



## Company Fact Sheet

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### 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. In February 2000, Cortelco Systems became a public company and changed its name to eOn Communications Corporation.

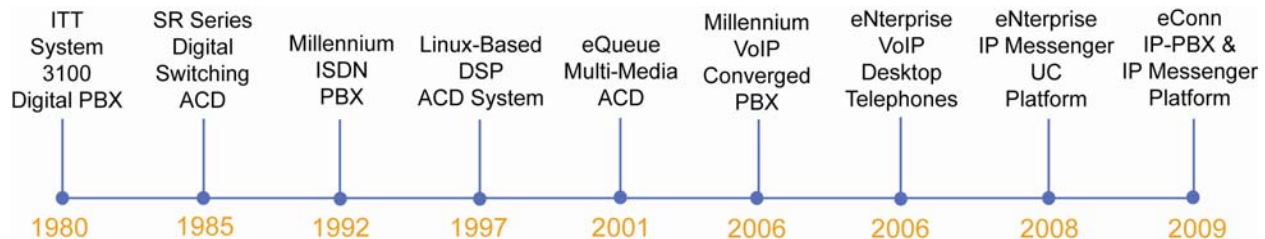
Today, eOn is a global provider of innovative converged communications solutions. Backed with over 100 years of telecommunications experience and engineering excellence, eOn is focused on delivering proven TDM and VoIP products and services for enterprises that will improve business performance and customer 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:** Corinth, MS; Kennesaw, GA; Beijing, PRC
- **Phone:** 800-955-5321
- **E-Mail:** [info@eoncc.com](mailto:info@eoncc.com)
- **Web:** [www.eoncommunications.com](http://www.eoncommunications.com)
- **Ticker Symbol:** NASDAQ: EONC
- **IPO Date:** February 2000
- **Number of customers:** More than 20,000
- **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***

The [eConn IP-PBX](#) provides enterprises with a highly scalable, feature-rich communications system designed to support businesses from 10 to 1,000 users. The system is built on commercial off-the-shelf (COTS) hardware and the Linux OS utilizing industry standard SIP VoIP and TDM technologies. eConn provides enterprises PBX capability plus a range of applications including unified communications, voice messaging, auto-attendant, ACD and wireless connectivity. Desktop appliances include eOn's eNterprise 7000 Series IP Telephones, audio conferencing units, analog sets and 3rd party SIP-compliant devices comprised of softphones, desktop phones, Wi-Fi and IP DECT wireless handsets. Operating across virtually any LAN/WAN infrastructure, the eConn provides seamless IP networking allowing for full feature transparency within distributed environments by supporting networking standards such as IP-QSIG. The system's flexibility and breadth of features ensure the needs of all organizations are met by protecting existing investments in traditional circuit switched technology while delivering all the advantages of a converged, Voice over IP (VoIP) infrastructure.

The [Millennium<sup>®</sup> Converged Communications Platform](#) is a robust IP-PBX system, designed for 25 to 500 users, that offers multi-site networking, advanced call control and messaging features, and supports a wide range of IP and digital desktop devices and applications. The highly adaptable programmability and modular architecture of the Millennium allows it to be configured in a variety of ways - PBX, IP gateway, hybrid, tandem switch, channel bank, protocol converter, or conduit for data and video. 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.

## ***Contact Center***

The [eQueue<sup>®</sup> Multi-Media 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.

## ***Unified Communications***

The [eConn IP Messenger](#) offers the industry's most robust unified communications platform that integrates presence, mobility and messaging with eOn's eConn, Millennium and eQueue communications platforms. It provides today's enterprises and contact centers with a suite of applications comprised of voice messaging, unified messaging, fax services, instant messaging, CTI functionality, mobility and presence solutions. Using state-of-the-art text-to-speech and speech recognition technology, the IP Messenger ensures access and utilization of all of your messaging and scheduling utilities is only a phone call away. Aimed at improving relationships and interactions between employees, customers and suppliers, the eConn IP Messenger makes it possible for you to manage your communications anytime, anywhere from any device.

## **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, Inc.
- Coach-Net
- Collections Etc.
- Con-Way
- Corona Norco Unified School District
- Disney's Celebration School
- Father Flanagan's Girls & Boys Town
- Federal Aviation Administration
- FulCircle Inc.
- Hot Topic
- Integrated Messaging Incorporated
- Intercall
- Lillian Vernon Corporation
- Los Angeles Dodgers Stadium
- Julie, Inc.
- Massachusetts Institute of Technology
- Meadows Credit Union
- Memphis Redbirds Stadium
- Midco Call Center Services
- Mission Pharmacal
- NAV Canada
- New York Road Runners
- Pronto Connections
- Rockhurst University
- Sacramento City Unified School District
- Specialized Association Services (SAS)
- Small Business Administration
- St. Cloud Area School District
- St. Paul Public Schools
- Taction Incorporated
- Tata Motors
- TTC Marketing Solutions
- U-HAUL
- United States Army
- United States Air Force
- United States Coast Guard
- United States Department of Defense
- United States Department of Treasury
- United States Immigration & Customs Enforcement
- United States Military Academy at West Point
- United States National Park Service
- United States Army Southern Command (SouthCom)

## eOn Management

- James W. Hopper, Chief Executive Officer and Director
- Lee M. Bowling, Chief Financial Officer
- Robert Schnabl, Chief Operating Officer
- Steve Swartz, Vice President of Sales
- Keith Nansteel, Director eQueue Sales
- Jim Taylor, Director Millennium Engineering
- Gary Schaefer, Director eQueue Engineering