



NEWS RELEASE

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911 ETC Solution Now Rated “Avaya Compliant”

- *Crisis Connect™ E-911 application is certified for compatibility with key Avaya Communication Manager and DEFINITY® solutions*
- *Helps businesses maintain a safe environment for employees, contractors and guests*

FOR IMMEDIATE RELEASE: Friday, January 20, 2006

BOTHELL, Wash. — 911 ETC Inc., a leading provider of Enhanced 911 solutions for the enterprise in diverse industry groups, today announced that its Crisis Connect™ E-911 application is compliant with key Communication Manager and DEFINITY® solutions from Avaya (NYSE:AV), a leading global provider of business communications applications, systems and services.

Crisis Connect™ offers the only automated Application Service Provider (ASP) process on the market for accurately and cost-effectively maintaining an E-911 database. As a result, the solution helps businesses maintain a safe working environment for employees, contractors and guests by building and automatically updating the E-911 data that public safety authorities need to determine the location of a phone extension placing an emergency 911 call.

Using Avaya Site Administration (ASA), a systems maintenance application for Avaya telephony solutions, a systems administrator can efficiently update E-911 data while performing routine move, add and change activity. All error-flagging and data correction is performed by Crisis Connect™ – offloading the rigorous task of maintaining E-911 data and reducing potential liability concerns associated with out-of-date information.

Bill Svien, executive vice president for 911 ETC, states, “Avaya certification of Crisis Connect™ confirms interoperability of our solution with Avaya Communication

Manager and DEFINITY[®] software and indicates our commitment to offer businesses applications built upon open, standards-based platforms.”

“E-911 database maintenance can be a huge challenge,” Svien added. “But, with Crisis Connect[™] the task becomes very easy and cost effective. Businesses use the Avaya administration platform they already have in place, and 911 ETC automates the E-911 data collection process with routines and sub-routines to ensure accurate and timely updates.”

911 ETC is a member of the Avaya Developer*Connection* Program—an initiative to develop, market and sell innovative third-party products that interoperate with Avaya technology and extend the value of a company’s investment in its network. As a member of the program, 911 ETC is eligible to submit products for compatibility testing by the Avaya Solution Interoperability and Test Lab in Lincroft, N.J. There a team of Avaya engineers develops a comprehensive test plan for each application to verify whether it is Avaya compliant. Doing so ensures businesses can confidently add best-in-breed capabilities to their network without having to replace their existing infrastructure—speeding deployment of new applications and reducing both network complexity and implementation costs.

“By offering compliance testing to the many innovative companies like 911 ETC who are members of our Developer*Connection* program, Avaya promotes interoperable solutions that are easier and more cost-effective for companies to implement within their existing, multivendor networks,” said Eric Rossman, vice president, Developer Relations and Technical Alliances, Avaya. “That means that together we’re expanding the options businesses have for solving their most complex challenges and are helping them derive greater value from their communications infrastructure.

One of the companies benefiting from the interoperability of 911 ETC and Avaya solutions is an energy provider in the greater Philadelphia, Pa., area.

“ETC’s solution is fully automated,” the utility’s systems administrator noted. “All I do is populate my changes into Avaya Site Administration tool. The scheduled macro sends ETC my updates, and I’m done. ETC takes care of the rest. I have saved so much in expense -- both on the initial cost and the ongoing cost of monitoring any other E-911 platform. I am very pleased with my decision to go with ETC.”

About Avaya

Avaya Inc. designs, builds and manages communications networks for more than 1 million businesses worldwide, including over 90 percent of the FORTUNE 500[®].

Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet protocol (IP) telephony systems and communications software applications and services.

Driving the convergence of voice and data communications with business applications - and distinguished by comprehensive worldwide services - Avaya helps customers leverage existing and new networks to achieve superior business results. For more information visit the Avaya website: www.avaya.com. For more information on the Avaya Developer*Connection* Program, visit www.devconnectprogram.com.

About 911 ETC Inc.

911 ETC assists in the task of interfacing your PBX/VoIP Network with your local PSAP (Public Safety Answer Point) to provide Automatic Number Identification and Automatic Location Identification necessary for all Enhanced 911 calls. 911 ETC identifies options, recommends the best solution, implements that plan, and then maintains the E-911 database, thereby assuring your E911 data accuracy and compliance.

Founded in 1997, the company is chartered to create new diverse, converging technologies in public safety through its core competencies of designing and building individual E911 solutions. 911 ETC provides Enhanced 911 Data Management Solutions for the safety of your employees while addressing the mandated E911 statutes throughout the entire United States for more information about 911 ETC, please visit us at www.911etc.com.

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