



To Avaya's customers,

As you are likely aware, Avaya has signed agreements to purchase Nortel's enterprise solutions business. I'd like to tell you why we're excited about today's announcement and what it could mean for you.

As our customer, you remain our most important priority, and this acquisition would bring added benefits to our relationship. Some of the benefits of a combined Avaya and Nortel Enterprise Solutions would include increased global scale, an expanded channel ecosystem, and a strengthening of our world-class portfolio of products and award-winning services. With a broader portfolio and revenue base, we would look to further enhance our funding for R&D to fuel future innovation. As always, we would remain committed to giving you flexibility and control over the evolution of your communications environment. Our open, standards-based Avaya Aura™ architecture will help preserve customer investments in both Nortel and Avaya infrastructures.

We have entered into this process with the firm belief that a successful acquisition of Nortel Enterprise Solutions will be good for you and for Nortel's customers.

Today's announcement is an early step in a complex process. Completion of the transaction is subject to bankruptcy court approval, a competitive bidding process and customary closing conditions, including receipt of regulatory approvals. We expect the entire process will take several months to complete.

Our sales team is committed to staying in touch with you and they will continue to provide updates on our progress. I have reminded all of our employees that everything must remain business as usual and our customers remain our first priority.

Thank you for your confidence and trust in Avaya.

Kevin J. Kennedy
President and CEO