

Press Release, 9 October 2003

Trio in an Agreement with the Swedish Prison and Probation Service, involving 8 000 connections

Trio has received an order via its partner, Dotcom Solutions AB, concerning the Swedish Prison and Probation Service. The order refers to the delivery of a complete call-forwarding system, with voice mailboxes for some 8 000 connections. Data communications and telecommunications for the Swedish Prison and Probation Service's 150 prisons, remand prisons and probation offices throughout Sweden are to be co-ordinated in a common network. The order also covers system training for telephonists and project support.

Trio PresentOffice 3.2 is a complete call-forwarding system, with strong integration with leading switchboard suppliers, in which some of the most sought after functions are voice-controlled forwarding, a qualified telephonist function, operator-independent mobile integration, dynamic corporate directory, advanced voice mailbox, integration with calendar functions and collected message handling. Trio PresentOffice 3.2 is designed for medium-sized and large companies, with the emphasis on user-friendliness and high operating reliability.

"Trio's solution gives the Swedish Prison and Probation Service a very efficient telephony system, which is secure for the future and can also be increased to include integration with mobile telephony", says Sverker Hannervall, President and CEO, Trio.

"A system as big as this requires very good co-operation between the suppliers. The deal has been made possible through the strategic co-operation between Trio, Alcatel and Dotcom functioning extremely well", says Mikael Ekman, Country Manager, Alcatel eND in Sweden.

"In this very complex system, Trio's products were an important component, and they were the ones that fitted best with the future requirements of the Swedish Prison and Probation Service regarding a call-forwarding system and voice-controlled forwarding", says Thomas Ericsson, District Manager, Dotcom Solutions AB in Linköping.

For further information, please contact:

Sverker Hannervall, President and CEO, telephone +46 (0)730-66 88 23

About Trio

Trio is a telecommunications company that develops call handling systems for companies, enabling them to improve both internal efficiency and customer service levels. Around 2,000 systems have been delivered in the Nordic region, mainly to large and medium-sized companies. Trio's customers include several of the leading mobile operators. Trio operates in Sweden, Finland, Norway and Denmark within two divisions. **Trio Mobile Office Division** offers products within *Trio Mobile Office* that includes a complete transition from fixed to mobile telephone. This is subscribed to as a service from mobile operators and can also be a part of Trio's integrated telephony. **Trio Enterprise Division** offers *Trio PresentOffice* that includes integrated telephony and advanced call and message handling and *Objecta TeleVoice* that includes solutions for call centre systems, interactive voice response systems and contact centre solutions. The Trio share is listed on the O list of the Stockholm Stock Exchange. For further information, please visit: www.trio.com