



ASX\Media Announcement

Sirius to provide VOIP solution to AGL

Thursday, 16 June 2005

Sirius Telecommunications Limited (ASX: SIU) today announced that it had secured a contract for the supply of telephony using Voice Over Internet Protocol (VOIP) technology for AGL's new Sydney-based headquarters in a transaction worth more than \$2 million.

Sirius' IP telephony solution utilises the technology provided by US-based Avaya Inc. to allow businesses to integrate voice and data networks. Businesses like AGL can then centrally manage their network, making it a simpler, cost effective and readily accessible solution. AGL plans to use this solution to virtualise their call centres over a VOIP-ready network.

AGL is Australia's largest retailer of electricity and gas and currently operates multiple call centres employing approximately 500 people. This project is expected to result in a significant increase in productivity at AGL. It will enable the company to improve the experience of its own customers by providing a more seamless solution to their telephony needs. The virtualisation project provides opportunities for load sharing, allowing AGL's customer service representatives to support all customers irrespective of their geographic location.

AGL's CIO, Cesare Tizi, noted that Sirius was chosen for its innovative designs using Avaya technology and that Sirius is a company large enough to deliver yet small enough to be responsive to AGL's needs.

Sirius' newly appointed CEO, Ziggy Frankenfeld, said that he was delighted with the opportunity to work with AGL. "This contract reinforces the focus that Sirius puts on Avaya and promises to help AGL achieve future effectiveness."

Sirius will be implementing the rollout of the technology over the next few months and will be providing platform support for a minimum period of three years.

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