



The Power of We™

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4<sup>th</sup>, August 2015

To: To Whom It May Concern  
Subject: Avaya/Track Telecom

Dear Sir,

I would like to thank you for your faith in Avaya and our **Authorized Partner** Track Telecom for the opportunity you have already extended to both our corporations.

The purpose of this short letter is to reaffirm not only Avaya's commitment to you as a highly valued purchaser and user of Avaya products but also re-emphasize Avaya's partnership with Track Telecom and reassure you that at all times it is Avaya's policy to ensure that our channels to market remain fully accredited and certified and that they are able to support their customers and their customers' installed base at all times to a high degree of satisfaction.

Track Telecom is growing their team as their business with Avaya continues to flourish. I can confirm that Track Telecom is offering Avaya latest state of the art technologies and solutions and has the correct levels of certification and allowed to supply and install Avaya products.

In addition to Track Telecom you also have complete access to the team from Avaya based here in Egypt and can of course, at any time, contact either myself or my senior management if you have any areas of concern.

Best regards

  
Mohamed Hindy  
Country Manager - Egypt  
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