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Aptela and TalkScribe Join Forces to Improve Small Business Productivity with Voicemail Transcription

Voice-to-Text Company Teams with Leading Provider of Hosted VoIP Services to Help Small Businesses Better Manage Business Communications

Herndon, Va., February 23, 2010 — Aptela, a leading provider of hosted Voice over IP (VoIP) solutions for small and medium-sized businesses, today announced integration with Line1 Communications' TalkScribe Voicemail Transcription Service, which will allow Aptela customers to save time and money, while speeding up the response time to inbound voicemail messages.

Small businesses can now have their voicemail messages quickly and accurately transcribed and delivered to their email inbox and/or mobile handset. Whether on the move, in a meeting, on the phone or in the office, messages can be quickly scanned and acted upon.

"Our small business customers are busy people who don't always have the time or opportunity to maneuver through numerous voicemails," said Jackie Funk, Director of Marketing for Aptela. "Line1's TalkScribe solution enables our customers to cut to the chase and manage their messages more effectively."

The combined TalkScribe/Aptela solution helps small businesses:

- **Read and Listen to Voicemail** – Aptela offers its customers the ability to receive voicemails as emails with audio files (.wav or .mp3 format) attached. Aptela's integration with TalkScribe delivers these emails with readable transcriptions providing the opportunity to utilize the most effective medium to stay in touch.
- **Review Messages on Their Handhelds** – The service is compatible with smartphones such as the Android®, iPhone®, BlackBerry® and Treo™, as well as with laptops and desktop computers.
- **Save Time and Expedite Follow-up** – Voicemail content can be quickly scanned and calls requiring immediate attention can be easily identified. Furthermore, because an individual can now read each message, users will never again have to sit through idle chit-chat to get to the critical point in a particular voicemail.



- **Enhance Employee Productivity** – There is no need to take notes from a voicemail because the transcribed messages can be sorted, cut, pasted, forwarded, printed, and/or archived. Transcriptions can be copied and pasted into CRM systems or configured to trigger tickets in email based helpdesk systems. Common search tools can also be used to identify specific content.
- **Add a Virtual Secretary** – The voice-to-text technology gives employees a virtual secretary. Individuals can even leave voicemails for themselves to quickly dictate emails and memos for filing and/or forwarding.
- **Retain Important Information** – By receiving voice-to-text messages right in an inbox, individuals can quickly retain and archive important messages.

The TalkScribe service is available immediately to all Aptela customers. Integration and configuration of the service takes less than 10 minutes.

“We believe that our service speaks best for itself,” said John Fabrega, President and CEO of Line1 Communications. “Our service, in conjunction with Aptela’s Business VoIP phone service, is transforming the way businesses communicate. We are very pleased to partner with Aptela to provide voice-to-text transcription to small businesses nationwide.”

All new and existing Aptela customers are eligible for a free trial of TalkScribe. Existing customers that would like to sign up for a free TalkScribe trial should visit www.aptela.com/voicemail-to-text. If you’re currently not an Aptela customer and would like more information about our Business VoIP service and Line1’s TalkScribe voicemail-to-text transcription service, please contact an Aptela VoIP Specialist at 800.994.4496.

About Aptela

Aptela is a leading provider of enterprise-class hosted Voice over IP (VoIP) solutions for small- and medium-sized businesses (SMBs). Aptela’s Software as a Service (SaaS) business model provides SMBs with a reliable, secure and affordable telephony solution — a valuable alternative to costly internal PBX systems. Aptela’s flexible applications are designed to be fully integrated into the workflow of today’s distributed and mobile workforce. Unlike traditional telephony that is tied to a physical location, Aptela’s features can be accessed — anywhere, anytime — through the Internet, traditional wire-line or cellular networks. Aptela was recently recognized as a 2009 Deloitte Technology Fast 500 company with a #78 ranking overall and a #15 ranking amongst telecommunications/network providers. The Fast 500 program ranks the country’s fastest growing technology, media, telecommunications, life sciences and clean technology companies in North America. For more information, visit www.aptela.com or follow us at www.twitter.com/aptela.



About Line1

Line1 Communications, Inc., headquartered in Tallahassee, Florida, has been serving clients in Florida and throughout the United States since 1995. Line1 offers comprehensive answering, messaging, and information services including: Unified Messaging, Find-Me/Follow-Me, Conference Calling, Fax-to-Email, Fax Broadcasting, Voice Broadcasting and Email Broadcasting services.

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