Press release 13 December 2002

Trio and Icepeak sign cooperation agreement within voice enabled applications

About one year ago, Trio announced its decision to initiate activities in the field of ASR services (Automatic Speech Recognition). This initiative has since proved a success and, as the company now sees demand increasing in the market, Trio has decided to establish ties with a competent partner in this area with a view to strengthening its sales and delivery capacity. This decision also mirrors the overall strategy of Trio's enterprise division, i.e. to co-operate with partners within the areas of sales, delivery and development.

Based on the above, Trio and Icepeak have signed a cooperation agreement for voice enabled systems which means that the companies can offer their common customers the functions auto attendant and voice enabled referral together with Trio PresentOffice. The agreement regards sales in the Nordic region and entails a degree of cooperation in the handling of the companies' current customers.

Trio PresentOffice is the market's leading switch independent solution for call management and integration of fixed, mobile and IP telephony. Through Icepeak Attendant, the system becomes even easier to use. The person calling a company using Trio PresentOffice will be able to request to speak with a person or department simply by saying a name. The employees can also manage their referral by e.g saying, "in meeting, back at three", and Trio PresentOffice will thereafter redirect the employee's calls to an operator, voice mail or to someone else.

"Trio and Icepeak will cooperate in the Nordic region towards common partners. We have decided to technically integrate our products as they complement each other very well", says Thomas Doyon, President Trio Enterprise Division.

"Through the agreement we can focus more on our common businesses and guarantee that our products work together", says Tim Hansen, President at Icepeak.

Trio has previously developed Televoice ASR as a solution for voice enabled services wherever such qualified customer solutions are needed. TeleVoice ASR is integrated with Trio's technical platform TeleVoice CTI-server, which is used for IVR, call and contact centres.

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About Trio AB
Trio is a telecommunications company that develops call-handling systems for companies, enabling them to improve both internal efficiency and customer service levels. Almost 2,000 systems have been delivered in the Nordic region, mainly to large and medium-sized companies. Trio's customers include five of the leading Nordic mobile operators. Trio operates in Sweden, Finland, Norway and Denmark and develops three product families. *Trio PresentOffice* offers integrated telephony and advanced call and message handling. *Trio Mobile Office* enables a complete transition from fixed to mobile telephony and is subscribed to as a service from mobile operators. *Objecta TeleVoice* offers solutions for customer support mainly call and contact centre solutions, as well as automatic services, such as voice control and interactive voice response. Trio's shares are listed on the O list of the Stockholm Stock Exchange. For more information, please visit our web site at www.trio.com

About Icepeak
Icepeak is a Swedish company that develops and markets software for organisations dialogues, especially within the area of speech recognition. Today Icepeak is one of the leaders of speech recognition systems with approximately 20 completed voice enabled projects. For more information: www.icepeak.se