



Common Voices Completes another “Full Voicemail Migration” to IP Unity Glenayre Mereon® Unified Messaging. Suddenlink Communications Enables Thousands of Customers to Retain Data and Messages

Voicemail Migration Provides Seamless Subscriber Transition From Legacy Voicemail System To IP Unity Glenayre Mereon Unified Messaging NextGen Platform

Boston, MA and Atlanta GA, May 15, 2007 – IP Unity Glenayre, Inc., a new leader in delivering carrier-grade messaging and multimedia solutions over IP, TDM and enterprise networks, and Common Voices Inc. the pioneer and leading supplier of Voicemail migration solutions, today announced that they have successfully completed a full voicemail migration project for thousands of Suddenlink Communications customers.

“Suddenlink has begun a huge rollout of phone service that will reach 80 percent of our customers across the country by the end of 2007. We insisted on full voicemail migration as part of our system upgrade because we thought it best to have the least possible subscriber disruption during our transition to IP Unity Glenayre’s Mereon® Unified Messaging system. We wanted to maintain the highest levels of customer satisfaction and reduce churn,” said Leon Renfroe, director of ISP services of Suddenlink Communications.

Full voicemail migration of Suddenlink’s subscribers included migrating all customer data, including mailbox numbers, passcodes, class of service information, new and saved personal and business voicemail messages, greetings, and name announcements, to IP Unity Glenayre’s Mereon™ Unified Messaging system. Suddenlink chose to complete this migration during a single maintenance window so that subscribers would not experience any loss in their voicemail service. Mr. Renfroe noted, “Common Voices and IP Unity Glenayre were able to migrate all of our subscribers during a single night, so the entire process was transparent to our subscribers.”

The patented voicemail migration process, branded as the CommonVoices’ NowThere Migration Service, is designed to be fail-safe and copies all subscriber information from the old voicemail platform, reformats and inserts it into Mereon Unified Messaging through a high speed API. Mereon Unified Messaging runs on the award-winning, carrier-class Mereon 6000 Media Server. Interfaces to the IP Unity Glenayre Mereon and Versera ICE platforms are both available.

Service Providers such as Suddenlink who select a full voicemail migration can receive the following benefits:

- No disruption of service for subscribers – totally seamless migration
- Greatly reduced impact on call center call volumes because messages, PINs, greetings, etc. are automatically migrated from one system to another
- Reduced marketing and call center costs
- Increased customer satisfaction
- Defined end date by which the voicemail migration is completed, to avoid lingering migration costs.
- Reduced churn, especially in competitive cable and mobile markets.

“Common Voices’ NowThere Migration Service enables service providers to have the option to upgrade their messaging solutions and include full voicemail migration as they install their IP Unity Glenayre NextGen Messaging Solutions,” said IP Unity Glenayre Senior VP of Marketing, Stan Little. “This solution can be used to migrate from any legacy installed voicemail platform carriers may have.”



About IP Unity Glenayre

IP Unity Glenayre is a leader in delivering carrier-grade messaging and multimedia solutions over IP, TDM and enterprise networks. The company's unified communications framework brings together messaging services and rich media distribution to users across disparate networks and devices. IP Unity Glenayre offers one of the industry's broadest portfolios of applications, including voicemail, unified messaging, conferencing, SMS, MMS, text to speech, speech recognition, fax, IVR voice portal, color ringback tones, prepaid billing, video portal, video conferencing, videomail and video gaming, all built using open standards based technologies such as VoiceXML.

IP Unity Glenayre's comprehensive multiservice solutions are deployed globally, over best-of-breed media servers and application servers and across traditional and all-IP broadband wireless, wireline and FMC networks. For more information, go to www.ipunity-glenayre.com.

About Common Voices

Based in Boston, MA, Common Voices (www.CommonVoices.com) is a privately held communications software and professional services company. It is the recognized pioneer and leader in full voicemail migration technology and services. The company also 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. For more information, please visit www.CommonVoices.com or call 617.286.1640.

About Suddenlink Communications

Suddenlink Communications is a top-10 U.S. operator of cable broadband systems, supporting the information, communication, and entertainment demands of approximately 1.4 million customers. In a growing number of markets, Suddenlink offers digital TV, high-speed Internet, and telephone service for the home and office.

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