

Dear Valued BCM Client

In the past year there has been a major upheaval in the telecom industry. Changes in equipment, albeit are today more rapid historically, are still evolutionary, but upgrades in software are now revolutionary. Simply stated, your Nortel hardware is still good but your firm can obtain a high benefit-to-cost with important software upgrades.

Unfortunately things are more complicated. **The closing of Nortel** and its sale to Avaya have created product offering issues to Voice Path which will have an impact on Nortel office telephone systems. Of immediate concern is the loss of certain product lines: the **308, CICS and MICS immediately** and the **BCM 50, 400 and 450 early this year**. On the hardware side it would be prudent to either stockpile replacement parts or consider a service agreement with Voice Path, where we would agree to obtain increasingly hard-to-get parts over some time frame. On the software side, upgrades will be coming, but all will be predicated on having the latest release of the BCM platform. Specifically BCM 50 clients need your software to be at release 6.0. BCM 400 clients need to upgrade to BCM 450. These changes will result in your firm having the latest system with all the patches and upgrades, allowing your firm to take greater and greater advantage of your existing Nortel.

The common focus we both share is that your firm and every Voice Path customer cannot afford to be without office telephones working at all times. Secondly, every customer is unique so that every solution must be individual. It is prudent given all the turmoil in the telecom industry that we meet confidentially and without cost, to review your situation specifically so that the correct solution is implemented. Voice Path has a long standing agreement with **Avaya**, plus we secured certification in recent months from **Panasonic**, both having a large product line. We have safeguards for your system, from surge protectors to UPS battery systems and spare maintenance inventory. Voicepath offers individualized service agreements for all our Nortel customers where we would guarantee parts and service for an agreed time frame and modest cost.

Thank you for being a valued Nortel customer of Voice Path. Thank you for reviewing this unprecedented letter to you but as I hoped to make clear, events in this industry are unprecedented. May I take this opportunity to wish you, your staff and families, the very best for a healthy and prosperous 2012.

Yours truly,

Joe Hozjan, President and CEO.
905-440-4748 Ext 222



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



WINNER
2004, 05, 06, 07, 08, 09, 10