



NEWS RELEASE

For Immediate Release

April 19, 2010

CONTACT: Andrew Younger

+1.312.673.5469

New Avaya User Group to Unify Customers, Provide Strong Representation

DENVER, CO – Organization leaders announced the creation of the International Avaya Users Group (IAUG), representing all customers of Avaya products and services. The new customer-led organization combines the membership and interests of the three previous Avaya and heritage Nortel user groups, InAAU, INNUA, and INSIGHT 100^{inc}. As a unified organization, IAUG will have a membership of more than 6,000 Avaya customers throughout the world.

“IAUG has a truly global reach and is positioned to advocate on behalf of Avaya customers around the world,” said Renee Seay, president of InAAU and member of the IAUG Transitional Board of Directors. “We are poised to have a stronger customer voice than ever, and look forward to building a positive, productive relationship with Avaya.”

Avaya customers have anticipated the creation of IAUG since late last year, following Avaya’s acquisition of Nortel Enterprise Systems – a move that positioned Avaya as the global leader in communications technology. Since then, leaders of the Avaya and Nortel user groups have worked together tirelessly to establish the foundation for the new customer-focused organization.

INNUA president and IAUG Transitional Board member Brad Tompkins is pleased with the efforts and dialogue to establish the new user group.

“Throughout this collaborative process of unifying the customer community, it has become clear that everyone involved has a deep commitment to providing a benefit for all Avaya customers, whether they’ve been Avaya users for years, or have just come into the fold,” he said. “I am confident that we are starting on the right foot.”

Until IAUG becomes fully operational in the coming months, the existing user groups will continue to represent and serve their members.

“Our user groups will provide the benefits that our members have come to expect until IAUG is open for business,” said Frank Castro, INSIGHT 100^{inc} president and IAUG Transitional Board member. “This is the best way to ensure that all Avaya customers receive continuous representation and service until the torch is passed.”

The Transitional Board of Directors is confident that the organization has the structure in place to support the functions and services that Avaya users rely on. All members of InAAU, INNUA, and INSIGHT 100^{inc} will be transitioned to IAUG. In addition, transferred memberships to IAUG will last until the end of each member’s term.

The announcement of the new user group came during the opening general session of The Art of Evolution/Global Connect 2010, where more than 2,500 from the Avaya and heritage Nortel products community gathered in Denver, Colorado for training, networking, and information on products from Avaya and partners.

- MORE -

About IAUG

The International Avaya Users Group (IAUG) is an international, user-driven association serving all Avaya users. IAUG is the unification of the three previously existing Avaya user groups: the International Alliance of Avaya Users (InAAU), International Nortel Networks Users Association (INNUA), and INSIGHT 100^{inc}. IAUG exists to be the primary resource for education, networking and advocacy for Avaya's world-wide customer community. This is accomplished by providing: education and information to members in all areas of communications technology with emphasis on the Avaya solution portfolio; and a peer-to-peer network to share solutions and solve common problems. IAUG advocates on behalf of members to drive Avaya and its partners' product and service solutions. IAUG is the industry's largest and most progressive user community, with more than 6,000 members in more than 70 chapters around the world. For more information on IAUG, visit www.iaug.org.

###