



**IP mobile messaging solution for public safety answering points integrates
AGENT511 and Acme Packet products**

AGENT511 delivers secure, location-aware SMS/MMS messaging content with Acme Packet Net-Net® Application Session Controllers

MINNEAPOLIS, MN June 21, 2011 – AGENT511 is pleased to announce the integration of its NG-SMS Application Server with the Acme Packet Net-Net Application Session Controller (ASC). The solution is being presented at the National NENA Conference, Booth #1307. With this solution, next-generation, i3-compatible, public safety answering points (PSAP's) can now seamlessly and securely acquire and deliver text and multimedia messages over their IP telephony networks.

The AGENT511 NG-SMS platform is capable of terminating SMS and MMS short code messages over existing mobile carrier networks and creating standards-compliant, session-oriented SIP method message streams. With the Acme Packet Net-Net ASC, policies can be configured to route messages either geospatially or based upon the content. According to AGENT511 Managing Director Jay Malin, “integrating the NG-SMS Application Server with the Net-Net ASC not only offers our clients the ability to intelligently route and process multimedia messages, but also to secure the media before reaching their IP networks.”

The NG-SMS server and Net-Net ASC are delivered together by AGENT511. The solution can be scaled to the needs of a range of organizations—from a single contact center to an entire emergency services network. “AGENT511’s unique approach to injecting SMS/MMS content via Web 2.0 interfaces into the PSAP underscores the value of secure, standards-based IP

telephony networks controlled by an Acme Packet ASC,” said Mark Vella, Vice President of Business Development, Acme Packet.”

The solution can be deployed as a hosted, managed service and was designed for carrier-class performance. For more information, visit <http://www.agent511.com>.

About AGENT511

AGENT511 develops and markets interactive, two-way location-aware mobile phone messaging software solutions for public safety, utilities, and enterprises. Its suite of products includes self-service knowledgebase, broadcast notification, multimedia chat, and integrated messaging. Its customizable solutions are typically procured as a managed hosted service. AGENT511’s customers include major energy providers and public safety agencies.

About Acme Packet

Acme Packet (NASDAQ: APKT), the leader in session delivery network solutions, enables the trusted, first-class delivery of next-generation voice, data and unified communications services and applications across IP networks. Our Net-Net product family fulfills demanding security, service assurance and regulatory requirements in service provider, enterprise and contact center networks. Based in Bedford, Massachusetts, Acme Packet designs and manufactures its products in the USA, selling them through over 140 reseller partners worldwide. More than 1,350 customers in 105 countries have deployed over 12,000 Acme Packet systems, including 90 of the top 100 service providers and 32 of the Fortune 100. For more information, visit www.acmepacket.com.

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