



Fact Sheet

About eOn Communications

eOn's rich history of providing communications products and services dates back to 1897 when Kellogg Switchboard and Company was formed. In 1957, Kellogg merged with International Telephone and Telegraph Corporation (ITT) to create a telecommunications division within ITT. In 1987, ITT spun-off its telecommunications division, which became a privately held company called Cortelco Systems. Later, Cortelco Systems became a public company in February 2000, changing its name to eOn Communications Corporation.

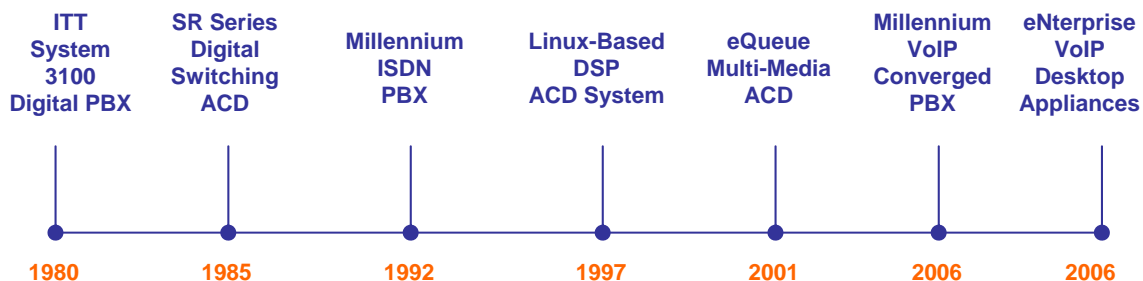
Today, eOn is a global provider of innovative converged communications solutions. Backed with over 100 years of telecommunications experience and engineering excellence, eOn is focused on delivering proven VoIP products and services for enterprises that will improve business performance and customer retention. eOn has a long history of delivering superior products and services to the communications marketplace and is committed to continue this strategy for the future.

Fast Facts

- **Global Headquarters:** 185 Martinvale Lane, San Jose, California 95119
- **Offices:** Kennesaw, GA; Beijing, PRC; Shanghai, PRC; Bangalore, India
- **Phone:** (800) 955-5321
- **E-Mail:** info@eoncc.com
- **Web:** www.eoncommunications.com
- **Ticker Symbol:** NASDAQ: EONC
- **IPO Date:** February 2000
- **Number of customers:** More than 10,000
- **Number of resellers:** More than 150
- **Background:** 100+ year history of product innovation and telecommunications experience

eOn Products

In the early 1980's the company introduced the System 3100 – one of the first digital PBX systems made available to the market. In 1997, eOn became the first company to develop an enterprise communications switching system, using both the open standards Linux operating system and Intel computing platform. In 2000, eOn was first to deliver a single queuing multi-media contact center solution also based on open standards. Throughout this time period, eOn has been recognized for delivering superior products and services to the communications marketplace and has received a number of awards and accolades from industry observers.



eOn products are built on reliable open architectures that enable easy adoption of emerging technologies, such as Voice over Internet Protocol (VoIP) and concepts, such as Service Oriented Architectures (SOA). Whether businesses are looking to leverage the advantages of enterprise IP telephony or advanced contact center technologies, eOn Communications delivers proven, IP-ready products that improve business performance.

Enterprise IP Telephony

Choosing the best solution for your enterprise communications needs should not be constrained by technology limitations. That's why eOn Communications has made the choice simple with the [Millennium Converged Communications System](#). Whether you need to connect several phones in an office, hundreds of phones in a campus environment or clusters of remote workers, the Millennium allows you to create a virtual enterprise, maximizing employee productivity while reducing networking and support costs. The Millennium offers IP and traditional telephony options and is backed with over 20 years of feature development. This allows you to integrate VoIP in a manner that best meets your business needs, without any compromise in reliability or feature capabilities.

Contact Center

The [eQueue Multimedia Contact Center Solution](#), is a comprehensive solution that provides integrated Automatic Call Distribution (ACD), skills based routing, Interactive Voice Response (IVR), voice recording, e-mail and web-based interaction management capabilities, as well as advanced reporting and analytics. All capabilities can be flexibly deployed using traditional voice or VoIP technologies, providing seamless migration as business needs evolve. Built using open standard technologies, the eQueue allows easy integration with CRM and other contact center applications, enabling greater productivity and improved customer satisfaction. The eQueue's built-in components and integrated applications give your contact center everything it needs in one complete solution.

eOn Customers

eOn is able to provide a comprehensive portfolio of products and services to a large and varied customer base that spans a great number of applications and industries. We have systems installed worldwide in retail, government, schools, service bureaus, major league sports, Emergency 911, financial sectors and more. Our customers include large national corporations, mission-critical applications, small- to medium-size enterprises and start-ups. A few of our customers include:

- Aramark Services
- ARO, Inc.
- B&H Photo-Video
- Bellco Credit Union
- California Speedway
- CallTech Communications
- Cellcom, Incorporated
- Centura Bank
- Circuit City
- Coach-Net
- Con-Way
- Dekalb County Emergency 911
- Disney's Celebration School
- Father Flanagan's Girls & Boys Town
- Federal Aviation Administration
- Integrated Messaging Incorporated
- Intercall
- Midco Call Center Services
- Mission Pharmacal
- NAV Canada
- New York Road Runners
- Patelco Federal Credit Union
- Pronto Connections
- Proxy Communications
- Rockhurst University
- Sacramento City Unified School District
- Salt River Project
- Saint Paul Public Schools
- Taction Incorporated
- The Product Line
- U-HAUL
- United States Army
- United States Air Force
- United States Coast Guard

- Lillian Vernon Corporation
- M1 Global Services
- Memphis Redbirds Stadium
- United States Department of Defense
- United States Immigration & Customs Enforcement
- United States National Park Service

eOn Management

- David Lee, Chairman and Chief Executive Officer
- Steve Bowling, Chief Financial Officer
- Jack Dienno, Vice President of Channel Sales
- Keith Nansteel, Director eQueue Sales
- Jim Taylor, Director Millennium Engineering
- Gary Schaefer, Director eQueue Engineering