



Akabis, Inc. Partners with Telax Hosted Call Center to Complement Digital Communications Suite from Metaswitch

Akabis enhances product portfolio with cloud-based contact center solution offering multichannel ACD

Metaswitch Forum 2010, ORLANDO, September 21, 2010 — Akabis, Inc. today announced its partnership with Telax Hosted Call Center, a cloud-based contact center solution provider based in Toronto, Canada. Akabis, Inc., which delivers wholesale voice termination and VoIP services to a network of ISPs, resellers and independent telephone companies across the United States, selected Telax Hosted Call Center to complement its portfolio of digital communication services.

The Akabis team is continually enhancing their product portfolio through a vast network of partners interoperable with the state-of-the-art Metaswitch platform. The inclusion of an integrated contact center solution from Telax Hosted Call Center was a natural choice for Akabis. Telax is the first Metaswitch Partner Certified cloud-based solution to offer social media integration.

“We’ve added contact center solutions to our capabilities, which include multichannel ACD, IVR, call recording, real-time stats and more, to continue delivering the best solutions for our customers and partners,” said Akabis COO George Sidman. “We chose Telax Hosted Call Center because of the feature set and the fit with our values of reliability, technical expertise and customer focus.”

The partnership enables both companies to cross-leverage technology in order to deliver more value to their customers. “We’re very excited to be working with Akabis. The company combines excellent technology strategy with a core focus on customer service and the Metaswitch platform is an ideal fit for our solution,” confirmed Taras Kapanaike, Telax Hosted Call Center VP of Operations.

About Telax Hosted Call Center

Telax Hosted Call Center is North America’s leader in hosted call center solutions. Based in Toronto, Canada, Telax has been providing cloud-based business solutions to prominent public and private sector organizations since 1999. The simplicity delivered by Telax services enables clients like Northrop Grumman, Burberry, CI Investments, Globalive Communications, Health Canada and the GSA, to reduce costs and improve efficiency, so that they can do more with their most critical resource: people. For more information, visit <http://www.telax.com>. For the latest Telax news, visit <http://www.telax.com/category/news>.

About Akabis, Inc.

Akabis, Inc. is a digital communications provider wholesaling VoIP services in the US to regional and national ISPs, independent telephone companies, small and medium CATV companies, municipalities and niche VoIP markets. A facilities-based carrier, Akabis utilizes best-of-class

hardware from Metaswitch, Cisco and Acme Packet. Akabis services are tailored to individual, specific needs. Whether it is a legacy solution for an ISP, or a residential solution for a cable TV provider or municipality, or hosted or virtual PBX solution for a developer, Akabis has the right team, best equipment, unrivaled back office and service solution to surpass its partners' requirements. For more information, visit <http://www.Akabis.com>.

About Metaswitch Forum 2010

Now in its seventh year, the Metaswitch Forum is a must-attend event for Metaswitch Networks' customers, prospects and partners. The rich agenda is custom-designed for communication service providers, helping them to remain relevant in the ultra-competitive industry of telecommunications. The event attracts over 700 attendees and includes keynote speakers, technical and marketing breakout sessions, formal training, live product demonstrations, an extensive expo of over 50 interoperability partners and continuous networking opportunities. For more information, visit www.metaswitch.com/forum2010.

###

Contact:

Koray Parmaks
Telax Hosted Call Center
+1 (888) 80.TELAX ext. 820
koray@telax.com

Leslie B. Sidman, Vice President
Public Relations & Marketing
Akabis, Inc.
+1 (866) 312-1070 ext. 1002
+1 (336) 358-5540
lsidman@Akabis.com

Copyright © 2010 Metaswitch Networks. "Metaswitch" is a registered trademark. Brands and products referenced herein are the trademarks or registered trademarks of their respective holders.