

## Vendor & Supplier Letter

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February 14, 2023

Dear Valued Business Partner,

I'm pleased to share that Avaya has taken a **giant leap forward in our business transformation** – we have reached an agreement that will enable us to:

- **Eliminate more than 75% of our debt;**
- **Substantially increase our cash and strengthen our liquidity position;**
- **Move forward with one of the strongest balance sheets in our industry;**  
and
- **Position Avaya and our iconic brand for long-term success.**

This financial restructuring is an incredibly **positive and significant milestone** for Avaya, marking the successful culmination of months of constructive discussions with our financial stakeholders. It is also the **last major step in our transformation journey**, which includes initiatives we have already implemented to enhance our strategy and operations. By substantially improving our financial position, we will have **significant additional resources** to invest aggressively in our innovative products and solutions and continue providing world class services to our customers.

To implement the financial restructuring as quickly and efficiently as possible, we are utilizing an expedited prepackaged Chapter 11 process in the U.S. Because we have support from an overwhelming majority of our lenders as part of a Restructuring Support Agreement (RSA), **we expect to complete this process within 60 to 90 days.**

Here are the most important things you need to know as we move forward:

- Under the terms of the RSA, **all Avaya vendors and suppliers will be paid in full, regardless of when goods or services were delivered.**
- **We are operating normally.** This process will not have any impact on our day-to-day operations or on our customers, channel and strategic partners, vendors, suppliers, team members or other key stakeholders.
- **We have substantial liquidity.** We have received commitments for approximately \$780 million in new financing from certain of our existing lenders and a bank syndicate. This financing, together with cash on hand and cash generated from ongoing operations, is expected to provide substantial liquidity to support Avaya during the restructuring process and beyond.
- **We value our relationship and are continuing to work closely with you.** You play a key role in enabling us to provide customers and partners with our full suite of communications solutions, service and support.

- **We are continuing to rely on your cooperation** – and the cooperation of all of our business partners – as we move forward. We are confident the steps we are taking will ultimately make us an even better partner to you.

### **Keeping You Informed**

We will continue to keep you informed as we have updates to share. You can find additional information, including FAQs and a fact sheet, on our restructuring website at [www.AvayaRestructuringInfo.com](http://www.AvayaRestructuringInfo.com).

Court filings and other information related to the proceedings are available on a separate website administrated by our claims agent, Kurtzman Carson Consultants (KCC), at [www.kccllc.net/avaya](http://www.kccllc.net/avaya), or by calling toll-free at 877-709-4751, or 424-236-7231 for calls originating outside of the U.S. or Canada.

As always, if you have additional questions, please reach out to your usual Avaya representative. We appreciate your ongoing partnership and support.

Best,

Alan Masarek  
Chief Executive Officer