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Toll-free Services for Skype Now Available from OnState
OnState Partnership with Global Network Provider Enables Small- and Medium-sized Businesses in North America and Europe to Offer Toll-free Customer Service

Lincoln, Mass. — November 13, 2007— OnState Communications, innovating new-generation call center solutions, today announced the availability of toll-free services for Skype™, which can be integrated within the OnState CallCenter solution for customers in North America and Europe. OnState delivers toll-free number support through its partnership with a leading global network provider. The service strengthens a comprehensive portfolio of communications options that enable businesses to interact with their customers via the customer’s preferred communication channel.

“Nothing says ‘I care’ like a toll-free number. It improves customer retention rates while attracting new customers,” said Pat Kelly, CEO and cofounder of OnState Communications. “Toll-free is synonymous with quality customer service - that’s what drives a successful call center. Whether or not they use Skype, OnState customers have it all -- they can always use free Skype calling, chat, and automatic callbacks as well as dial local phone numbers across the globe or use our new toll-free calling from traditional landlines.”

Toll-free Service - At Skype Rates

“Skype changed the communications industry with its software and global calling rates,” noted Kelly, “Now, OnState continues to challenge the call center market by providing integrated toll-free service at an industry-redefining price. All a customer needs to do is fire-up an OnState toll-free number in the US and that number can go anywhere Skype can go – this is revolutionary for traditional call centers.”

The OnState CallCenter for Skype, which starts at \$30 per month, per agent, enables businesses to create a customer contact solution that includes:

- Management-free Infrastructure
- Skills-Based Routing
- Performance Reporting
- Live Business Chat

- Click-to-Call Web Integration
- Voicemail
- Toll-free Phone Numbers
- Global Local Phone Numbers
- Call Recording and QA
- Workforce Management

OnState provides North American toll-free numbers that can be connected to any OnState agent, anywhere in the world. The service will be expanded to include European toll-free numbers.

About OnState™ Communications

OnState was created to give 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; visit www.on-state.com.

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