

Dear valued Nortel client

Dec 01, 2011

In the past year there has been major upheaval in the telecom industry outside of new technologies. The closing of Nortel and its sale to Avaya have created some serious product issues to **Voice Path** which will have impact on my customers. Of immediate concern is that Avaya has, and soon will end, the product life of certain Nortel lines: the 308, CICS and MICS immediately and the **BCM 50, 400 and BCM 450** early next year. As a Nortel client, hopefully finding your existing equipment as reliable as ever, you should be aware of clouds on the horizon. On the equipment side you should consider stockpiling replacement parts for your system, a service my firm can provide if your system is on a service contract. On the software side, upgrades will come out on a regular basis providing increasing benefit to your system, but Avaya will only provide such updates to your Nortel system if we start with the latest release of BCM Platform. So for BCM 50 clients we need to get your software up to release 6.0. BCM 400 clients you need to upgrade to BCM450. This will ensure that patches and software updates are available to you for the next 6 years.

Voice Path will take advantage of its long standing licensing agreement with Avaya to invest in education, equipment and software. I recommend **we discuss** your needs and look at a possible service program to secure parts and service because none of my customers can afford to be without their telephones working at all times in their offices. There are also new systems from Avaya that incorporate the Nortel telephones so that your investment is protected in the telephone sets you have. Also many are aware that this year we obtained certification from **Panasonic** as a registered supplier so that we can provide a line of modestly priced system that incorporates cordless telephones as well as other office telephones. **Remember** every system should have a surge protector and be hooked up to a UPS battery system. Give us a call on your Nortel telephone so that we can secure the future together with the replacement parts and service package you require. Protect your voicemail from TOLL Fraud call for info.

Thank you for being a valued customer of Voice Path and for your understanding of these recent changes. May I take this opportunity to wish you, your staff and families, the very best for the season and for a healthy and prosperous 2012.

Yours Truly

Joe Hozjan President & CEO



1621 McEwen Dr., Suite 48, Whitby, ON L1N 9A5
Local : 905.440.4748 Fax : 905.440.4749
www.vpcgroup.ca



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