

cablecom Invests in a New Internet Service Platform

futureLAB press release, October 27, 2002

To meet the growing needs of Internet users for broadband Internet via the cable television network, cablecom is investing in a new, sophisticated and powerful Internet service platform. After an intensive evaluation process, the contract has been awarded to futureLAB.

futureLAB has in-depth know-how in the area of design and implementation of complex and highly redundant data processing centers for Internet service providers. "This investment emphasizes our declared aim to expand the cable television network with the most modern technologies to the universal communication carrier. We have found in futureLAB an ideal partner in the area of Internet and with proven know-how." says Rudolf Fischer, COO of cablecom.

The technical concept is characterized by maximum efficiency and reliability. A central feature of the new platform is the high availability of the system. This is achieved by parallelization of the accessed computers, which enables the system to cope with a great rush of users well.

cablecom went online with the ISP platform tailored by futureLAB on October 27, 2002. The transfer of customer data from existing systems went smoothly. Without any disconnections for customers a few hundred thousand logins, mail boxes, websites, service points, address books, etc. were converted, summarized and migrated to the new platform. The project, including hardware, was implemented and delivered ready to use at a fixed price.

The new service platform replaces half a dozen older systems with a modular but highly integrated system. This new, strong foundation allows for the fast and efficient implementation of new services.

cablecom customers benefit from the latest technology features offered by the futureLAB platform via applications that have not yet been available worldwide at other Internet service providers:

- A "single login" for all services and applications.
- A user-configurable welcome page with thousands of news tickers, with the possibility to include individual parts of other websites, etc. This application is unique worldwide.
- Web-based file management with the option to exchange data with non-cablecom customers by a standard browser. This is possible by allocating disk space for each user.
- Virtual file server: a user may position the available disk space on his operating system Windows or Macintosh like a file server on the desk. Filing data is now as easy as local access.
- SMS alerts: in addition to sending SMS messages in different ways, it is also possible to redirect e-mails to mobile phones or to receive a notification upon arrival of messages.
- A state of the art webmail including secure data transmission to protect against unauthorized eavesdropping during transmission.
- An elaborate and integrated address book that allows the exchange of information with Palm PDAs. The address book combines e-mail addresses, mobile numbers for sending SMS messages and even allows a direct transfer from the electronic directory.
- In addition to the main account, a sophisticated account structure allows the user to create and manage further sub-accounts. For example, he can determine which services are allowed for a sub-account and how these services should be billed (prepaid or by invoice).
- The platform already meets all legal requirements on monitoring the post and telecommunications traffic.

The platform is technically based on the "Arteria" concept developed by futureLAB. Paralleled low-cost servers allow for extensive scalability, reliability and modularity. The management of the server farm is ensured by, among others, an install server that initializes a brand new machine fully automatically within five minutes and installs the entire operating system and application software.

futureLAB is a young engineering company specialized in developing software and systems in the area of Internet and telecommunication. Its headquarters are located in Winterthur. The company was founded in May 2000 by the former development crew -

with a well-known reputation in the industry - of the pioneer company "Internet Access". futureLAB has already developed an Internet service platform considered as groundbreaking among experts. With the implementation of the latest ISP platform at cablecom, two of the three large ISPs in Switzerland use a technology offered by futureLAB.

"The decision in favor of futurelab's platform by cablecom demonstrates that good and innovative Swiss solutions can win in a competition against large international engineering companies in the area of software." says Matthias Aebi, CEO of futureLAB.

About cablecom

cablecom is the leading multimedia and communications company in Switzerland with approximately 1.5 million customers and 1'700 employees. As a multi service provider cablecom offers solutions in the areas of cable TV, analogue and digital radio, broadband Internet, consumer electronics, and business applications. As a member of the European NTL group cablecom is also active beyond Swiss borders. NTL Europe operates networks in France, Switzerland, Germany and Sweden. The company's strategy is to build Europe's largest broadband network and to directly provide its users with a variety of services at low price level: TV, broadband Internet and telephony. NTL Europe has already reached nearly seven million households with the networks of its subsidiaries. Among them four million are cable TV, Internet and telephony customers.

<http://www.upc-cablecom.ch/>

About futureLAB

futureLAB specializes in developing software and systems in the area of Internet and telecommunications. The company was founded in May 2000 by former employees of Internet Access AG, one of the first and leading Internet service providers in Switzerland. futureLAB considers itself as a think tank for developing new product ideas in the area of Internet communication, but also offers its know-how within the scope of consulting mandates. Its headquarters are located in Winterthur.

<http://www.futurelab.ch>

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