



September 14, 2009

Dear Enterprise Customer:

Nortel announced today it has concluded a successful auction for \$900 million in cash of substantially all of its global Enterprise Solutions business as well as the shares of Nortel Government Solutions Incorporated and DiamondWare, Ltd. with Avaya Inc. emerging as the winning bidder.

The sale is subject to court approvals in the U.S., Canada, France and Israel as well as regulatory approvals, other customary closing conditions and certain post-closing purchase price adjustments. The sale close is expected late in the fourth quarter 2009. In some EMEA jurisdictions this transaction is subject to information and consultation with employee representatives.

This transaction clearly underscores the value placed on a very rich heritage of innovation, world-class products and solutions, a very extensive customer base, a strong and supportive channel base, and some of the industry's best employees. These are attributes that Avaya values strongly and will continue to develop. Although there are still a number of regulatory hurdles to cross and approvals required before the transaction can close, Nortel is looking forward to being able to service your needs with an even better solutions portfolio in the future. Both Nortel and Avaya channel partners will have opportunities to grow their business as the move to unified communications accelerates and the need for advanced services to design, deploy and manage such solutions expand.

SharpComm is committed to keep our customers informed and will provide you updates on significant announcements. During this transition period SharpComm will remain focused on maintaining the high service performance levels that our customers expect and do our best to make changes transparent to our customers.

If you have any questions please don't hesitate to contact your account representative or call Customer Service at 800-304-7776. You may also visit our website at www.sharpcomm.net and click on current news for updated information on the restructuring announcements.

Thank you for your business and continued support.

Sincerely,

Sharp Communication Services, Inc.

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