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Telephone Technologies, LLC Achieves “Small and Medium Business Expert” Distinction from Avaya

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Port Murray, New Jersey — Telephone Technologies, LLC announced today that it has been designated as a “Small and Medium Business (SMB) Expert” by Avaya Inc. (NYSE:AV), a leading global provider of business communications software, systems and services.

To achieve ranking as “SMB Expert,” certified resellers who are part of Avaya’s Business Partner program must ensure their account executives and systems engineers demonstrate proficiency in core areas that include customer support, technology knowledge and expertise, sales revenues and marketing support. The program is the first such specialized ranking established by Avaya for North America certified resellers in its Business Partner program who serve the SMB market. It includes training that focuses on IP telephony and Avaya solutions, sales and technical training on Avaya IP Office, one of Avaya’s leading IP telephony solutions for small and medium businesses. IP Office is a secure, intelligent, and easy-to-use converged voice and data system designed especially for small and medium businesses. Avaya has sold more than 85,000 IP Office solutions to companies around the world.

Telephone Technologies, LLC sells Avaya communications systems, design and implementation services to businesses across the Nation, with major focus on small and mid-sized businesses located on the Eastern seaboard.

Ed Mason, principal and chief operating officer, Telephone Technologies, LLC, said: “Earning the distinct and challenging award of becoming one of the few and elite members of the Avaya BusinessPartner program designated as an ‘SMB Expert’ clearly reflects our company’s unconditional commitment and focus on supporting our

customers' total communications needs, without sacrificing an excellent customer satisfaction rating. Since day one, Telephone Technologies has worked exclusively with Avaya for several reasons. First and most importantly, Avaya's products and services are in a class of their own, as are the people whom comprise the company. Secondly, every employee within our company has a communications industry background, with a huge network of contacts at Avaya and in-depth knowledge on the plethora of products, solutions and services that Avaya has to offer, enabling us to collaborate effectively to help ensure we're providing the best possible service to our mutual customers.

"Our mission at Telephone Technologies is to earn future opportunities with our customers by delivering on the opportunities they bring to us," Mason said. "By achieving the designation as 'SMB Expert' and fulfilling the demanding challenges the curriculum offered, we believe Telephone Technologies is also in a class of its own, with a competitive differentiator that makes us stand out in our customers' eyes."

Telephone Technologies, LLC has consistently received top honors from Avaya. All of its sales personnel successfully completed course in Avaya IP Office technical proficiency, including core competency and compact call center, with two employees who completed product authorization requirements for implementing IP Office. "Our growth in Avaya revenue over the last two years placed us in the top 10 percent, nationwide, of BusinessPartners focused on the SMB market," Mason said.

"Smaller companies need crystal clear information on the capabilities of IP telephony and the difference it can make to the way they operate their businesses, because whatever change they make can have a huge effect on their bottom line," said Patricia Hume, global vice president, small and medium business solutions, Avaya. "Certified resellers in the Avaya Business Partner program who achieve 'SMB Expert' status are sending a message to their customers that they have the professional and technical expertise that's honed for the smaller firm. Because Telephone Technologies, LLC is now qualified as an 'SMB Expert', they have increased credibility with their smaller customers, and it reaffirms Telephone Technologies, LLC's commitment to excellence in serving small and medium firms with the highest standards and with the communications solutions from Avaya specifically designed to meet smaller companies' needs."

About Avaya

Avaya Inc. designs, builds and manages communications networks for more than 1 million businesses worldwide, including over 90 percent of the FORTUNE 500®. Focused on businesses large to small, Avaya is a world leader in secure and reliable Internet protocol (IP) telephony systems and communications software applications and services.

Driving the convergence of voice and data communications with business applications - and distinguished by comprehensive worldwide services - Avaya helps customers leverage existing and new networks to achieve superior business results. For more information visit the Avaya website: www.avaya.com.

About Telephone Technologies, LLC

Established in 1996 Telephone Technologies is one of Avaya's leading Small and Medium Business (SMB) resellers in the Northeastern United States and rapidly expanding its successful implementations in the Continental United States and Hawaii.

Telephone Technologies provides a plethora of communications equipment and services solutions voice and data applications. Telephone Technologies offers its many customers total and customized business communication solutions for their small, medium, or large office applications, including Fortune 500 companies.

Telephone Technologies has enjoyed a steady growth over the past 11 years and has evolved into a total converged solutions provider. Supported by trained and certified account executives to work on cost-effective ways to enhance companies' productivity and efficiencies. Its account executives are supported by an exceptional team of technical design engineers as well as an experienced, talented and customer-focused back office.

It is Telephone Technologies' mission to ensure its customers consistently make the best telecommunications decisions, while thriving to "earn" a 100% Customer Satisfaction rating. We accomplish this by utilizing our industry experience, expertise, industry affiliations and valued partnerships to bring to customers best-in-class telecommunication products and services.

For more information on Telephone Technologies, LLC, please visit its web site at www.telephonetechnologies.com

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