



Valued SharpComm Customer,

On January 14, 2009 Nortel Networks announced that it would seek creditor protection under Canada's Companies' Creditors Arrangement Act and Chapter 11 of the U.S. Bankruptcy Code. Nortel announced that it took this action to address its business and financial challenges with the goal of emerging from the process a more focused, financially sound and competitive company. Nortel has stated that the filing will not impact its ability to conduct business and that its day-to-day operations are expected to continue without interruption.

SharpComm's primary objective is to assure you, our customer that we will continue to meet all of your communication needs with the level of service you have come to expect. As Nortel works through this structure, SharpComm will continue to provide all of the day- to-day services necessary to maintain the performance of your communications system.

To understand the details, we have listed below several Frequently Asked Questions.

**What does the Chapter 11 filing mean?**

It allows businesses to reorganize themselves, giving them an opportunity to restructure debt and get out from under certain burdensome leases and contracts. With 2.5 Billion in operating cash Nortel can continue day-to-day operations while restructuring its business and finances.

**Will I still be able to have my system repaired?**

SharpComm technicians are well trained on servicing your products and we have ample inventory to handle any emergency repairs. Nortel has committed to maintain all of the ongoing support operations and to continue with the R&D programs. All repairs should be transparent under the new structure.

**Can I still upgrade or add to my system?**

All upgrades and additions can still be purchased with the same level of quality and support consistent with the Nortel name. Under the current structure there will be no difference in how the company operates. SharpComm will continue to provide all of your telecom services.

**Should I look at other suppliers for a new system?**

Nortel has consistently been a world leader in providing telecommunication equipment. The current situation is temporary and Nortel should emerge as a stronger more focused company. All of Nortel's major customers Verizon, Sprint, AT&T etc. intend to continue buying and distributing Nortel products.

**Is Nortel going out business?**

A Chapter 11 filing is simply a legal state that allows a company breathing room to revamp their debt structure. Nortel filed for Chapter 11 to preserve its cash position while attempting to restructure debt. This filing gives Nortel time to execute on these endeavors while preserving the cash to keep the companies day-to-day operations intact.

**Is SharpComm going to continue with the Nortel product?**

Throughout its 14 year history SharpComm has sold and supported Nortel products. SharpComm is fully committed to continue offering and supporting the Nortel product line. The current situation will not affect orders, support or continued investment in the product.

SharpComm remains confident that Nortel will emerge a stronger company to effectively compete in today's telecom market. Should you have any additional questions or concerns please contact your SharpComm representative.

Lennie Sharp

President