

Why buy Nortel from Black Box?

Black Box Network Services is the largest technical services company in the world and maintains Elite Partner status with Nortel™. With certified sales and technical resources throughout North America, Black Box Network Services is ready to help you get the most from your infrastructure investments, no matter what your environment or objectives.

Why Black Box Network Services?

History and Stability

- Founded in 1976.
- \$1B in annual revenues.
- 192 offices worldwide.
- More than 4400 Team Members.
- NASDAQ Global Select: BBOX.

Approach

- Our clients receive objective advice and technology recommendations based on their unique environments and objectives.
- Our relationship with Nortel is important, but our priority is to always deliver solutions that meet our clients' needs.

Breadth

- Diverse portfolio — no other provider offers our breadth of solutions.
- Value-added reseller of platforms and applications from the industry's top manufacturers and through our own line of products and maintenance services.
- Services include comprehensive voice communications and data infrastructure solutions.

Experience

- More than 30 years of experience designing, implementing, and maintaining voice and data solutions.
- Currently maintain more than 4M ports company-wide.
- Support an extensive range of platforms, including legacy systems, for clients in all industries.

Expertise

- One of the largest Nortel certified teams in the country.
- Black Box resources throughout North America can deliver Nortel solutions without subcontractors for installation, support, and maintenance.

Why Nortel from Black Box Network Services?

The Black Box – Nortel Relationship

- Elite status – highest partner status offered.
- INNUA Platinum Partner.
- Insight 100 Partner.
- 25-year relationship.
- Contract through 2011.

Support

- More than 25 Nortel product lines supported.
- Remote clearing for 79% of calls.
- Only 0.62% of calls get escalated to Nortel.
- Average of \$12M in spare Nortel parts available in North America.

Designations

- Nortel specializations:
 - Advanced Service Support (TAC).
 - SMB.
 - Unified Communications.
- 375 Partner Advantage Certifications and 816 current Nortel technical certifications.
- More than 590 current Qualified Sales Professional certifications.

Maintenance Breadth

- Approximately 11,000 Nortel sites currently maintained.
- Approximately 2.7M Nortel ports currently maintained.
- Largest Nortel SL100/CS2100 provider.

Customer Support

- Delivering exceptional customer service to our 175,000 clients is the foundation of our business.
- Support centers throughout the U.S. and Canada.
- Technical support available 24/7/365.

To Learn More

If you have questions about our relationship with Nortel, or the Black Box portfolio, contact:

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