

InsideARM Recognizes SoundBite Communications Among the Best Places to Work in Collections

Multi-Channel Solutions Provider Ranks Highest Among Mid-Size Companies

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BEDFORD, Mass., March 4, 2009 – [SoundBite Communications, Inc.](#) (NASDAQ: SDBT) today announced that it has been recognized as one of the best places to work in collections by InsideARM, a leading publication for the accounts receivable management (ARM) industry. SoundBite received top honors in the mid-size company category and was recently profiled on [InsideARM.com](#).

The recognition program, which was launched last year by insideARM in conjunction with the Best Companies Group, is judged on two separate tracks: an in-depth questionnaire completed by company management and a comprehensive survey process among the firm's employees. The award program was designed to identify, recognize and honor the best places of employment in the ARM industry. A total of 25 companies in the ARM industry were named to the inaugural Best Places to Work in Collections list.

"We are honored to be recognized as one of the best places to work in collections," said Mark Friedman, chief marketing officer at SoundBite Communications. "Today's economic challenges make collections highly strategic for many organizations. Our corporate culture fosters a challenging and rewarding environment for our many talented employees who work each day to optimize collections results for our clients."

The honor culminates a year of positive recognition and industry accolades for SoundBite and its multi-channel, proactive customer communications platform, including.

- *Bank Technology News* 2008 Innovators Award
- *Collection Advisor's* Top 50 Collection Technology Products of 2008
- *Customer Interaction Solutions'* 2008 CRM Excellence Award
- Deloitte Technology Fast 500 Companies

About SoundBite Communications, Inc.

SoundBite Communications provides on-demand, integrated multi-channel communications solutions that enable clients to achieve superior business results. Building on its foundation as a leading provider of automated voice messaging services, SoundBite offers integrated voice, text and email messaging solutions that help clients deliver the right message, to the right customer, using the right channel, at the right time. Organizations in industries such as collections, financial services, retail, telecom and media, and utilities rely on the SoundBite Intelligent Communications Platform to send over a billion messages annually for collections, customer care, and sales and marketing applications. For more information, visit www.SoundBite.com.

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