



INTELLIGENT COMMUNICATIONS

TO: **Converged Communication Systems, LLC**

Congratulations on achieving **SME Expert** specialization in Avaya Connect for 2011!

On behalf of Avaya, I would like to sincerely commend you on your accomplishment and thank you for your proven commitment.

Avaya Connect is designed to provide you with the resources to drive success so you can grow your business. It supports you as you achieve competency in leading-edge Avaya solutions and enables you to better serve customers. As we build stronger connections and make it easier to do business with us, we'll all reach further together.

The partner designations allow you to differentiate your company in the marketplace for a competitive edge. Your partner level demonstrates your competency to customers, and additional specializations mark your ability to meet specific customer needs. You can leverage our global brand reputation to market your organization and gain recognition as a valued Avaya partner.

At Avaya, we collaborate with channel partners to serve customers because it's simply the best way to get business done. Customers prefer to work with a local, knowledgeable provider, and are assured of your expertise by your partner level and specializations.

Congratulations again on meeting the requirements to achieve **SME Expert** specialization. I look forward to meeting with you in the future to celebrate our mutual successes.

Reaching further together,

A handwritten signature in black ink that reads "Carol Giles Neslund". The signature is written in a cursive style with a prominent 'C' and 'N'.

Carol Giles Neslund
Vice President
U.S. Channel Partners