

BSD SOFTWARE ANNOUNCES THAT IT'S WHOLLY OWNED SUBSIDIARY TRITON GLOBAL COMMUNICATIONS INC., COSMOCOM INC. AND INTELIS INC. DELIVER THE FIRST INTERNET PROTOCOL (IP) BASED MULTI-LINGUAL INTERNATIONAL OPERATOR SERVICE CENTER (IOSC)

BOCA RATON, FL -- (CNW) -- Nov. 13, 2002 -- BSD Software Inc. (OTCBB:[BSDS](#)) announced today that its wholly owned subsidiary Triton Global Communications Inc. has completed the successful integration of Cisco's IP Gateway with CosmoCom's IP Automated Call Distributor (ACD) and the Intelis enhanced operator services (EOS) software. Traditional Call Centers require Operator/Agents to be located in or remotely attached to a physical Call Center. Triton has designed an IP based Virtual Call Center in order to provide services in the customers preferred language. The IP ACD determines what language is required then connects the customer to the most appropriate Operator/Agent in over 150 languages.

The IOSC Platform is a Windows' based "Thin Client" architecture with SQL servers, capable of processing upwards of 50,000 simultaneous service requests. Currently in the development stage subsequent phases of the IOSC will include "Click to Talk" capability enabling voice over IP calls or video connections from websites to multi-lingual operators.

"Our fully IP based IOSC Architecture will strengthen our existing service offerings while acting as a catalyst to launch Industry leading "live and automated multi-lingual agent" services into over 15 new vertical markets for Triton", said Robert Treumann, President Triton Global Communications.

"Intelis is excited to be partnering with Triton in delivering an industry first, fully IP based operator services platform. Other vendors have been talking about it for a long time but we are actually in a position to deliver it today," said John Marshall, President, Intelis.

"We are pleased to include Triton on our list of Industry leading IP service providers", added Owen Plant Vice President Sales, CosmoCom. "As a result of this relationship Triton is uniquely positioned to capitalize on the rapidly expanding demand for web based telephony call centre services".

About Triton Global Communications Inc.

Triton was incorporated in April 1998 and is a leading provider of billing, clearinghouse and information management services to the telecommunications industry. Triton focuses on helping its clients improve services and profitability by enabling them to streamline their operations and make quicker, more informed business decisions. For more information please visit www.tritonglobal.ca

About CosmoCom Inc.

CosmoCom is the leading provider of all-IP, universal access contact center platforms. CosmoCom's flagship product, CosmoCall Universe™, is a carrier-class system providing true next-generation capabilities for mission critical contact center applications. CosmoCall Universe supports multi-channel customer interactions via telephone and Internet, live and message-based, fixed and wireless -- in one high capacity, high availability, multi-tenant

platform. CosmoCall Universe provides Contact Center On Demand services and also enables telcos to offer network-based routing and pre-routing services to their contact center customers. Headquartered in Melville, New York, with offices and distribution partners throughout the world, CosmoCom has received an array of industry awards. For more information about CosmoCom, please visit www.cosmocom.com.

About Intelis Inc.

Intelis is a premier provider of turnkey and custom enhanced telecommunications solutions. Its customer base includes RBOC's, independent telephone companies and long distance carriers. Intelis provides complete operator services solutions including, toll and assist, directory assistance, travel card and prepaid calling. Intelis has extensive expertise in all areas of rating, billing and collection, validation and regulatory issues for both local and long distance providers. Additional applications include web enabled Centrex and web based voice management solutions. For further information please visit www.intelis-inc.com

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Forward-looking Statements

The statements made in this press release are forward-looking and are based on current expectations that are subject to a number of uncertainties and risks, and actual results may differ materially. The uncertainties and risk include, but are not limited to, the ability of Triton or the company to execute effectively its business plan, changes in the market for Triton's business services, changes in the market activity, anticipated increases in customers, seasonality, the development of new products and services, the enhancement of existing products and services, competitive pressures (including price competition), systems failures, economic and political conditions, changes in customer behavior and the introduction of competing products having technological and /or other advantages. Any forward-looking statements are made pursuant to the Private Securities Litigation Reform Act of 1995 and, as such, speak only as of the date made. Statements made in this document that are not purely historical are forward-looking statements, including any statements as to beliefs, plans, expectations, or intentions regarding the future. The company assumes no obligation to update information concerning its expectations.