

Press release

DORO supplies Call Center

DORO the Lund-based telecommunications company, listed on the O-list (Attract40), of the OM Stockholm Exchange, has signed an agreement, via its distributor Syd Com, to deliver a further exchange to the new Telepass Call Center in Gällivare. Telepass already has two DORO Index-exchanges installed in Malmö and Växjö. The Telepass Call Center in Gällivare handles outsourced telephone traffic and this will include 7 million calls a year for Svensk Bilprovning (the Swedish Motor-Vehicle Testing Centre). Telepass has chosen Telia Finans to finance the new exchange platform in Gällivare.

Within 2 years Telepass AB will have around 300 agents alone in Gällivare. Telepass AB will be Sweden's fourth largest Call Center when Gällivare goes into operation during the autumn

The major part of the order will be delivered during Q3.

"DORO will become an even larger supplier of telephone exchanges in Sweden. We are currently seeing successes in the other Nordic countries as well as Switzerland. We are planning to start exchange activities at other Group subsidiaries," says Claes Bühler, DORO's CEO.

"DORO has a wide range of exchanges and we are looking ahead positively. We see a significant increase in call centres and the CRM (Customer Relationship Management) industry, and it is therefore pleasing that Telepass has chosen us for the third time. We will be launching new products in the autumn such as the DECT Office which will further strengthen our position," Says Martin Flensburg, in charge of exchange sales at DORO Sweden.

"We are very pleased with the sizeable expansion we have seen since the start of 1996. The company's rapid growth is mainly due to the high quality and competence of our staff, as well as that of our associates. DORO's technical solutions have given us a technical competitive edge," says Anders Rydström, Svensk Telepass AB's CEO.

DORO will issue its Q3 report on 17 October.

More information about DORO can be found at www.doro.com

For further information, please contact:

DORO's CEO, Claes Bühler +46 46 280 50 61

DORO's CFO, Ingvar Karlsson +46 46 280 50 62

Martin Flensburg, in charge of exchange sales, DORO Sweden +46 46 280 50 86

8 September 2000

Lund, Sweden