



Feb 3, 2006

Resource Software International Ltd  
Oshawa ON Canada

Dear Rana:

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 v3.1 (48).

Your company's Shadow CMS v4.1.0 has been compliance tested by Avaya's DeveloperConnection Technical Team and has been officially accepted as compliant on 1/31/2006. 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 RSI's Shadow CMS v4.1.0. 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 Avaya's IP Office v3.1(48).

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

Sincerely

Dan Fusco

DeveloperConnection Program  
Avaya Inc.