



ASX Announcement

ASX: DUB

6 August 2020

Dubber Announces Availability of Dubber Services for Cloud Call Recording and AI on Business Telephony and Mobile Services

- Unified Call Recording and Voice AI Services for Eligible Telstra Customers who sign up to Dubber Services
- Allows Unified Call Recording for Business IP Phones and Selected Mobile Services

Dubber Corporation Limited (ASX: DUB) (Dubber), the Unified Call Recording service & Voice Intelligence Cloud designed for service providers and businesses of any size, has moved from [early adopter program](#) to general availability for eligible Telstra customers who sign up to Dubber's services.

Dubber Unified Call Recording and AI-powered services provide multiple benefits to customers at a fraction of the cost of on premise solutions; removing storage, device, content and intelligence limitations.

Dubber services enable conversations to be automatically transcribed and stored in the cloud, with AI powered intelligence and reporting delivering insights and alerts on critical conversation elements such as sentiment, tone, keyword mentions and more. Voice data can be easily exported or connected via Dubber APIs to dashboards and Enterprise data storage, enabling voice data from any IP-device to be used alongside other data.

Dubber services advance companies' ability to address regulatory compliance obligations for compatible phones and eligible services, by recording and securely storing encrypted call records in the Dubber Voice Intelligence Cloud. Dubber also provides users the data and system of record to help improve customer service, sales and HR outcomes and easily integrate call records with other Enterprise applications such as CRM systems.

Steve McGovern CEO, Dubber:

"Dubber is recognised globally as a cloud platform designed to provide call recording in the same scale as a telecommunications carrier provides its services. For businesses, the platform delivers flexible use cases which suit the end user, for example, enabling recording of all calls for compliance or for individual calls on demand for convenience.

The Company is excited to be available in conjunction with eligible Telstra services. Dubber's vision is to:

- get recordings and insights where they may have been difficult or impossible in the past, such as mobile recording to address compliance mandates
- capture content rich data, voice data and enable voice intelligence and insights
- democratise call recording and AI by making it available and affordable for individuals and small businesses, as well as catering for the largest of enterprises

We believe that, in a relatively short period of time, customers will come to expect voice intelligence to be available as a standard feature of a telephony service whether that be transcriptions, voice commands or limitless insights from AI applications. In the current social and economic climate, businesses which are not currently able to replicate their contact centre capability as their agents work from home, can now enable recording and AI insights.

Even more crucially, as future Business Continuity Planning (BCP) becomes paramount, Dubber's services can sit at the core of businesses without the need for extensive scoping, in-depth project planning or large capital expenditure. The service can simply be enabled, capturing voice data across the eligible services for the whole business, as required and enabling integration into compatible business systems such as CRM and workflow management systems.

This means eligible customers can sign up with Dubber and unlock the power of voice data through call recording on eligible Telstra services. Businesses of any size can activate Unified Call Recording for eligible services and compatible business desk phones and mobiles, easily satisfying requirements such as compliance and the need for intelligence from voice data.

Dubber call recording is ready to be enabled now; Telstra customers with the following services can contact Dubber directly for additional information.

- Telstra Liberate, an industry leading fixed-mobile convergence (FMC) solution which natively integrates Unified Communications and Collaboration (UC&C) + Mobile service
- Telstra IP Telephony (TIPT), a cloud collaboration service that offers a complete UC solution for medium to large enterprise customers. TIPT supports a range of communications including IP voice, video conferencing, mobility, presence, collaboration and unified messaging
- Telstra SIP Connect, a service that allows customers to retain in-place legacy systems over an IP infrastructure

Call recording and AI services can be enabled for existing TIPT, SIP Connect and Liberate customers or pre-ordered for new customers.

This ASX release has been approved for release to ASX by Steve McGovern, CEO & Managing Director.

About Dubber:

Dubber is unlocking the potential of voice data from any call or conversation. Dubber is the world's most scalable Unified Call Recording service and Voice Intelligence Cloud adopted as core network infrastructure by multiple global leading telecommunications carriers in North America, Europe and Asia Pacific. Dubber allows service providers to offer call recording for compliance, business intelligence, sentiment analysis, AI and more on any phone. Dubber is a disruptive innovator in the multi-billion dollar call recording industry, its Software as a Service offering removes the need for on premise hardware, applications or costly and limited storage.

For more information, please contact:

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