



How will this transaction benefit Avaya and NES customers?

VDS believes its customers will benefit from the enhanced product and support service capabilities that come from increased global coverage, portfolio of systems and services, and expertise and specialization as a result of the integration of the two companies. Customers will also benefit from the strengthening of the supply chain and the commitment to provide a compelling evolutionary path for both Avaya and NES customer bases to the target portfolio.

Avaya and NES share a commitment to open standards rather than proprietary architectures. Customers of both companies will be able to protect their business communication investments through Avaya Aura™ solutions, Avaya's open standards-based technology. The Avaya Aura™ architecture is compatible with NES's open architecture, allowing customers a smooth evolution within a global multi-vendor environment, whenever they are ready. Additionally, Avaya has long delivered exceptional services to the market and has been recognized for services delivery. Customers of both organizations can expect the same high-quality services and maintenance with minimal service disruption.

VDS will continue to use the vertical and professional services expertise to drive value and navigate complex architectural evolution.

What does this mean to VDS?

While our focus on Nortel has not changed, VDS is bringing the unmatched excellence in technology and services to Avaya solutions. As VDS moves forward, we will be able to continue the superior level of support and service that our customers have come to expect from VDS while delivering industry-leading solutions.

What is my best source of information and updates as the integration progresses?

VDS will continue to push information to our customers as it becomes available. Customers can always reach out to their VDS account managers for more information.

Why do you give timeframes on integration related timelines and roadmaps instead of firm dates?

Due to regulatory requirements, Avaya and NES were not allowed to fully engage on certain potentially competitive topics until after the first day of joint operations, December 21, 2009. This delayed the start of some critical technical and analytical work that needs to be done in order to fully integrate all processes, tool and offers. Some offers, processes, and tools will merge within the first few weeks. Others could take up to a year to be integrated seamlessly. The most important thing is preserving the customer and partner experience so the teams will move as quickly as possible while ensuring a smooth transition for our key constituents.



I received a quote for NES solutions prior to transaction close. Are my existing NES quotes still valid?

Quotes will remain valid for a period of 60 days since the last modified date, regardless of transaction close, and will maintain the price guarantee.

I have orders currently being processed by NES. What will happen to these orders?

Orders that have been placed but are not yet fulfilled are called in-flight orders. In-flight NES orders have been transferred to Avaya for fulfillment and invoicing as continuity of supply is a critical focus for Avaya. In-flight NES orders that include non-enterprise products will be accommodated. Future enterprise and non-enterprise product orders will require separate orders. Feel free to contact your VDS Account Manager if you have further questions.

Will Avaya support the NES supply base and secure my product purchases?

Avaya will support the NES supply chain and ensure that customer orders can be fulfilled. Order fulfillment will remain business as usual throughout the integration period as Avaya is committed to maintaining supply to customers.

Are NES product and service offerings changing?

Avaya will continue to ship existing NES products for 12-18 months. Avaya will honor the product life cycle support policy set forth in contracts for all customers acquired in the transaction. The two companies' product portfolios will be integrated into a best-of-breed portfolio with a unified product evolution roadmap. Avaya expects to communicate the target product roadmap on January 19, 2010.

What are Avaya's plans for NES's data business?

Avaya views the NES data business as complementary to our core business and intends to protect customer investments in NES's data products. To this end, for data products, we expect to adopt the NES roadmap and investment plan.

When and how can I learn more about the new, integrated product roadmap?

Avaya is working to build a strong roadmap that offers an open and flexible architecture to help customers protect and extend their existing investments. Avaya will communicate our product roadmap by the end of January 2010. One way to learn about the roadmap is by attending the live webinar on January 19, 2010. [Click here to pre-register.](#)