

- PRESS RELEASE -

SINGULARITY GOES LIVE ON ISDN2 WITH UNIVERSAL UTILITIES

One of the first UK providers to achieve milestone

Manchester, United Kingdom - 9 February 2009

[Singularity](#) today announced it is one of the first companies in the UK to bring a customer live on ISDN 2 on the Openreach EMP platform. Openreach is the organisation created in 2005 to sell wholesale line services to all communication providers in the UK. Singularity commenced placing ISDN2 orders today for their customer Universal Utilities using the [Singularity WLR3 solution](#). Singularity was part of a select group of vendors asked by Openreach to participate in a pilot launch of the new ISDN2 service. This achievement is of huge interest in the telecommunications sector, as many UK communication providers have delayed migrating to the Openreach platform until ISDN2 services have been established.

In 2005 the UK's communications regulator OFCOM stipulated that BT must open up its wholesale services to independent providers such as Universal Utilities. In response, BT spun off its wholesale arm into a new company called Openreach, to provide a 'level playing field' to all Telco providers in the UK who want to buy and sell phone services to business and private customers. However, before they can access these new services the independent operators have to be able to link their internal ordering systems to Openreach using a new standard called Wholesale Line Rental 3 (WLR3). [WLR3](#) already enables providers to access standard PSTN and ISDN30 lines, but the opportunity to order ISDN2 lines is of much greater interest to communication providers. [Singularity](#) and Universal Utilities are among the first to actually connect live to the ISDN ordering service.

"Being one of the first to connect for ISDN 2 is a huge achievement, as it signals that [WLR3](#) is now complete" said [Dr. Robert McGarry, Director of Telecommunications](#) at [Singularity](#). "We're proud to again be at the front of the pack in adding service capabilities to the [WLR3](#) offering, and we'd like to congratulate our colleagues on the Universal Utilities team on this joint success".

About Singularity:

[Singularity](#) is a specialist in applying [Business Process Management \(BPM\)](#), [Case Management](#) and [Workflow Software](#), to key [Telecommunications](#) processes, including [WLR3](#). With 240 staff and offices in Derry, Belfast, New York, London, Singapore and Hyderabad, Singularity helps organizations automate their business processes to make them more efficient and productive. Singularity provides a range of pre-built solutions to the Telco market for [WLR3](#), [Revenue Assurance](#), [Run Book Automation](#) and [Provisioning](#) as well as process re-engineering services and consultancy. For more information, please visit <http://www.singularity.us.com> or <http://www.singularity.co.uk>.

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