



## **Common Voices Completes Successful Voicemail Migration for Alcatel-Lucent and Telefónica O<sub>2</sub> in Czech Republic**

**Boston, Massachusetts, February 17, 2009** – Common Voices, the industry leader in Voicemail migration solutions, has announced the successful completion of one of its largest migration projects to date. Recently, Alcatel-Lucent and Telefónica O<sub>2</sub> utilized Common Voices' NowThere™ technology to migrate subscribers to a new Alcatel-Lucent supplied Converged Messaging System.

Common Voices technicians worked closely with Alcatel-Lucent to ensure a seamless transition for Telefónica O<sub>2</sub>'s subscribers, as reported in the February 12, 2009 release\* by Alcatel-Lucent and Telefónica O<sub>2</sub>:

“Alcatel-Lucent has migrated voicemail boxes for 2.2 million fixed line and mobile customers in a record-breaking six weeks. A key feature of this end-to-end mailbox migration has been the movement of user greetings, announcements and personal options for all subscribers from legacy systems to the new, converged infrastructure, all while ensuring an uninterrupted and seamless transition for Telefónica O<sub>2</sub>'s subscribers.”

Relying on Common Voices to handle the audio migration allowed Alcatel-Lucent staff to focus on the smooth, on-schedule installation of the 5100 Converged Messaging System. In addition, NowThere ensured that the stringent customer service levels required by Telefónica O<sub>2</sub> were met.

### **About Common Voices NowThere™ Solution**

NowThere is a patented technology, paired with Professional Services for migrating customer voice data, mailbox numbers and class of service information from any legacy voicemail platform to any next-gen messaging platform. Customer greetings, name announcements and both new and saved messages may be moved. The process is fail-safe and ensures the highest level of customer service, while allowing the carrier total flexibility on the timing of the migrations.

Fixed and mobile operators who wish to receive the operational benefits of a seamless migration can find more information at [www.CommonVoices.com](http://www.CommonVoices.com).

\*For the full text of the related release, please see:

<http://www.tmcnet.com/usubmit/2009/02/12/3984616.htm>

###

Trademarks are the property of the respective trademark holders. None of the trademark holders mentioned above is affiliated with Common Voices.

### ***For more information, contact:***

Don Picard  
Chief Strategy Officer  
(617) 286.1612  
dpicard@commonvoices.com