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INNUA Recognizes Five Members for Business Communications Excellence Nortel Enterprise Customers Honored for Innovation at INNUA's Global Connect Show

PITTSBURGH – INNUA, the independent, international Nortel user's group, today recognized pioneering enterprises for excellence in next-generation business communications at its annual users conference. Honors were awarded to companies that have excelled in using Nortel* [TSX: NT, OTC: NRTLQ] communications technology to lower operating costs, dramatically increase customer service and satisfaction, and create new ways to boost operations and productivity.

"This year, we honor those enterprises that radically improved their operations by delivering real-time communications with a singular, yet shared focus – better serving the customer," said Steve Ford, president, INNUA. "They are using Nortel technology in a variety of new and unique ways to differentiate themselves in very competitive markets. The Nortel Customer Recognition Awards recognize their distinct achievements in improving business efficiencies and collaboration as well as reducing costs."

INNUA presented the Nortel Customer Recognition Awards to the five INNUA members at its annual Global Connect conference this week in Pittsburgh. Winners of the Nortel Customer Recognition Awards were selected by the independent Nortel user groups, INNUA and INSIGHT 100^{inc}. All award recipients were selected for their exemplary use of Nortel Unified Communications Solutions. This year's award winners include:

- Technology Innovation Best Practice: **Open Universities Australia (OUA)**
- Business Innovation Best Practice: **Mumbai International Airport Limited (MIAL)**
- Enterprise Transformation (more than 1,000 employees): **Interior Heath Authority**
- Enterprise Transformation (less than 1,000 employees): **Canucks Sports and Entertainment**
- Sustained Excellence: **Princeton University**

"The common thread throughout these customer stories is the speed and simplicity of communications that enables them to concentrate on their core business with confidence," said Cindy Phillips, president, INSIGHT 100^{inc}. "They have demonstrated acumen that is unmatched in the industry in crafting their communications to serve their goals. These companies are helping drive the fundamental shift in how the world conducts business, collaborates and connects with customers."

The *Technology Innovation Best Practice award* is presented to the enterprise that demonstrates the most resourceful use of developing technologies or service deployment strategies. Open Universities Australia, a consortium of several Australian universities and colleges, is currently researching the education applications of the on-line, immersive virtual world via Nortel's web.alive platform. Demonstrating its leadership role in eLearning and distance education, OUA is exploring new, innovative technologies that further the state-of-the-art for teaching and learning while bringing together geographically-dispersed students, faculty and staff.

The *Business Innovation Best Practices Award* recognizes a customer with the most creative approach to tackling tough business challenges while improving customer service. In addition to realizing a substantial ROI, Mumbai International Airport Limited (MIAL) won this award for its deployment of a real-time, unified communications system that is the first-of-its-kind at any airport in the world. The solution, designed to support the skyrocketing demands of the fast-growing region and airport operations, provides state-of-the-art communications capabilities to all of the airport tenants, passengers, airport operations staff and first responders.

The *Enterprise Transformation Award for Large Corporations (more than 1,000 employees)* is presented to a customer that demonstrates the most visionary view of business value created by Nortel's technology solutions. The Interior Health Authority (IHA) ensures publicly funded health services are provided to the people of British Columbia. IHA won this award through their implementation of a network suite that provides real-time communications and instant collaboration across the many dispersed elements of IHA, including hospitals, community health centers, residential assisted living facilities, mental health housing, primary health clinics, homes and schools. The communications solution dramatically improved operations, reduced administrative workload, and supports remote users securely. More importantly, it provides business continuity in the healthcare industry – where network downtime is completely unacceptable.

The *Enterprise Transformation Award for SMBs (less than 1,000 employees)* recognizes a customer that demonstrates the most visionary view of business value created by Nortel's technology solutions. Based in Vancouver, the Canucks Sports and Entertainment deployed a Nortel unified communications solution to deliver the ultimate fan experience as well as improve business operations. The Nortel solution provides GM Place – home of the Vancouver Canucks and the hockey venue for the Vancouver 2010 Olympic Winter Games – with a flexible infrastructure. The dynamic solution is able to easily accommodate temporary tenants – such as conventions, concerts and other short term events – all with full enterprise networking capabilities.

The *Sustained Excellence Award* is presented to a customer that has made a substantial commitment to Nortel solutions over time and executed on a long-range vision of better enabling their business through the use of technology. Princeton University continues to build on their 20-year relationship with Nortel. Faced with an increasingly tech-savvy student population and escalating network demands from faculty and staff, the university built their leading-edge network that supports the performance, flexibility and diverse future needs of the university and research community while delivering a very conservative cost model.

About INNUA

The International Nortel Networks Users Association (INNUA) is an international, user-driven association serving Nortel users worldwide for more than 25 years. We exist to educate and inform telecommunications and IT professionals while providing a professional network for those with common concerns to address and success stories to share. INNUA is one of the industry's largest and most progressive user groups, with a community of nearly 5,000 members in more than 70 chapters in 10 regions around the globe. For more information on INNUA, visit www.innua.org.

About INSIGHT 100^{inc}

The INSIGHT 100^{inc} user group, formed in 1985, is a forum of members that have installed Nortel SL-100/CS2100 switching products. The membership, that includes education, government, healthcare, financial and commercial institutions, established this independent association as an environment to share information on a wide range of applications, challenges, solutions, and to identify and resolve common issues. The organization is designed to provide input and influence on Nortel enterprise hardware and software developments and to gain timely information on new communications technology. The group fosters collaboration, knowledge exchange and open discussion between the three entities involved in the forum, SL100/CS2100 users, Nortel, and their distributors/partners. For more information, visit www.insight100.org.