



January 12, 2010

Dear Valued Customer:

Thursday, January 14, 2010, is the 1-year anniversary of Nortel filing bankruptcy. Throughout the past year, I have sent a series of emails outlining Shared Technologies' view of Nortel's restructuring process. By now I'm sure you've heard that Avaya successfully acquired and closed on the Nortel Enterprise unit in December 2009. Shared Technologies was very excited to see this transaction come to fruition and begin the process of Nortel being migrated into Avaya. Shared Technologies became an Avaya distributor in December 2008 and now enjoys the distinction of being a Nortel Elite Advantage Partner as well as a Platinum Avaya distributor. To my knowledge, we are the only national company in the United States that has achieved the highest level from both companies.

Over the last couple of weeks, the Shared Technologies team has been privileged to get a detailed preview of the Nortel/Avaya product roadmap. While product specific details will be announced in the coming days, I wanted to at least give you a high level overview of what to expect as one of our Nortel customers. In general terms, Avaya is committed that Nortel's previously announced product releases for 2010 will be achieved on schedule (if not ahead of schedule) with full feature commitment. A minimum of a one year notice will be provided on any product which is targeted for End of Sale. Current products that are being manufactured today will have a minimum of three years of software support which includes software patches, and then an additional three years of technical support for the product. Each product will have migration paths which will provide the ability to maximize your investments and bring them forward. This represents a minimum of six years of serviceability of Nortel products plus a migration path. We view this as tremendous news for Nortel customers who are worried if their product platform would become obsolete. Avaya is sending a very clear message that they do not intend to force anyone out of their existing infrastructure. Ultimately Avaya's position in the marketplace is clearly number one for unified communications and contact centers. Senior management appears to be very focused on maintaining long-term Nortel customers as part of the fold. Avaya's product future will be to overlay Aura as a way for customers to upgrade to a full suite of unified communications applications and features while maintaining their current core infrastructure.

Shared Technologies finished 2009 in tremendous shape. In spite of the Nortel bankruptcy, Shared Technologies exceeded its plan and finished the year with record earnings. This was accomplished largely due to the growth we experienced in our service business. Many prominent enterprise customers migrated to Shared Technologies as Nortel was managing through their restructuring. Many viewed Shared Technologies as a safe harbor for their Nortel support due to the investment we have made in the training of our people and the unique tools we provide. We also added 1,200 new technical certifications in 2009 for both the Avaya and Nortel product platform.

I would strongly encourage each of our customers to maintain current release status on their existing infrastructure whether it is Avaya or Nortel. It is important that our customers keep their software compliant for manufacturer's support. If you're not sure what level of software release you currently have in place, Shared Technologies can provide that information for any of your Nortel or Avaya sites.

In closing, I want to personally thank you for your trust in Shared Technologies. We take supporting our customers very seriously. I'm very impressed with the Avaya leadership team for the outstanding job they have done in completing the product roadmap within 30 days of closing on Nortel. They have also done a great deal of work onboarding the Nortel team. Most importantly, they have managed to keep focused on doing what is right for the Nortel customer base. I have also reviewed Avaya's financials through 2009. I was very impressed with the focused execution on their earnings. Frankly, they are in excellent financial health.

Should you have any questions or concerns regarding Shared Technologies or Avaya's purchase of Nortel's Enterprise business, feel free to reach out to me personally at 972-462-5888.

Warmest regards,

*Tony Parella*

Tony Parella  
President and CEO  
Shared Technologies Inc.  
972-462-5888 - office  
972-363-3056 - fax  
[tony.parella@sharedtechnologies.com](mailto:tony.parella@sharedtechnologies.com)