

Press Release

NTRsupport Receives *Customer Inter@ction Solutions*® Magazine's 2006 Product of the Year Award

NTRsupport Honored for Outstanding Innovation

Barcelona, January 17, 2007 — NTRglobal announced today that NTRsupport has received the 2006 Product of the Year Award from Technology Marketing Corporation's (TMC®) *Customer Inter@ction Solutions*® magazine (www.cismag.com). *Customer Inter@ction Solutions* has been the leading publication covering CRM, call centers and teleservices since 1982.

Used by over 7,500 corporations around the globe, NTRsupport is one of the fastest, easiest and most secure on-demand remote support solutions on the market. The software allows support professionals to create an immediate and secure connection between the support agent's computer and a user's PC or Mac, so the support staff can actually see what's on the user's screen in real time. This approach to providing IT support by delivering instant and personalized help, saves time and costs, and improves overall productivity.

"Given the tremendous popularity of *Customer Inter@ction Solutions* it's truly an honor to receive this award for NTRsupport," said Luis Font, President, NTRglobal. "Our strategy is to help our customers to deliver on-demand remote support that increases first time call resolution metrics, improves customer service, and increases productivity for businesses of all sizes."

"*Customer Inter@ction Solutions* is proud to bestow NTRglobal with a 2006 Product of the Year Award. Each year, *Customer Inter@ction Solutions* magazine recognizes companies that have demonstrated excellence in technological advancement and application refinements," said Nadji Tehrani, Executive Group Publisher and Editor-in-Chief of *Customer Inter@ction Solutions*. "NTRglobal has proven they are committed to quality and excellence in solutions that benefit the customer experience as well as ROI for the companies that use them. I am pleased to honor their hard work and accomplishments and look forward to more innovative solutions from them in the future."

The Product of the Year Award winners for 2006 will be featured in the January and February 2007 issues of *Customer Inter@ction Solutions* magazine.

For more information about the 2006 Product of the Year Awards or any of the TMC media properties, please visit www.tmcnet.com.

About NTRglobal

NTRglobal is a leading global software company that empowers users with easy-to-use, complete, and secure remote control and support solutions. The company's software, available in on-demand and licensed models, helps businesses of all sizes better communicate and collaborate despite physical boundaries. Founded in 2000, NTRglobal has more than 7,500 customers worldwide and serves users in the automotive, consumer electronics, financial services, healthcare, manufacturing, retail, and technology industries.



About TMC

Technology Marketing Corporation (TMC) publishes four print publications: [Customer Interaction Solutions](#), [INTERNET TELEPHONY](#), [SIP Magazine](#) and [IMS Magazine](#). [TMCnet](#), TMC's Web site, is the leading source of news and articles for the communications and technology industries. Ranked in the top 2,600 sites in the world by [alexa.com](#)*, TMCnet serves more than one million unique visitors each month. TMC is also the first publisher to test new products in its own on-site laboratories, TMC Labs. In addition, TMC produces [INTERNET TELEPHONY Conference & EXPO](#), [The VoIP Developer Conference](#), [VoIP Demo](#), [IMS Expo](#) and [Call Center 2.0 Conference](#). TMCnet.com publishes more than 15 topical online newsletters. For more information about TMC, visit [www.tmcnet.com](#). (*alexa.com is an [amazon.com](#) company that ranks Web sites by their traffic levels. Neither alexa.com nor amazon.com is affiliated with TMCnet.)

TMC Contact:

Jan Pierret
+1 203-852-6800, ext. 228
jpierret@tmcnet.com

Company Contact:

Mikel Irizar, VP of Marketing
+ 34 93 445-0700
mirizar@ntrglobal.com