News Release

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TELEX® AND LUFTHANSA SYSTEMS: THE NEXT STEP

Straubing, Germany (November 26, 2003): In April 2003, Lufthansa Systems decided to equip its ground staff with the new Groundcom Headset 2002 from Telex. Over the course of the next three years, the firm's 3,500 existing headsets will be replaced, and the personnel charged with preparing aircraft for take-off will use Telex equipment to communicate with one another. The plan is now entering its second phase.

Before resolving to employ communications equipment from Telex, Lufthansa Systems conducted an exhaustive analysis of the merits of competing systems. This research was with good reason: the importance of safety in sound communication among the ground crew preparing aircraft for take-off cannot be over-estimated, especially when taking into consideration this extremely challenging sonic environment - aircraft engines at close proximity create some serious ambient noise.

At the end of 2002, Lufthansa Systems embarked upon their search for the ideal system with these factors in mind. Every last detail was considered: however initially attractive they may have found the comprehensive range of products offered by Telex Communications, Lufthansa were not prepared to commit themselves without first conducting exhaustive tests to satisfy themselves of the technical quality of the products. Company representatives visited Telex headquarters in Burnsville, Minnesota to see first-hand the high standards of production and overall professionalism of the firm. Only then did Lufthansa give the go-ahead to a deal that will see their 3,500 existing headsets replaced over the course of the next three years by the Groundcom Headset 2002 from Telex, which has been tailor-made to the needs of ground staff. The plan went into operation in April 2003.

Loud and Clear — with the new Communications Box

Six months later, the cooperation between Telex Communications and Germany's largest airline is entering its second phase. Everyone, from staff working the gates, to maintenance personnel, to the de-icer operators, is being equipped with new Telex headsets sporting the famous Lufthansa stork logo (see picture below). The Communication Box (see picture below), a new accessory that allows up to three people to communicate with one another in duplex mode (i.e. hearing and listening at the same time), has been specially designed for the de-icer operators and hangar staff. This means that the de-icer driver can still be contacted by radio even whilst he is in communication with his colleague in the crow's nest. A special solution, the Communication Box with two headsets, has also been developed for hangar staff, to cover all situations

Telex Communications, Inc.
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where two people are working closely together as a team in the performance of some critical task — riveting the shell of the aircraft, for example — and where, naturally, the risk of misunderstanding has to be reduced to an absolute minimum. As well as clear communication, the Groundcom Headset 2002 from TELEX Communications offers optimum hearing protection.

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Telex® is a professional audio brand of Telex Communications, Inc., a leader in the design, manufacture and marketing of sophisticated audio, wireless, multimedia, aircraft, broadcast and communications equipment for commercial, professional and industrial customers. Telex Communications markets its products in more than 80 countries under the brands EV®, Telex®, RTS™, Dynacord®, Midas®, Klark Teknik®, University® and others.

James Edlund
Public Relations Manager
Telex Communications, Inc.
12000 Portland Ave. South
Burnsville, MN 55337
Phone: 952-736-3901
Fax: 952-736-4582
E-mail: James.Edlund@telex.com

Guy Low
In-house MarCom Contractor
PR, Copywriting, Graphic Design, Marketing
Telex Communications, Inc.
12000 Portland Ave. South
Burnsville, MN 55337
Phone: 952-736-3935
Cell: 612-710- 0829
E-mail: Guy.Low@telex.com

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