



September 26, 2009

Dear Valued Customer:

Over the course of the past nine months, we have tried to provide our customers with Shared Technologies' perspective on Nortel's restructuring process.

On Monday, September 14, Nortel concluded a successful auction of substantially all of the assets of Nortel's global Enterprise Solutions business as well as the shares of Nortel Government Solutions Incorporated and DiamondWare, Ltd. with Avaya emerging as the winning bidder.

We are pleased to see the process move forward and are excited about the expanded technological capabilities of the two product portfolios. Avaya is a global leader of enterprise communication systems. The company's strengths lie in unified communications, contact centers, and related services to leading businesses around the world.

The sale of Nortel is subject to court approvals in the U.S., Canada, France and Israel as well as regulatory approvals. We anticipate the transaction to close in early December.

Shared Technologies is a valued partner of both Nortel and Avaya. We continue to invest in training of our employees on both the Avaya and Nortel product line. As a result, we are uniquely positioned to be able to provide continuity and investment protection because of our expertise with both products and our technology expertise in general. We are working closely with both Avaya and Nortel to fully understand the product evolution and integration plans and to help ensure a smooth transition for all of our customers. We can assist you in making the product and application decisions that are most beneficial for your business.

Shared Technologies is in great financial shape in spite of a difficult market and the Nortel restructuring. We had a very strong financial first half of 2009. We are also recognized as #18 on FORTUNE's 2009 list of Top Companies to Work For in America.

We are excited about the opportunities generated by this acquisition and look forward to serving you for many years to come. As we learn more details about this transaction we will be communicating with you. I am sure over the next few months you will have competitors who will try to instill fear, uncertainty and doubt about the future of this newly integrated company. Given Shared Technologies' history of representing both Avaya and Nortel, I assure you that we will be happy to provide you with the facts as well as give you the best possible recommendation for your telecommunications needs.

Finally, we want to personally thank you for your trust in Shared Technologies. We value your business and really appreciate your support. We take providing the best possible service to you very seriously.

Should you have any questions or concerns, please feel free to email me or reach out to me personally at 972-462-5888.

Warmest regards,

Tony Parella

Anthony J. Parella
President and CEO