



Vendor Contacts and Ordering Instructions

All PEPPM orders should be faxed to PEPPM at **800-636-3779** or placed online through Epsilon eCommerce. In the body of the purchase order, please include the following language: "As per PEPPM 2012"

Product Line: **Avaya Inc.**

Introduction

Avaya Inc. is the holder of the Contract for Avaya Products, Solutions, and Services. Avaya Inc. utilizes Authorized Business Partners/Resellers to provide our products. If you choose to purchase from one of our Authorized Business Partners/Resellers (see list below), please address all Purchase Orders to Avaya Inc., C/O your selected Business Partner/Reseller. If you have any inquiries please contact:

David L. Smith
484-567-8810
Smith153@avaya.com

Placing an Order via Fax:

1. Locate product and prices on PEPPM.org or through a sales representative.
2. Our posted PEPPM prices are for a quantity of 1. If you have interest in volume discounts, please request this information from your Sales Representative.
3. Select one of the authorized resellers listed below and address the orders to:

Avaya Inc.
c/o (Selected Reseller Name)
Reseller Address

4. All quotes and orders should state "As per PEPPM 2012."
5. Fax the completed order to **800-636-3779**.
 - a. Your order will be reviewed and edited by PEPPM Staff.
 - b. You will be contacted to make any necessary corrections.
 - c. Your order will be issued to the vendor within 24 hours during the business week after all (if any) corrections are made.
 - d. Your order will be archived for audit support.
6. Standard shipping is included on all orders over \$500.00.

Placing an order Online:

Before placing an online order, make sure that your Ship-to Address has been entered by the individual in your organization that manages your Epylon information. Click on My Profile_My Ship-to Addresses to view the addresses available on your account. If it is not listed, you must add it before creating the PO form. Ship-to Addresses are added under Accounts_Ship-to Addresses.

1. Login to Epylon at www.epylon.com.
2. Click on the Contracts tab.
 - a. Choose between a "line item" or "contracts" search.
 - b. Select **Avaya Inc.** from the Vendor (Awardee) list.
 - c. Click "Search."
3. Add selected line items to a List.
4. Assign a reseller to the item by using the checking the box next to the item and clicking the "Assign Distributor" button.
5. To request a volume price break, add items to a Spot Price Check form along with your desired quantity and a Response Due Date. The vendor will be notified of your request via email. Once they respond, you'll be notified and can view the response on Epylon. (After viewing a winning response, continue with the instructions that follow.)
6. Add selected items to a Purchase Order form.
7. Click "Submit" after entering a valid PO number and shipping address.
 - a. The PEPPM contract will automatically be referenced in your PO.
 - b. You will retain a copy of the sent purchase order in your Epylon account. A Printable Version is also available.
 - c. The order will immediately be viewable by the vendor.
 - d. Your order will be archived for audit support.
8. Standard shipping is included on all orders over \$500.00.

For any assistance using Epylon, contact service@epylon.com or call 888-211-7438.

Reseller Listing

Orders may not be faxed directly to these resellers. All orders must be placed through the PEPPM fax number (800-636-3779) or Epylon eCommerce to assure PEPPM bid protection.

Select one of the authorized resellers/dealers listed below and address the orders to:

Avaya Inc.
c/o (Selected Reseller Name)
Reseller Address

In the body of the purchase order, please include the following language: "As per PEPPM 2012"

Avaya

8 Tower Bridge – 9th Floor – Suite 990
161 Washington Street
Conshohocken, PA 19428

Attn: (Your Account Manager's Name)

*you should also send an e-mail copy to your Account Manager

Merlin Communications

18 E. South 7th Street

Akron, PA 17501

Contact: Jim Madden, Phone 717-859-1003, ext. 102, servicerequest@merlincom.com

CNI Sales Inc.

2960 Skippack Pike, PO Box 180

Worcester, PA 19490

Contact: Tom Kirk, Phone 215-283-0254, tkirk@corpnetworking.com

TDS, Inc

2104 Swede Road

East Norriton, PA 19401

Contact: TJ Mcdonald, Phone 610-783-7005 x236, TMCDONALD@TDS-Phone.com

CSG Global

4110 Butler Pike, Suite B-100

Plymouth Meeting, PA 19462

Contact: Cate Weaver, Phone (484) 342-1021, cweaver@csgglobalweb.com

Sage Technology Solutions Inc.

1040 West Main Street

Mount Joy, PA 17552

Contact: Bill Reidlinger, Phone (717) 653-6641, orders@sagetechs.com

Chestnut Ridge Communication Services

890 Old William Penn Highway

Blairsville, PA 15717

Contact: Mark Miller, Phone 724-459-0910, mmiller@crsinc.com

Shared Solutions and Services Inc-Arrow S3

2425 Gateway Drive

Irving, TX 75063

Contact: Denise Crane, dcrane@arrow.com

Strategic Products and Services

113 Gibraltar Road

Horsham, PA 19044

Contact: Brian Pollard, Phone (973) 359-8512, bpollard@spscom.com

North American Communication Resources dba NACR

3344 Highway 149

Eagan, MN 55121

Contact: Brad Bomm (732) 720-6134 bbomm@NACR.com

Empire Communications Systems Inc.

1215 16th Street
Altoona, PA 16601
Attn: Tony Diaolo
Telephone: 814-944-2655

Carousel Industries of North America, Inc.

659 South Country Trail
Exeter, RI 02822
Attn: Mike Weis
518-464-0220
mweis@carouselindustries.com