

BROADVIEW NETWORKS SEES DRAMATIC IMPROVEMENT IN CALLING NAME ACCURACY AFTER SIGNING WITH TNS

10 January 2011 – Business communications service provider Broadview Networks is helping its customers log calls more effectively after signing up for Transaction Network Services' (NYSE: TNS) Calling Name Service (CNAM).

Delivering a highly accurate caller ID service has enabled Broadview to improve the communications services it supplies to the corporate and small business market. As a direct result of switching to TNS' CNAM service, fewer calls are being routed into Broadview's customer care call centers because of unavailable or incorrect CNAM responses, allowing the company to deliver an overall improved service experience to its customers.

Broadview, which already uses TNS' SS7, 800 Toll Free, and CLASS services, turned to TNS when it was time to renew its service agreement for a CNAM supplier.

"Broadview Networks has worked with TNS for the past seven years and we continue to be impressed with the high level of service they deliver. When it came time to revisit our CNAM database contract, we were delighted to learn that TNS had one of the largest and most extensive databases in the US, capable of meeting all of our stringent service requirements. Since going live with TNS' CNAM service, there has been a noticeable reduction in the number of calls into our customer care center as we have improved the quality of our caller ID service," said John Carr, Senior Vice President of Broadview Networks.

Broadview Networks is a network-based business communications service provider, delivering local and long distance voice communications, premises-based and patented hosted VoIP systems, traditional telephone hardware, high-speed Internet services and a full suite of managed services.

Dan Dooley, President and General Manager of TNS' Telecommunications Services Division, said: "We are extremely proud of our CNAM service, which is one of the most accurate and reliable name delivery services available.

"We have achieved this reputation by ensuring continued investment and setting up market-wide reciprocal agreements to guarantee that authoritative telco data is delivered, meaning more accurate names are available for delivery to caller ID displays. This commitment to authoritative telco data also reduces the associated customer service issues that can result from unavailable or incorrect data responses."

TNS' CNAM service offers communication service providers the ability to deliver accurate caller ID information for virtually all calls nationwide. TNS hosts and accesses data sourced from the provisioning operator, the definitive source for accuracy. This commitment to data integrity contributes to subscriber satisfaction and helps shield customers from unwanted call center activity.

TNS operates the largest, independent SS7 network in North America, providing network, database and next generation services to over 700 telecommunications companies around the world. TNS provides services to 40 countries worldwide and can access virtually any SS7 legacy or IP network around the globe.

For further information about TNS log onto www.tnsi.com

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About Transaction Network Services

Transaction Network Services (TNS) is a leading global provider of data communications and interoperability solutions.

TNS' offers a broad range of networks and innovative value-added services which enables transactions and the exchange of information in diverse industries such as retail, banking, payment processing, telecommunications and the financial markets.

Founded in 1990 in the United States, TNS has grown steadily and now provides services in over 40 countries across the Americas, Europe and the Asia Pacific region, with our reach extending to many more. TNS has designed and implemented multiple data networks which support a variety of widely accepted communications protocols and are designed to be scalable and accessible by multiple methods.

For further information about TNS, visit www.tnsi.com. 'One Connection, A World of Opportunities'

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