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OnState Unveils Full-Service Customer Contact Center for Skype with International & Toll-free in Over 30 Countries

On-demand Call Center Offers US & Intl Toll-free Numbers, Call Center Capabilities & Accessories, and Skype-enabled Office Products

Newburyport, Mass. —January 9, 2008— OnState Communications, innovating new-generation call center solutions, today announced enhanced customer contact-management offerings, creating a one-stop shopping experience for small- to mid-sized companies looking for a single source to outfit their customer contact operations. The OnState storefront now offers a full suite of toll-free telephone support, call center capabilities and accessories, communications products bundled with the Skype™ business offering, and Skype-enabled contact center products.

“Our new storefront actually creates a new business model – the on-demand, pay-as-you go call center,” explained Pat Kelly, CEO and cofounder of OnState Communications. “We offer one-stop shopping that spans toll-free telephone numbers, advanced call center capabilities and accessories, and Skype-compatible products,” continued Kelly. “Within minutes rather than days or weeks, businesses can launch a call center or customer contact management solution that delivers end-to-end customer service – all from a single site.”

One-Stop Shopping for End-to-End Customer Contact Management

30% of Skype’s 246-plus million customers use Skype for business purposes. The OnState storefront enhances Skype as a business application by giving customers:

- toll-free US and international coverage in over 30 countries;
- PayPal™ easy-payment plans for all call center needs
- accessibility to advanced customer contact management solutions;
- voice, video, and business chat capabilities;
- reduced operational costs at industry redefining prices;

- Web integration including click-to-call, automatic call-back, and online chat
- streamlined customer communications; and
- improved customer management.

The integration of Skype services and offerings with the OnState CallCenter for Skype gives businesses a single, unified source for customer service at an industry-redefining price. Unlike traditional call center solutions where businesses contract and manage any number of vendors including network, hardware, system, and software providers, OnState CallCenter customers have a single point of contact for all call center and contact management. “OnState customers eliminate the complexities and costs of dealing with multiple technology providers,” said Kelly.

“In an ocean of VoIP and voice technology options, OnState is delivering easy-to-use business applications, which give small businesses and entrepreneurs a clean, simple, and comprehensive caller-to-agent solution from a single source that is a mouse-click away,” continued Kelly. “The OnState storefront brings together *all* the components needed to create and maintain an affordable and professional call center solution, which can be deployed anywhere Skype can go.”

About OnState™ Communications

OnState gives SMEs and large enterprises a simple, low-cost, and scalable call center and customer contact management solution. The company was founded by call center pioneers who launched GeoTel Communications (acquired by Cisco Systems), and have been at the forefront of technologies spanning Automatic Call Distributors (ACD), Intelligent Call Routing, Network Call Routing, Computer Telephony Integration (CTI), Voice Response Units (VRU), and Agent Performance Management. OnState CallCenter for Skype, a Skype for Business Extra, is the company’s flagship product. It integrates advanced call center tools into a single, partner-enabled and Web-embedded application creating new-generation call centers that are cost-effective and value-driven for all business users. For more information, email: sales@on-state.com; Skype: onstate.sales; call: 617-934-0381, toll-free: 866-532-5036; visit www.on-state.com.

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