

Contact Centre Signs Deal With North America's Fifth Largest Cable Service Provider

St. Catharines, Ontario, September 9, 2005 – NuComm International has been selected by one of North America's largest cable companies to provide complete contact center services. While it is not NuComm's policy to identify its clients or contract details, the undisclosed cable company serves customers in 31 states and Puerto Rico, with analog and digital video services, high-speed Internet access, plus several other advanced services over its broadband networks.

NuComm is excited to have this company as part of its growing list of clients and has signed an agreement to provide full customer care support, including billing inquiries and payments from existing accounts. The new program is expected to be launched at NuComm's head office in St. Catharines, Ontario.

With the addition of its new client, NuComm is expected to receive an average of 6,000 calls per day with a contract value in excess of \$5 million in annual revenue. "Depending on the market conditions and our client's offerings, those figures are likely to increase," said Clive Woodrow, NuComm's Vice President of Client Services.

About NuComm

Named one of *Canada's 50 Best Managed Companies*™ in 2001, NuComm has grown to become the largest privately-held Canadian provider of customer relationship management and contact centre services across the continent. Owned and operated by a team of experienced Canadian contact centre professionals, the company is among the few contact centres operating in an ISO 9001:2000 quality-managed environment.

A leader in the North American contact centre industry, NuComm provides technical and service support, customer care and billing, data management and customer self-service programs. Clients include some of the best-known companies in the financial, cable, media & entertainment, and telecom sectors, from small and mid-sized businesses to Fortune 500 multi-nationals across the globe.

Driven by continuous innovation, NuComm offers a wide spectrum of products and services, including its highly successful OnCall™ pay-as-you-go service and Automated Voice Services business application. Truly a Canadian success story, NuComm has distinguished itself as one of the premier enterprises in the highly-competitive global contact centre industry.

In addition to its new Chatham-Kent operations, the company has branched out with other call centres operating in St. Catharines, Owen Sound, Brockville, Sault Ste. Marie, Cobourg, Temiskaming Shores, Oromocto, New Brunswick, Manila and the Philippines.