providers or when a business must retain and archive important business, legal or financial voice content.

The recently patented technology provides many benefits to carriers:

- Similar to Local Number Portability for the content of your messaging platforms
- Moves voice messages, greetings and name announcements to new platform
- Saves the customer the inconvenience of reconfiguring a new voice mailbox
- NowThere saves operational and marketing dollars in a seamless migration
- Eliminates costly spikes in problem calls to call center

“We are thrilled that the Patent office has recognized our technology as unique and innovative. Voicemail is virtually ubiquitous in all the world’s mobile phones and office phones,” said Don Picard, Founder and Chief Strategy Officer of Common Voices. “To subscribers, a lost message can be more distressing than a missed call - which can always be repeated. A lost message is gone forever. Smart carriers are realizing the importance to their customers of their messages and personalized greetings.”

Picard continued, “NowThere and NowMove are key elements in the seamless transition to next generation or IP based platforms. Many large businesses are also demanding that critical business content on voicemail systems be maintained when upgrading to new IP PBXs.”

**NowMove Also Facilitates New Customer Acquisition - a Competitive Differentiator**

People subscribing to telephony services today have a far larger choice of service providers than in the past. In addition to the multitude of wireline and wireless service providers, both residential and business users can now choose telephony service from cable and pure VoIP service providers. New entrants are actively seeking features to attract and keep customers, such as lower price plans, bundled features, new phones and better quality service. NowMove applies this patented technology to allow service providers to immediately bring a new customer’s stored messages, personal greetings and passcodes from the previous carrier’s network.

About Common Voices

Based in Boston, MA, Common Voices ([www.CommonVoices.com](http://www.CommonVoices.com)) is a privately held communications software and professional services company. It develops voice and enhanced services applications for next generation VoIP, wireless and wireline carriers which solve customer service challenges and generate new sources of revenue. The Company provides its products and services through OEM partners, and as hosted services from a Class A data Center offering 24/7 support. Please visit [www.CommonVoices.com](http://www.CommonVoices.com) or call 617.286.1632.

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