



GENBAND Nortel CVAS Acquisition

Customer Q&A

CORPORATE

- Q1:** How will the combined company be structured (will CVAS be operated as a separate business unit)?
- A. The Nortel CVAS business will become a fully integrated part of GENBAND. GENBAND's corporate headquarters will remain in the Dallas area, with vast resources in R&D, Sales and Support spanning nearly 50 countries.
- Q2:** What is GENBAND's worldwide market share?
- A. The acquisition of Nortel CVAS propels GENBAND to the Number One share position in the \$2.5 billion Carrier Voice over IP (VoIP) marketplace. With these new assets, we have created the most comprehensive, standards-based IP switching portfolio in the world, and now rank among the market leaders in carrier VoIP/softswitch and IP gateway solutions.
- Q3:** What changes are being made to the management team?
- A. GENBAND has announced a strengthened management team, completing the foundation of a core team that will lead the company's unprecedented growth. Under this exceptional leadership, we now face the extraordinary opportunity of maximizing the combination of GENBAND and Nortel CVAS. More information on GENBAND's Management Team can be found here:
<http://www.genband.com/Home/About/Management-Team.aspx>
- Q4:** How many Nortel CVAS employees joined GENBAND?
- A. GENBAND extended offers employment to a significant majority of previous Nortel CVAS employees and we are extremely pleased that nearly 100% of those offers were accepted.
- Q5:** Where are GENBAND's major locations? Are there facilities closures?
- A. The combined global facilities of GENBAND and Nortel CVAS offer clear strategic benefits. At the time of transaction we already enjoyed common locations such as Texas, India and China. GENBAND now expands our operational footprint, particularly in Canada and North Carolina. Other key locations include Maidenhead, UK, and Istanbul, Turkey. As with any organization, we will continue to assess our facilities and location requirements and make appropriate adjustments as needed.

SALES/MARKETING/ACCOUNT MANAGEMENT

- Q6:** What benefits can customers expect from the combination of GENBAND and Nortel CVAS?
- A. By combining Nortel's market-leading softswitch and application technology with GENBAND's next-generation access, trunking, session and security gateway technology, we have created the world's most complete, standards-based switching portfolio. As a market leader in IP switching, GENBAND will now enable service providers to cost effectively modernize networks, maximize existing investments and converge fixed and mobile infrastructures. This acquisition also dramatically expands GENBAND's global service and support capabilities.
- Q7:** Who is my account team? Whom should I contact for sales related questions?
- A. Customers should continue to call the same Account Team contact numbers you have been using.
- Q8:** Do I need to execute a new contract with GENBAND? Do the terms of my contract remain the same?
- A. Existing Nortel CVAS contracts have been assigned to GENBAND. There is no need to execute a new agreement.
- Q9:** If I currently have contracts with both GENBAND and Nortel CVAS, how will terms be handled?
- A. Legacy GENBAND products will be purchased under legacy GENBAND agreements. Legacy Nortel CVAS products will be purchased under the terms of the legacy Nortel CVAS Agreements.
- Q10:** Will training continue to be available for Nortel CVAS products?
- A. GENBAND will continue to offer training as scheduled and in accordance with existing contracts on all existing Nortel CVAS products. We are committed to continue investing in customer service tools and resources such as training, with the ultimate goal of enhancing and extending service and technical support for customers worldwide.

PRODUCTS

- Q11:** What specific products were included in the acquisition?
- A. GENBAND acquired substantially all of Nortel's CVAS product portfolio, network management and related services business, including the CS 2000, CS 1500, A2E, WMG6000, the entire DMS family, and the MG15000 and MG9000.
- Q12:** When will GENBAND provide a product roadmap?
- A. GENBAND's product vision and roadmaps have been finalized and will be announced in the coming days.

- Q13:** Did GENBAND acquire all Nortel CVAS-related patents and intellectual property?
- A. GENBAND acquired all patents and IP that are predominantly used in the Carrier VoIP and Application Solutions business.
- Q14:** Are there any immediate plans to discontinue or divest any GENBAND or Nortel CVAS products?
- A. GENBAND has no immediate plans to divest or discontinue any products. There is little if any product overlap, and GENBAND's Number 1 Gateway Position uniquely compliments the Nortel CVAS Number 1 softswitch position. GENBAND's softswitch will continue, as it meets unique requirements for certain markets and is not redundant.
- Q15:** How will the product portfolios be integrated over time?
- A. GENBAND has already made substantial progress towards the immediate integration of the market-leading CS2000 and G9. Thanks to previous partnerships between GENBAND and Nortel, the G2 and G6 Gateways are already integrated with Nortel products.
- Q16:** How will R&D be affected by the acquisition?
- A. With the acquisition of Nortel CVAS, GENBAND now has vast, global R&D resources and will build on our combined legacy of delivering innovative carrier solutions that lay the groundwork for an all-IP future.
- Q17:** Will service levels change?
- A. There are no plans to alter current service levels. This acquisition instantly expands GENBAND's service capabilities to the benefit of our growing worldwide customer base. Our company leadership has committed to significant new investments in the tools and resources needed to increase the effectiveness of our customer service teams and to improve the services available to GENBAND customers.

FINANCE/ORDER MANAGEMENT

- Q18:** Do existing processes or procedures for order management change on Day 1?
- A. No. Current processes and procedures will remain in place. Please continue to submit your purchase orders using the current process.
- Q19:** Do invoicing/finance process changes take effect on Day 1?
- A. After Day 1, invoices will reference GENBAND and the new GENBAND remit to banking information.

- Q20:** Will orders currently in progress need to be resubmitted?
- A. No. After Day 1, GENBAND will manage and process orders previously submitted to Nortel CVAS. GENBAND has assumed the obligation for in-process customer orders and has taken all necessary steps to enable us to fulfill the obligations of those contracts. If there are any issues regarding payment of an invoice referencing GENBAND, please contact your Account Prime.
- Q21:** Will invoicing for in-process orders come from Nortel or GENBAND?
- A. GENBAND has assumed the obligation for all in-process orders, therefore all invoicing will reference GENBAND. If there are any issues regarding payment of an invoice referencing GENBAND, please contact your Account Prime.
- Q22:** What is the new Remit To information?
- A. Any new remit to address will be included on your invoice.
- Q23:** Will remittance to “Nortel” be accepted by GENBAND post-Day 1?
- A. Yes. Any remittance received by Nortel will be transferred to GENBAND.

CUSTOMER SERVICE AND SUPPORT

- Q24:** Do existing processes or procedures for customer and technical support change on Day 1?
- A. No. All processes and procedures for customer and technical support remain in place on Day 1. Any changes to processes and/or procedures will be clearly communicated before those changes take effect.
- Q25:** Whom should customers call for product support, repair & return, etc.?
- A. Customers should continue to call the same contact numbers you have been using. For CVAS products, use the “Contact Technical Support” link at <http://www.nortel.com/support> to find the appropriate number. For GENBAND products use the existing 1-866-GENBAND or (1-512-682-5200) telephone contact numbers.
- Q26:** How will the acquisition affect existing Nortel CVAS project, deployments or services engagements?
- A. All existing projects, deployments and services will continue to be provided as scheduled and in accordance to existing contracts. The newly integrated GENBAND Customer Service Team will build on best practices and resources to improve customer satisfaction for installation, engineering and services.

Q27: Will this acquisition affect the standard of support for Nortel CVAS products? For GENBAND products?

- A. GENBAND will enhance and extend its standard of support as a result of this acquisition. Our company leadership has committed to significant new investments in the tools and resources needed to increase the effectiveness of our customer service teams and to improve the services available to GENBAND customers.