



## INTELLIGENT COMMUNICATIONS

### Manufacturer's Letter of Support

March 22, 2011

RE: Communication Resources Inc.dba CRI  
1433 Highway 34  
Farmingdale, NJ 07727

Avaya Inc. ("Avaya") is pleased to confirm that CRI is an authorized reseller of Avaya Products and Solutions at the Silver certification level. This certification includes the former Nortel Enterprise Solutions ("NES") data products.

#### **Avaya Authorization**

As an Avaya authorized partner at the Silver level, CRI is authorized to resell the following Enterprise business systems and associated peripheral equipment to end user companies along with providing installation and maintenance services either directly or in partnership with Avaya:

Unified Communications, , Session Initiation Protocol(SIP), Modular Messaging: Microsoft Exchange Msg Store, Avaya Aura Communications Manager Mid-Market, , Avaya CTI Applications, Avaya Interaction Center and Operational Analyst, , Modular Messaging: IBM Lotus Domino Msg Store, , Avaya Aura Communication Manager Enterprise, Applications Enablement Services(AES), Avaya Aura Communication Manager Branch, Avaya IQ, Meeting Exchange Express, Meeting Exchange Enterprise, Aura Conferencing Standard Edition. Customer Interaction Express. Session/System Manager and Agile Communication Environment. (ACE)

CRI is authorized to deploy the following Avaya application portfolios on CRI's virtual platforms: UC, Meeting Exchange Enterprise, Modular Messaging and ACE. These implementations are approved & supported by Avaya Services.

Avaya will honor its end user warranty for these products which are purchased from CRI. In the unlikely event that CRI is unavailable to handle a warranty claim or request for maintenance support, Avaya can offer these services directly.

#### **NES Authorization**

As an Avaya partner authorized to sell heritage Nortel Enterprise Solutions, CRI is authorized to resell, install and maintain the following heritage Nortel products:

CRI is authorized\* to resell, install and maintain the following NES products: Business Policy Switch (BPS), CallPilot 5.0, Ethernet Routing Switches, Ethernet Switches, Multiservice/Multiprotocol Routers.

As an authorized Avaya reseller, CRI is authorized to provide the following for Avaya Products:

- Procure product and services from Avaya or Stocking Distributors for resale to end users;
- Extend Avaya Software license to end users;
- Extend Avaya factory warranties to end users;
- Obtain technical support services from Avaya
- Obtain and license Avaya Software Upgrades to end users
- Access Avaya engineering, system configuration and pricing tools
- Access sales, technical, installation and maintenance training courses, and;
- Participate in Avaya sponsored marketing programs and product events.

Thank you for your confidence in Avaya.

Regards,

Lawrence Roussel | Regional Channel Manager | Avaya | Basking Ridge NJ | One Reach 908-696-5570