



22nd November, 2007.

Media Release

Contact 1-2-1 secures new US client

–Inogen One to help thousands of Australians requiring oxygen therapy.

US based Inogen has selected Contact 1-2-1 as its sales and marketing partner in Australia. Inogen was founded in 2001 to develop products that improve quality of life and increase freedom and mobility for respiratory disease sufferers, predominantly Chronic Obstructive Pulmonary Disease (COPD) patients. COPD is the fourth leading cause of death in the United States, and the only major disease with an ever increasing death rate. By 2020 COPD is predicted to become the third leading cause of death worldwide. COPD affects an estimated 30 million people in the US and over 100 million worldwide.

Supplemental oxygen has been proven to reduce the symptoms of the disease and extend life expectancy of patients with COPD. Despite the clear benefits of oxygen in extending life and maintaining health, many patients find it difficult to comply with therapy because currently available therapy devices inhibit their ability to lead an active life. Today's more active patient is refusing to be restricted in their lifestyle by being tethered to antiquated, stationary machines.

Meeting the needs of today's more ambulatory patient is straining the resources of many respiratory care providers. Current equipment was developed based on paradigms that are now out-of-date; incremental improvements have not sufficiently reduced operating costs for providers. Inogen discarded existing paradigms to design and build an oxygen concentrator that redefines how oxygen therapy is delivered. Described by industry experts as "a technological breakthrough", the Inogen One is a complete departure from current mainstream technologies - both the standard large, bulky, stationary concentrator systems and the inefficient and impractical portable devices.

"We are very pleased to be associated with Inogen. We know that this product will help many thousands of Australians that have their mobility restricted due to antiquated technology. We

have an aging population and products like the Inogen One will be in more demand in the near future”, said Joe Tawfik, joint Managing Director for Contact 1-2-1.

“Contact 1-2-1 was selected on the basis that they were the only provider in Australia that could provide the full end-to-end sales process at an affordable cost and meet the flexibility requirements needed when dealing with a company in a different time zone”, said Daryl Risinger, Vice President of Marketing.

ENDS

About Contact 1-2-1:

Contact 1-2-1 is a leading outsourcer that provides expertise to Blue Chip companies seeking to grow their business using call centre services. Our management team has many years of experience designing and refining call centre solutions that generate measurable value. Contact 1-2-1 has invested in its people, technology and processes to ensure it can offer a Best in Class (BIC) solution for its clients. Contact 1-2-1 has over 350 seats and has three call centers based in Sydney, Gold Coast and Adelaide.

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About Inogen

Inogen is innovation in oxygen therapy. With a team of known leaders in the provider industry, deep experience in medical devices, talented engineers and associates each committed to revolutionizing oxygen therapy, our vision is to develop innovative, cost effective respiratory home health care equipment that improves quality of life for patients and operational efficiency for providers. And we are proud to introduce our first commitment to that vision: The Inogen One.

One solution: The single solution for home and away, for today and tomorrow, for patient and provider.

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