



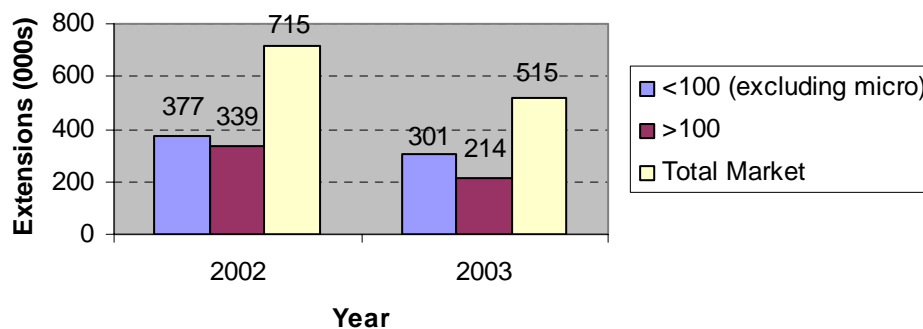
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News from MZA October 2004

Dutch PBX Market Progression

Dutch PBX / IP PBX Market



Market Development General

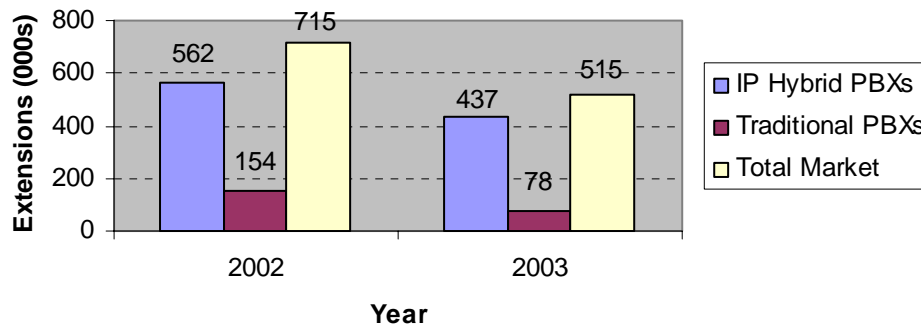
According to the latest research from MZA, the Dutch PBX / IP PBX market continued to contract in 2003, declining by 28% when compared with volumes in 2002. The strongest decline was seen in the market for systems with more than 100 extensions, which contracted by 37% in 2003, compared to a fall of 20% in the market for systems with less than 100 extensions.

A lack of confidence in the market during 2003 has contributed to the decline, as customers remain unwilling to invest at a time of continued market uncertainty. This is compounded by the fact that exceptional growth rates were recorded in previous years due to the Y2K phenomenon. The market is expected to continue the downward trend in 2004 and 2005, with a resumption of growth not anticipated until at least 2006.

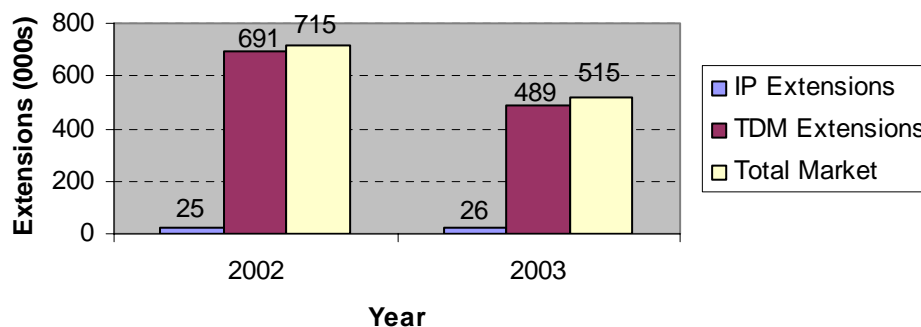
You can find more information in our report THE NETHERLANDS CORDED PBX / IP PBX MARKET, 2004 Volume

IP PBX Market

IP Hybrid v Traditional PBX Systems



IP Hybrid v Traditional PBX Systems



The advent of new IP converged solutions continues to impact the market, as more customers choose IP capable systems over the traditional (non IP capable) solutions. This ensures customers can adopt a migratory approach and is a way of future-proofing their communications system. Extensions sold on IP hybrid systems represented 85% of total extension sales in 2003 compared with 79% in 2002 and only 59% the year before that. Although customers are moving quickly towards IP hybrid systems, the actual deployment of IP extensions is, in contrast, still small, with IP extensions representing 5% of the total extensions market in 2003. This is up from 3% in 2002.

You can find more information in our report THE NETHERLANDS CORDED PBX / IP PBX MARKET, 2004 Volume. MZA also produces a Global Quarterly Report providing continued coverage of the Global PBX / IP PBX Market throughout 2004.