



TO: OBS Italia S.r.l.

Attention of: OBS Italia S.r.l. Stefano Spagnesi
Via Selice 84
Imola, Bologna,
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RE: OBS ITALIA S.r.l
via selice 84/a, ,
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Link ID: 518675

Avaya Inc. ("Avaya") is pleased to confirm that OBS ITALIA S.r.l is an authorized Reseller in good standing of Avaya products and solutions at the Emerald level.

As an Avaya-authorized partner at the Emerald level, OBS ITALIA S.r.l 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:

Salesforce Connector.

Plus, OBS ITALIA S.r.l is authorized to provide installation and maintenance services, either directly or in partnership with Avaya, for the following:

Installation: None

Maintenance: None

As an Avaya-authorized partner, OBS ITALIA S.r.l 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 Worldwide Channel Team