



Harris Corporation Selects Callfinity for Census Call Center Systems

PITTSFORD, NY, and MELBOURNE, FL, January 6, 2009 – Callfinity Inc, the leading provider of easy-to-use contact center systems, announced today that they have been awarded a contract by Harris Corporation (NYSE:HRS) for an undisclosed sum to provide contact center systems and hosted services in support of the 2010 Decennial Census. Callfinity's ContextIP contact center suite will be provided on a hosted basis as part of the Census Field Data Collection Automation (FDCA) program.

Traditionally, Census field data collection was handled primarily through paper address lists, maps and questionnaires. For the 2010 Census, the Census Bureau plans to use automated systems to directly capture information, reducing the need for paper-based processing while increasing operational efficiency and improving accuracy. The FDCA program provides advanced, automated systems that deliver data to the Census Bureau's computing systems in near real-time for integration with other data sources.

Callfinity will be providing a cloud-based, hosted Automatic Call Distributor (ACD) and Interactive Voice Response (IVR) system for Census personnel in support of the FDCA program. Enumerators at local census offices will connect, through Callfinity's systems, to local census offices, national overflow centers, and census headquarters based upon business rules established by administrators.

Harris selected Callfinity for this program because their systems were the easiest to use, most flexible, and provided the lowest total cost of use over their competitors. By using these hosted systems, Callfinity will enforce the business rules Harris establishes for routing calls to the help desk while providing invaluable data for improving the efficiency of FDCA and future programs.

Specifically, Callfinity's ContextIP product will be used to answer telephone calls, route callers appropriately based upon caller input, schedules, and other criteria, queue calls in an ACD, and deliver calls to Census staff based upon Callfinity's Prioritized Skill Routing™ and presence availability.

"We're proud to be providing this service for Harris Corporation in support of the Census Bureau's critical mission," said Michael Marlow, Vice President of Major Accounts at Callfinity. President and CEO Jeff Valentine adds, "Callfinity has become known in the hosted contact center industry as the easiest platform to use for this type of work. In addition, we're able to be very flexible with our customers and offer lower priced services than many of our competitors. As a result, I expect we will continue to grow aggressively despite the vacillating economy."

Callfinity's full suite of products includes a multimodal ACD platform for queuing and routing inbound telephone calls, chat sessions, emails, and faxes to call center agents; a modular IVR system for automated assistance and web services support; a voice and screen recording system for quality management and training; a complete CRM system designed for use in contact centers; an automated outbound dialer module with predictive, progressive, and automatic dialing capabilities; and a full featured VoIP PBX. All of Callfinity's products include web-based, real-time dashboards, reports, and full integration



with existing contact centers' technology. The Callfinity modular suite is available as both an on-premise system and as a hosted service.

ABOUT CALLFINITY®

Callfinity provides the easiest to use telecommunications software, systems, and services to contact centers, service providers, and enterprises. Since 1999, over 260 customers in six countries around the world have selected Callfinity's on-premise equipment and hosted services. For more information about Callfinity, please visit Callfinity's web site, www.callfinity.com, or contact Robert Kostin at (877) 897-2962 x 8128 or +1 585 278-1940. Callfinity is a registered trademark of Callfinity, Inc.

ABOUT HARRIS CORPORATION

Harris Government Communications Systems Division conducts advanced research studies, develops prototypes, and produces and supports state-of-the-art, assured communications™ solutions and information systems that solve the mission-critical challenges of its military and government customers, while serving as the technology base for the company's diverse commercial businesses. Harris Corporation is an international communications and information technology company serving government and commercial markets in more than 150 countries. With headquarters in Melbourne, Florida, the company has annual sales of over \$3 billion and more than 13,000 employees — including 5,500 engineers and scientists. The company's four operating divisions serve markets for government communications, RF communications, broadcast communications, and microwave communications. For more information, visit www.harris.com.

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Forward-Looking Statement

This press release contains forward-looking statements that reflect management's current expectations, assumptions and estimates of future performance and economic conditions. Such statements are made in reliance upon the safe harbor provisions of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934. The company cautions investors that any forward-looking statements are subject to risks and uncertainties that may cause actual results and future trends to differ materially from those matters expressed in or implied by such forward-looking statements. Statements about the expected value of the program to Harris are forward-looking and involve risks and uncertainties. Other factors that may impact the company's results and forward-looking statement may be disclosed in the company's filings with the SEC. Harris disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.