



21 November 2016

TO: POWERNET

RE: Powernet

C/ Francisca Delgado, 11, 3º.

Arroyo de la Vega

Alcobendas - (madrid), 28108

Link ID# 403388

Avaya Inc. ("Avaya") is pleased to confirm that Powernet is an authorized Reseller in good standing of Avaya products and solutions at the **Sapphire** level. In addition, Powernet has further distinguished themselves by satisfying all requirements for the following Support Select designations, an important indicator of high quality maintenance skills: .

As an Avaya-authorized partner at the Sapphire level, Powernet is authorized to resell, and to offer design services and Avaya support for the following business systems and associated peripheral equipment to end-user companies: SME Communications, Networking, Business Communications Manager, Scopia Endpoints/Avaya Video, Scopia, Avaya Contact Center Select, Avaya IP Office Contact Center.

Plus, Powernet is authorized to provide installation and maintenance services, either directly or in partnership with Avaya, for the following:

Installation: Avaya Aura Contact Center CCT and Multimedia, Avaya Aura CM, CM Messaging, Ethernet Routing Switch, Avaya Aura Contact Center, CallPilot, Communication Server 1000 for Avaya Aura, Avaya Aura Session/System Manager, Scopia Endpoints/Avaya Video, Avaya Contact Center Select.

Maintenance: Avaya Aura Session/System Manager, CallPilot, Communication Server 1000 for Avaya Aura, Ethernet Routing Switch, Scopia Endpoints/Avaya Video, Avaya Contact Center Select.

Avaya will honor its end-user warranty for these products which are purchased from Powernet. In the unlikely event that Powernet is unavailable to handle a warranty claim or request for maintenance support, Avaya can offer these services directly.

As an Avaya-authorized partner, Powernet is approved to provide the following for Avaya products:

- Procure product and services from Avaya or Distributors (as approved) for resale to end users;
- Extend Avaya software licenses and factory warranties to end users;
- Obtain technical support services from Avaya;
- Obtain and license Avaya software upgrades to end users;
- Access Avaya engineering, system configuration, pricing tools, and training courses (sales, technical, installation, and maintenance); and
- Participate in Avaya-sponsored marketing programs and product events.

Thank you for your confidence in Avaya and your choice of an Avaya-authorized reseller.

Regards

Avaya Global Channel Program Team
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