

SoundBite Communications Recognized As One Of The Fastest Growing Companies in North America on Deloitte's 2009 Technology Fast 500™

Company's Strategic Vision for Proactive Customer Communications Results in Third Consecutive Year on the Prestigious Ranking

Press Release - 10.27.2009

Bedford, Mass. – October 27, 2009 – SoundBite Communications, Inc. (NASDAQ: SDBT) today announced that it ranked 282 on Technology Fast 500™, Deloitte LLP's ranking of 500 of the fastest growing technology, media, telecommunications, life sciences and clean technology companies in North America. The rankings are based on percentage of fiscal year revenue growth during the five year period from 2004-2008. SoundBite grew 457 percent during this period. This is the third consecutive year that SoundBite has appeared on the Fast 500.

"SoundBite enables many of the largest consumer-oriented organizations to leverage the power and intelligence of our proactive customer communications offering to build trusted, lifelong profitable relationships," said Jim Milton, president and chief executive officer at SoundBite Communications. "Our results-driven approach requires SoundBite to remain at least one step ahead of our clients' evolving customer communications needs and provide valuable insight into consumers' communication preferences and behavior. This award from Deloitte is a testament to the continued hard work of our employees and our unwavering commitment to our clients' success."

Technology Fast 500™ Selection and Qualifying Criteria

Technology Fast 500™ provides a ranking of the fastest growing technology, media, telecommunications, life sciences and clean technology companies in North America. This ranking is compiled from nominations submitted directly to the Technology Fast 500™ website, and public company database research conducted by Deloitte LLP. Technology Fast 500™ award winners from 2009 are selected based on percentage fiscal year revenue growth during the five year period from 2004 to 2008.

In order to be eligible for Technology Fast 500™ recognition, companies must own proprietary intellectual property or proprietary technology that contributes to a significant portion of the company's operating revenues. Using other companies' technology or intellectual property in a unique way does not satisfy this requirement. Consulting companies, professional services firms, etc are not eligible unless they have proprietary technology that contributes to a significant portion of their operating revenues.

Technology Fast 500™ award eligibility requirements include a base-year operating revenues of at least \$50,000 USD or CD, and current-year operating revenues of at least \$5 million USD or CD. Additionally, these revenues must have more than doubled between 2004 and 2008. Also, companies must be in business for a minimum of five years, and be headquartered within North America.

About SoundBite Communications

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 <http://www.soundbite.com/>.