



ASX Announcement  
ASX: DUB

25 March 2020

## Dubber and Verizon align to add Call Recording and Artificial Intelligence (AI) Service into Verizon Virtual Communications Express (VCE)

### Highlights:

- Dubber and Verizon complete Master Service Agreement for the supply of Call recording and Artificial Intelligence (AI) as a service
- Dubber Platform as a Service is now available via the Verizon [Virtual Communications Express \(VCE\)](#) solution that includes Webex Calling
- Dubber platform provides an immediate solution for compliance recording, business intelligence and insights for Verizon VCE customers; a key business feature in a 'work from home' economy

Dubber Corporation Limited (ASX: DUB), the cloud call recording service designed for service providers, is pleased to announce that it has signed a Master Services Agreement (MSA) with Verizon to incorporate its Call recording and Artificial Intelligence (AI) as a service solution into [Verizon Virtual Communications Express \(VCE\)](#).

Verizon customers using VCE will now be able to access the following new features with eligible services:

- Call recording options ranging from On-Demand recording for individual calls through to compliance and regulatory capabilities with extended features and storage
- Data Capture capability which transcribes the calls into useable data
- Artificial Intelligence options enabling insights on calls for improved business performance
- Productised API (Application Program Interface) enabling Enterprises to integrate every aspect of the platform, including the recorded calls and data in its own applications, such as CRM and other Business Intelligence tools=
- The service is delivered as a feature embedded into the current Verizon service offerings and does not require capital expenditure, project planning or any additional hardware
- In an economy where distributed workforces and 'working-from-home' are becoming more prevalent, this service enables key business features to be managed centrally whilst being instantly accessible globally on any device

Steve McGovern, CEO Dubber:

"The completion of the agreement comes at a time where the requirement for Cloud and Unified Communications has never been so important, given the capacity to provide carrier grade services to a disparate workforce including those with 'work from home' mandates. This agreement enables Verizon to deploy services, sourced directly from Dubber, to any of its networks or service offerings as required."

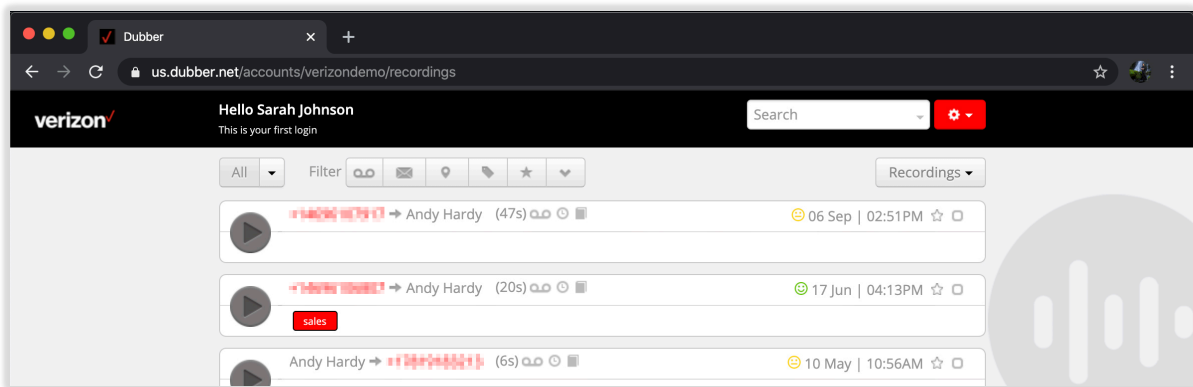
“Verizon is a leader in Unified Communications and the Verizon branded ‘Dubber’ services are available now with existing users connected at the outset. Verizon is regarded as one of the most influential and innovative telecommunications companies in the world and we are very proud to have the Dubber call recording platform integrated as a critical value-added service. As one of America’s largest fixed line and mobile operators, we believe our relationship with Verizon will open a path to more ubiquitous call recording, data capture and AI services on a variety of Verizon services moving forward.”

About Verizon [Virtual Communications Express \(VCE\)](#)

Verizon Virtual Communications Express (VCE) is cost effective, cloud-based communication solution which provides enterprise-level features including feature rich, end-to-end business phone system solutions, including Webex Calling. It is ideal for businesses of all sizes from mid-size to enterprises, with local, national or global outreach and removing the need for multiple service providers in different regions via a single unified communications platform. These solutions are available in over 25 countries.

VCE customers will now be able to enable call recording for their users immediately via white-labelled Dubber applications (shown below) with the initial customers already recording on the Dubber platform. Additional services will be launched over the next two months including Dubber Artificial Intelligence (AI) options.

Verizon VCE customers can switch on the service today by simply contacting their Verizon Account Manager or through Verizon Sales channels.



**About Verizon:**

Verizon Communications Inc. (NYSE, Nasdaq: VZ) was formed on June 30, 2000 and is celebrating its 20th year as one of the world’s leading providers of technology, communications, information and entertainment products and services. Headquartered in New York City and with a presence around the world, Verizon generated revenues of \$131.9 billion in 2019. The company offers voice, data and video services and solutions on its award-winning networks and platforms, delivering on customers’ demand for mobility, reliable network connectivity, security and control.

**About Dubber:**

Dubber is the world’s most scalable call recording service which has been adopted as core network infrastructure by multiple global leading telecommunications carriers in North America, Europe and Asia Pacific. Dubber is a disruptive innovator in the multi-billion dollar call recording industry, its Software as a Service offering removes the need for hardware, productisation or capital expenditure.

As the telecommunications sector moves towards Cloud services, Dubber has been integrated as the call recording and data capture service for Cisco Systems’ Cloud telecommunications infrastructure across service provider and business enterprise sectors.

Dubber provides the opportunity for the capture of voice data across these networks enabling further monetising opportunities, in addition to regulatory compliance, in the areas of analytics, artificial intelligence and 'Big Data' - expanding the potential market for call recording to every phone.

Revenue from this agreement is dependent on take-up of the services

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