



November 12, 2007

New Media Software Ltd.  
PO Box 299  
Eastleigh HA  
United Kingdom

Dear Phill:

Congratulations! It is with great pleasure we present your company with this Avaya DeveloperConnection Compliant Award for successful compliance testing with Avaya Inc.'s IP Office 4.0(10).

Your company's Adaptive Contact Centre 8.65 has been compliance tested by Avaya's DeveloperConnection Technical Team and has been officially accepted as compliant on November 12, 2007. The Avaya DeveloperConnection Compliant Award is now valid, based on the stated version of each party's solution.

Avaya is committed to providing its customers with solutions that are fully compatible with the Adaptive Contact Centre. With this successful Compliance testing, Avaya provides customers the assurance of successful product interoperability. By continuing to pursue improvements in product integration, we offer a more cost effective, integrated solution to our customers.

Please look to the Avaya DeveloperConnection Program for continued marketing and development support of your product in conjunction with IP Office 4.0(10).

We look forward to continuing our joint success in the future. Again, Congratulations!

Sincerely

*Dan Fusco*

DeveloperConnection Program  
Avaya Inc.