



Worldwide Voice



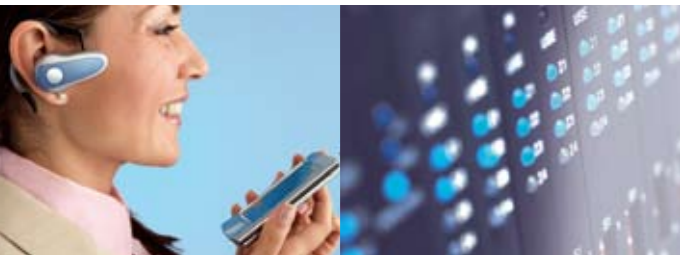
“When words meet, people meet.”

Alfred Rademacher, Aphorist



“We shouldn’t try to predict the future but rather to make it possible.”

Antoine de Saint-Exupéry, Writer



Great minds recognized centuries ago that spontaneously occurring events can influence and determine the outcome of a previously planned course of action.

Basis Audionet found their corporate purpose thanks to such an event. Founded in 1967 as “Basis Dienstleistungsagentur”, and having developed a proficiency in corporate branding, they received an opportunity to develop their own product branding concept when granted an assignment by a major telecommunications

enterprise. Adding “Audionet” to their name, the company now became known as a telephony and telecommunications service provider.

The company took over and completed a product development project for the ATLAS Corp. in the USA, which gave rise to a corporate subsidiary located in Horsham, PA. The employees at this location successfully concluded the development of the SARU (Switched Audio Response Unit), an access technology for voice mail and other

telephony applications. That technology was subsequently implemented in the German market. Very soon thereafter, the company took charge of related support services which were divided into three core areas:

- Technical development and production
- Support and value-added services
- Call center services

Basis Audionet experienced expansive growth in the period to follow. Their range of services now encompasses the latest leading-edge tech-

nologies including Voice over IP (VoIP) and speech recognition applications.

The entire company has a few hundred employees on average. Basis Audionet GmbH is owned by the financial holding company Avantaxx AG.



“Spontaneity should never be left to chance.”

Stefan Schütz, Commentator

Their prevailing multi-faceted business philosophy is comprised of an unconventional approach to technical development, the creativity of our solution designers, and their constant willingness to take on new challenges.

Their mission is to offer clear, practical and technically sound solutions to problems, no matter how complex they may appear. Precision and perfection in execution result in a quality of performance ensuring their prolonged and prominent position in the telecommunications sector.

Drawing upon vast history of successes and expertise, Basis Audionet is your

esteemed telecommunications partner of choice. Eminently qualified as your solutions provider, we have cultivated business alliances including Carriers, ISPs/vISPs (Internet Service Providers/Virtual Internet Service Providers), MSOs (Multi System Cable Operators) and MVNOs (Mobile Virtual Network Operators).

When searching for optimal solutions, we repeatedly make conscious effort to utilize spontaneity as part of their plan. This will ensure Basis Audionet achieves truly innovative and effective results with each undertaking.

“Every vision has its time.”

Lisz Hirn, Philosopher



Basis Audionet staff and management are committed to its mission to offer clear, practical and technically sound solutions to problems, no matter how complex they may appear. Basis Audionet defines itself as a partner and provider to compete with the best in the market and to consistently and reliably live up to the increasingly sophisticated customer requirements.

Basis Audionet aims to remain at the cutting edge, anticipating the future whilst making sensible use of today's technology.

With a unique business vision incorporating unconventional methodologies and the highest quality standards they stand poised to deliver an un-paralleled level of satisfaction.





“I can because I will what I must.”

Immanuel Kant, Philosopher

Basis Audionet’s areas of specialization include development, consulting, integration and billing. Working in close cooperation with consultants and other partners, Basis Audionet leads the participating

partner project teams and provides them with results-oriented guidance. The combined expertise of specialists from different fields ensures that optimal results will be achieved in each endeavor.

Broadband Telephony



IP-based telephony – Voice over Internet Protocol (VoIP) – has emerged as a standard rapidly gaining widespread acceptance. Providing services for a major German DSL reseller, Basis Audionet was able to prepare the ground for outstanding success in the development of their DSL division,

resulting in the provisioning of more than 250,000 accounts within the first twelve months of operations. Another success story that goes to show that anybody with a vested interest in the future of telephony cannot do better than Basis Audionet for their partner of choice.



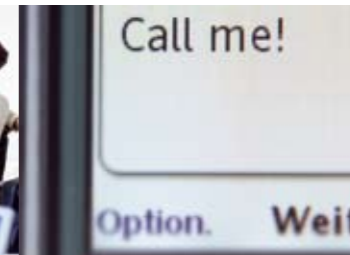
You have certainly already spoken with us ...

The party you wish to speak with is not available; therefore you leave a message on their voice mail. Consequently, you are then familiarized with part of the services provided by Basis Audionet. From conventional voice mail to video mail and VoIP

systems we offer a full range of complex development, integration and operational solutions and services for the telecommunications industry. Ancillary administration and billing processes enhance their fulfillment of these technical solutions.



Letting telecommunication providers speak up



Conferencing and value added services enable significant increases in usage-based minutes generated for telecommunication providers. Implementation of such services has allowed Basis Audionet to achieve an aggregate annual volume of more than

30 million minutes and more than 20 million calls for one major German provider. Additionally, these accomplishments naturally led to this provider utilizing Basis Audionet's expertise for their call centers.

We have a relationship with our customers

Conversation is the basis of any relationship. What is true of the private sphere is equally applicable to your customers.

Attributed to a broad pallet of customer management solutions, they guide more than 7 million customers through the entire cycle, from customer recruiting to customer retention, customer care, and, if necessary, customer recovery.

One of their primary focuses is on products that require a great deal of explanation. Since optimally trained personnel are a requisite resource in such cases, they employ a few hundred full-time staff who are constantly given advanced seminars by our in-house training and coaching team. This ensures that all of the inbound support calls will result in effective resolution to all customers' queries.



Correctly addressing your customers



Only a properly managed database will guarantee the complete success of your direct marketing and sales activities. Basis Audionet will support you in building and maintaining your own customized marketing database. Enabling you to analyze your customer and prospect data with a

goal toward achieving a precise match to your objectives. Our phone based address optimization will help you evaluate this data from a sales specific perspective, resulting in successful implementation of your direct marketing initiatives.

Numbers – because success can be measured

Basis Audionet is active on two continents. With over 25 years of experience and more than 300 staff members, they currently process more than 10 million calls with an aggregate total of 20 million minutes each day; not to mention over 7 million mailboxes accesses. The Customer Management

Division supports over 7 million customers and receives up to 30,000 inbound calls daily.

The facts and figures are convincing: a solid foundation and experience you can build on.



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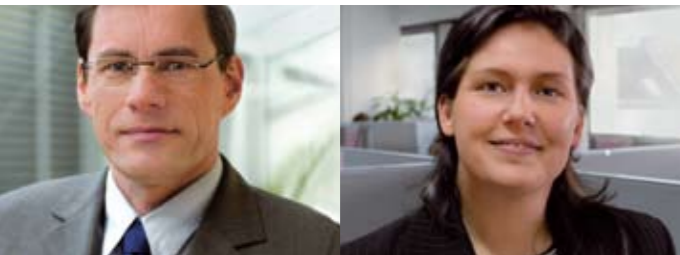


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**„Communication can make
you review your views.”**


Ernst Reinhardt Ph.D., publisher and aphorist



1 Rüdiger Kaun, CEO

2 Maren Piepke, head of Customer Management





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