



August, 2008

Dear ICCS & Co., LLC Leadership Team,

Congratulations on becoming an *Avaya SMB Expert BusinessPartner*.

Achieving this level means your company has progressed through Avaya's rigorous step-by-step process to achieve our highest level of certification for SMBS authorized BusinessPartners. Through your extensive business relationship with Avaya, the skills of your technical and sales staff, and your quality customer support capabilities, you have shown a commitment to offer your customers superior product knowledge and service for the specific needs of the SMB marketplace.

Achieving Avaya's SMB Expert level sets ICCS & Co., LLC apart. We look forward to continuing our successful relationship.

Congratulations again, and here's to a great 2008.

Donny Ward  
Vice President – North America Channel Sales



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SMB Expert  
BUSINESSPARTNER

