



January 1, 2004

Dear Valued Customer,

Mr. Telephone, Inc. is a valued member of Avaya Communications, formerly the Lucent Technologies Enterprise Business Partners Program. As such, Mr. Telephone Inc. is an approved Diamond Dealer for Avaya Communication's small, midsize and large voice communications systems and Messaging applications. Voice products include IP Home Office, Definity IP PBX, GuestWorks, Merlin Magic, Merlin Legend, Partner ACS, Intuity Audix, Definity Audix, Octel 100 / 250 / 350 Messaging, Legend Mail, Merlin Messaging, and all existing remanufactured Avaya Communication Systems as well as Definity Wireless, Avaya Wireless and the new Avaya Communication Manager Converged family of IP products with primary focus in Eastern Massachusetts, Southern New Hampshire and Rhode Island.

Mr. Telephone has demonstrated the capability to professionally represent Avaya Communications and multimedia systems to its clients. With the complete support of Avaya Communication, Mr. Telephone, Inc. can offer your company the following:

- Product offers and applications to meet your business needs.
- The complete line of Avaya Communication Telecommunications equipment and peripherals for Partner, IP Home Office, Merlin Legend, Merlin Magic, Definity, GuestWorks, Intuity Audix, Legend Messaging, Octel Messaging, Transtalk, Avaya Data Wireless, Definity wireless and Converged IP product lines.
- New and remanufactured equipment with full warranty directly from Avaya Communication.
- Avaya Communication trained and certified technicians to install and maintain your telecommunications system along with in house ready support staff and company trainers.
- Training Solutions, professional and consultation services provided in conjunction with Avaya Communication Technical Services and the Avaya Customer Support Center
- Additional value-added products and services provided by Mr. Telephone, Inc.

Customers should feel confident in dealing with Mr. Telephone and know that they have made a choice for premier provider of communications solutions developed by Bell Laboratories. As an authorized Avaya Communication Diamond Dealer, Mr. Telephone, Inc. is subject to regular reviews and certification to ensure that high standards of quality and excellence are preserved.

If you should have any questions or concerns about Mr. Telephone Inc., Avaya Communications, or any of our products or services offers, please call me. Thank you for working with a valued Avaya Communication Authorized Diamond Dealer as your Business Partner.

Sincerely,

*John Camara*

**AVAYA**

**Channel Development Executive**

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