



**International Nortel Networks
Users Association**

NEWS RELEASE

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CORRECTION: Nortel Customers Respond to Avaya Roadmap for Product Integration

CHICAGO, IL – The International Nortel Networks Users Association (INNUA) voiced its opinion to Avaya’s plan for integrating the Nortel product lines into Avaya’s portfolio of communications technology solutions. The integration was announced on a webinar that hosted more than 20,000 in a virtual event.

“Today’s news from Avaya offers Nortel customers the first detailed insight into the future of their current Nortel deployments,” said Brad Tompkins, INNUA’s President. “It’s clear that Avaya intends to migrate Nortel customers to their Aura platform; but current Nortel customers will have a great deal of say in how quickly that happens.”

The Avaya product strategy announced on January 19, 2010, ensures shipment and support of Nortel products for an extended period of time; in some cases beyond 7 years from now. Production and sales of three Nortel products will cease in six months: the Nortel Dialer, Nortel Multimedia Conferencing solution (NMC) and Nortel Multimedia Communication Server 5100 (MCS 5100). Customers will have the opportunity to evolve to a next generation Conferencing solution - Avaya Meeting Exchange and extend new Unified Communications capabilities via Avaya Aura across the network. As part of Avaya’s life cycle strategy, products that go end of sale continue to be supported for six more years through manufacture and extended support services. The Avaya Contact Center Express’s functionality will continue to operate, as it will be integrated into the Nortel CC7 system.

Avaya’s plans also include modifications to their chain of distribution. For example, value-added resellers (VARs) will be offered both Nortel and Avaya options for SMB-centric IP and unified communications suites. Future relationships with distributors will be determined by the end of March.

“The short term impact on our members will be limited. Our focus now will be to prepare them for the future,” said INNUA Executive Director Victor Bohnert. “We have launched several programs to inform our members of the changes to their installation timelines and will begin developing training and educational offerings to help them prepare for the long term.”

INNUA also announced several programs designed to give members a forum for voicing their opinion and engaging other members. Discussion forums at the organization’s website, www.innua.org, allow members the opportunity to post their questions and opinions about the new product roadmap.

Additionally, INNUA will give members the opportunity to engage Avaya executives at their annual conference, Global Connect 2010, scheduled for April 18-22 in Denver, CO. Global Connect is the industry’s oldest and largest customer event, and is expected to draw more than 4,000 in 2010.

"Now, more than ever, Nortel – and even Avaya – customers are looking for answers" said Tompkins. "INNUA's focus will be to continue to serve as the collective voice of the customer and providing that input back into Avaya at the highest level. Global Connect 2010 will be an important piece of that mission."

Avaya's product strategy will be the major focus of Global Connect 2010, the annual conference for all Avaya customers. Registration and hotel information will be available next week, at www.INNUA.org.

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About INNUA

The International Nortel Networks Users Association (INNUA) is an international, user-driven association serving Avaya and Nortel customers for more than 30 years. INNUA exists 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. The industry's largest and most progressive user group, INNUA is a community of more than 4,000 members in more than 70 chapters around the world. For more information on INNUA, visit www.innua.org.