

Small Businesses Get Productivity Boost with Vocalocity's Voicemail Transcription Service

Users Can Now Read (As Well Listen to) Their Voicemail Messages

Miami, IT Expo, January 20th 2010 - Vocalocity, the leading provider of small business VoIP services, announced today availability of automated Voicemail Transcription services for its small business customers. Voicemail Transcription is a powerful capability for small businesses allowing users to quickly read their voicemails at any time or place, often without having to listen to their messages.

“Our small business customers are extremely busy, spending much of their day servicing customers, managing business operations and overseeing employees,” says David Politis, EVP and GM at Vocalocity. “Voicemail Transcription services that convert voice messages into an email are a tremendous time saver allowing our customers to make the most of their busy day.” Politis continues, “as a user myself, this feature has even changed the way I communicate by allowing me to quickly respond to voicemails from my smart phone, even in the middle of meetings.”

By converting a voicemail into text, a user can read the message in a fraction of the time it takes to dial a voicemail box and listen to the details. With the voicemail content in text format, it can easily be shared with coworkers via email from a computer or mobile phone as well as stored and indexed for future reference. Vocalocity customers also have the ability to instantly listen to the voice message by opening an attached audio file without dialing in and navigating through complex and tedious voice mail menus.

Vocalocity's Voicemail Transcription service is built on Yap's highly reliable, carrier-grade speech recognition infrastructure -- the same infrastructure that powers large-scale voice mail to text implementations for leading carriers. Furthermore, Yap's infrastructure is fully automated. This means that no human agents are used to transcribe the voice mail messages, thus ensuring that each message is completely private. “Yap has reached a technology milestone in the industry where automated speech-recognition rivals -- and often exceeds -- the quality of human voicemail transcription,” says Victor Jablov, COO at Yap. “We are thrilled to partner with Vocalocity to make this robust and highly accurate speech recognition capability available to the small business user.”

Voicemail Transcription from Vocalocity is available as an additional feature for \$4.99 per mailbox per month. All new and existing customers automatically receive a 30 day free trial of the feature, after which they can add it to as many or as few extensions as they wish. For more information on Vocalocity Voicemail Transcription services or to sign an account up for a free 30 day Voicemail Transcription trial, existing customers should contact their account

manager or visit www.vocalocity.com/voicemailtranscription. For new customer inquiries, please contact 877.862.2562.

About Vocalocity

Vocalocity, founded in 2003, is the leading provider of Voice over Internet Protocol (VoIP) communication services for small businesses with fewer than 20 employees. Vocalocity powers small businesses with its core offering, VocalocityPBX, a hosted PBX solution that provides them with the quality and reliability of traditional PBX phone system, with more features, flexibility and cost savings. Vocalocity helps small businesses compete more effectively, by giving them the communication services traditionally reserved for larger organizations, at small business prices. For more information about Vocalocity, please visit www.vocalocity.com or call 678.528.9000.

About Yap

Founded in 2006, Yap pioneered the world's first fully automated speech-to-text platform for service providers. The Company's award-winning voice recognition technologies provide a solid foundation for their customers' innovative analytics, messaging, search and voicemail applications. Yap's 100 percent machine-powered conversion system is a cost-effective solution that is fast, consistent, scalable and secure. The Company is headquartered in Charlotte and is financed by SunBridge Partners and Harbert Venture Partners. For more information, please visit www.yapme.com.

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