



CUSTOMER FAQs

Q1. What did Avaya announce?

We announced that we have taken action to restructure our balance sheet and better position the Company for the future. To facilitate this restructuring, Avaya Inc. (together with certain of its domestic subsidiaries, collectively, the “Company”) filed voluntary petitions under chapter 11 of the U.S. Bankruptcy Code. Generally speaking, the Company’s foreign affiliates are not included in the filing and will continue normal operations.

We have conducted an extensive review of alternatives to address our capital structure. With the help of our advisors, we determined a restructuring is the best path forward at this time.

We are confident that restructuring our balance sheet will help us become stronger and more nimble, with the flexibility to make necessary investments in innovation and our operations.

Q2. Is Avaya going out of business?

No. We are keenly focused on minimizing disruption to our customers, partners, and employees and do not expect to experience any material disruption as a result of the filing. Our corporate offices, distribution and support centers remain open on normal schedules and will continue to operate as usual.

As a result of the terms of Avaya’s debt obligations and the upcoming debt maturities, we need to recapitalize the Company and believe the restructuring process is the best path forward at this time. Our businesses are healthy and performing well, and we are executing at a high level. Our Q4 results show y/y growth in contact center products and networking and sequential growth in unified communications, and were above our expectations, including adjusted EBITDA performance that was an Avaya record. We have the first or second market share positions in most of the markets we serve, and continue to maintain a best in class Net Promoter Score.

We are using the controlled process of chapter 11 to implement a debt restructuring that will grant us the financial freedom to invest more resources in our future.

Q3. Will this have any impact on my product warranty?

No. The Company has filed a number of “first-day” motions with the Court to promote a smooth transition into chapter 11 with minimal business disruption. Among other things, the “first-day” motions request authority to continue certain customer and partner programs in the ordinary course of business.

Q4. Will my products continue to be serviced?

Yes. We are keenly focused on minimizing disruption to our customers and do not expect to experience any material disruption as a result of the filing.

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Q5. Why should I invest in a new contract with you?

Avaya remains one of the leading providers of Contact Center and Unified Communications solutions, and that doesn't change with our filing. In fact, the filing should enable us to reduce our debt and interest expense so we can invest more in innovation and customer service. We deliver world-class product innovation and support services, which have resulted in a Net Promoter Score that is more than 20 points higher than our key competitors. Our businesses are healthy and our operations are strong. In fact, our operating profitability has improved sequentially in each of the past six years. Our Q4 results show y/y growth in contact center products and networking and sequential growth in unified communications, and were above our expectations, including adjusted EBITDA performance that was an Avaya record.

We provide mission critical communications infrastructure to many of the world's largest companies, hospitals, schools and government institutions, including 90 percent of the Fortune 100.

The filing does not alter the commitments we've made to our customers, whether it's product and roadmaps, service engagements, cloud services or maintenance contracts. The Company has filed a number of "first-day" motions with the Court to facilitate a smooth transition and minimize business disruption. Among other things, the "first-day" motions request authorization to continue certain customer and partner programs in the ordinary course of business.

We do not anticipate any scenario in which Avaya would cease its operations or discontinue its products and world-class customer support.

Q6. Will in-process quotes and deals be honored?

The Company intends to honor and process quotes and orders in the ordinary course of business, subject to Court approval.

Q7. Will you continue to guarantee Service Level Agreements (SLAs)?

We are keenly focused on minimizing disruption to our customers and do not expect to experience any material disruptions as a result of the filing. We are fully committed to providing our customers and partners with the same innovative products and industry-leading service you have come to expect from us.

Q8. Will Avaya continue to honor existing multi-year agreements and sell new ones?

Yes. We are keenly focused on minimizing disruption to our customers and do not expect to experience any material disruptions as a result of the filing. We are fully committed to providing our customers and partners with the same innovative products and industry-leading service you have come to expect from us.

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Q9. Do you have a plan for providing updates?

Yes, we are committed to providing regular updates to customers as we move through this process. This will include our existing newsletters and other communication vehicles, customer events that we hold around the world, regular updates on avaya.com, and a process for collecting and answering customer questions through our sales team and partners. Our account teams and partners will also be equipped with updates to share with customers.

Q10. Where can I get additional information?

For more information about our filing, including access to Court documents, please visit:

<https://cases.primeclerk.com/avaya>

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.