

# Transatlantic Video Conferencing Alliance Raises Quality and Lowers Prices

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Wire One Announces Agreement with Network-I to Jointly Market the GlowpointSM Videoconferencing Service and

Expand its Coverage in the United Kingdom

- Announces Lower Gateway-to-ISDN Pricing to Most European Cities -

HILLSIDE, N.J. and LONDON, U.K., September 4, 2003 – Wire One Technologies, Inc. (Nasdaq:WONE), a video communications service provider, announced an agreement with Network-I Ltd., a United Kingdom-based IT services group, to jointly market and expand the availability and pricing options for Wire One's award-winning GlowpointSM videoconferencing service in the U.K.

The agreement enables Wire One to provide a more competitive videoconferencing service across the U.K., with an initial focus on the London metropolitan area. Glowpoint service packages now start at \$899 per month, compared to initial Glowpoint pricing of \$2,000 per month for earlier service packages. Calls within the Glowpoint network, whether to Manchester or across the Atlantic, can be made for the same low price and with the same high quality as calls placed between Glowpoint-connected circuits in the continental U.S. Additionally, installation times for a Glowpoint circuit are now expected to be approximately six to eight weeks, compared to previous installation periods of four to six months under prior Glowpoint service packages.

“Expanding and improving our service coverage in the United Kingdom is an extremely important step in our overall global strategy,” said Richard Reiss, Chairman and CEO of Wire One Technologies. “We have already seen the benefit of more competitive pricing and quicker turnaround times, with the number of U.K.-based circuits increasing since the agreement was signed in June 2003. Network-I has dramatically improved our competitive position in this important market.”

Sandeep Sharma, CEO of Network-I, remarked, “Until now, we had no way to offer video connectivity to the United States with the same quality of service our U.K. customers have come to expect. Glowpoint’s reputation for reliability and innovation made it the only choice for us, since a significant percentage of our customers regularly dial out to the U.S. We can now focus on providing a ‘broadcast’ quality videoconferencing service from anywhere in the U.K. to any city in the U.S. The agreement places Wire One and Network-I as true leaders in the videoconferencing arena.”

As part of the agreement with Network-I, Wire One also announced lower gateway-to-ISDN pricing to most European cities for its U.S.-based Glowpoint customers. An average one-hour 384kps video call through

the U.K. to Europe on ISDN will cost most subscribers around \$300. The same call placed through Glowpoint gateway services will now cost less than \$90.

#### About Network-I

Founded in 1996, Network-I (<http://www.network-i.net/>) is one of the U.K.'s premier providers of IT Services and complex systems hosting to corporate customers. With an ISO 9001-2000 accreditation for quality and an international communications network, the Company provides co-location, secure virtual private networks (VPNs), Internet/Intranet connectivity, video conferencing and audio/video streaming services.

#### About Wire One

Wire One operates Glowpoint ([www.glowpoint.com](http://www.glowpoint.com)), the first network service dedicated exclusively to video communications. Glowpoint offers broadcast quality images with phone call reliability and ease-of-use, featuring services like on-demand billing and usage information, multi-point bridging and gateway services to ISDN, live operator assistance, encryption, scheduling and international least-cost routing. Launched in late 2000, the service presently carries over 7,000 calls per month to the United States, Europe, South America and Asia on behalf of nearly 300 customers.

The statements contained herein, other than historical information, are or may be deemed to be forward-looking statements and involve factors, risks and uncertainties that may cause actual results in future periods to differ materially from such statements. These factors, risks and uncertainties include market acceptance and availability of new products and services; the nonexclusive and terminable-at-will nature of reseller agreements with manufacturers; rapid technological change affecting products and services; the impact of competitive products and services, as well as competition from other resellers and service providers; possible delays in the shipment of new products; and the availability of sufficient financial resources to enable the Company to expand its operations and other risks detailed from time to time in the Company's filings with the Securities and Exchange Commission.

GLOWPOINT and SCHEDULEPOINT are service marks of Wire One Technologies, Inc. All other marks are trademarks or service marks of their respective owners.

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Real value for Network I Customers:

For our UK based customers this means extremely cost effective service. ISDN customers can now use our gateway service when conferencing to the US making substantial savings on call charges.

For customers who are looking for the benefits of videoconferencing over IP along with quality of service and reliability, we can provide dedicated connectivity on to our international videoconferencing network enabling 'always on', fixed cost conferencing to their US offices, at prices starting from £525.00 per month