



INTELLIGENT COMMUNICATIONS

18 December 2009

Dear Customers:

Welcome to the new Avaya. Today, we complete the acquisition of Nortel Enterprise Solutions (NES) and Nortel Government Solutions (NGS). This marks an important milestone for customers and for the communications industry. Avaya is the global business communications expert delivering open and flexible communication systems that transform the way people collaborate to enhance performance and enable growth for companies small to large. Customers in the federal sector can take advantage of enhanced communication solutions that will not only support our troops around the world, but also enhance citizen service.

Whether you are joining Avaya for the first time or are a longstanding customer, you are our priority. We are focused on maintaining customer service levels and protecting the investments you have made in your Avaya and NES solutions. Extensive work is well underway toward a swift but careful integration of two great companies; you can expect the same industry-leading support you have received in the past.

During the coming weeks, Avaya will have much news for you regarding the progress of our integration. We will maintain open and proactive communications to ensure that you are aware of any relevant changes. Avaya will announce our integrated product roadmap on 19 January 2010. This exciting roadmap will deliver the innovative capabilities that will drive the next generation of real-time business communications. Evolution paths for customers will be part of this new roadmap and we will bring this information to you through a series of communications, events, and an online exposition.

To ensure that your questions are fully answered, Avaya has consolidated information and tools, including pre-registration for the online exposition, into a single online location. Please visit the [Avaya Nortel Information Center](#) on avaya.com. As well, this is a great time to talk with your account representative or Avaya/NES partner about the new company. Our sales and support teams are armed with extensive resources to make this transition a smooth one for customers.

I heartily thank you for your business and continued support and welcome you to the new Avaya. I look forward to partnering with you to build the next era in business communications.

Sincerely,

Kevin Kennedy

Avaya President and CEO