



# DAC Membership

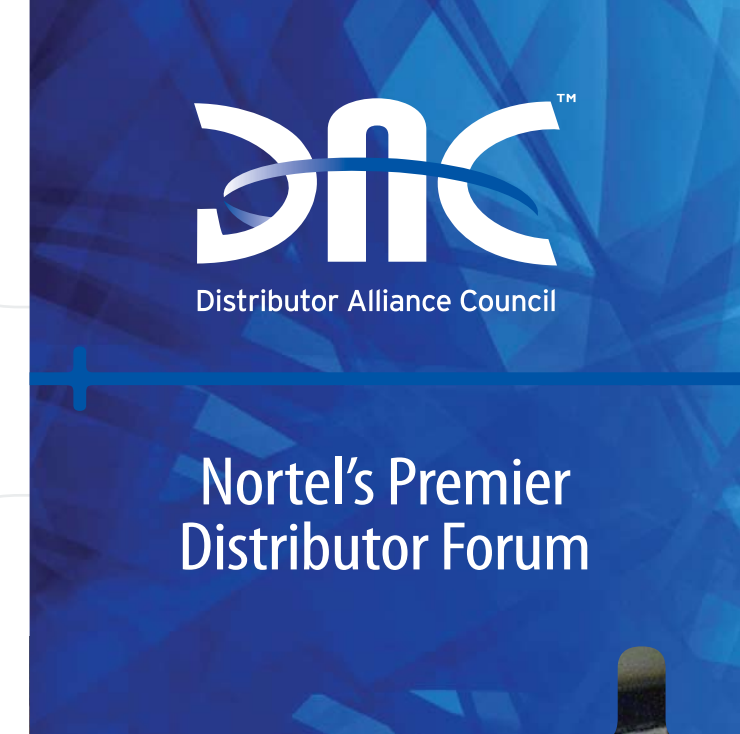
DAC membership is an individual membership; although the company must be an authorized Nortel product reseller.

In order to stay active as a DAC member, an individual must attend either one (1) conference or (6) conference calls in a calendar year. When attending a DAC event, please abide by your own company's Code of Business Conduct Policy and/or Code of Ethics Policy.

Also, be sure to adhere to the requirements outlined on the non-disclosure agreement that your company signed with Nortel.

## For membership information or questions, please contact

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# Nortel's Premier Distributor Forum





## Structure and Governance

The DAC is governed by Nortel distributors through an Executive Steering Committee (ESC) with Nortel executive sponsors providing support. Specific issues are handled by separate task forces, focusing on product, operations, and marketing topics.



## What is the DAC?

The Distributor Alliance Council (DAC), formed in 1990, is a forum for Nortel authorized distributors. The DAC is a partnership between distributors and Nortel working to leverage the powerful synergy across Nortel's enterprise portfolio.

- Independent community that leads with one voice to gain product and service improvements
- Addresses strategic movement in the marketplace, operational and logistical issues, and key technical information
- 700+ individual members representing over 100 Nortel partners
- Bi-annual conferences provide a forum for new product presentations, workshops, demos, and task force sessions

## Goals

- Influence Nortel on product and process issues, and enhance distributor training
- Facilitate the convergence of voice, data, video, and wireless
- Facilitate information sharing
- Work with global counterparts in Europe, Asia, and Latin America

## Our Mission

To provide a forum to identify areas of common interest and concerns for the purpose of improving Enterprise products and services as well as Nortel and Distributor processes. Issues, recommendations and requests coming from the DAC receive top priority within Nortel. This results in improved product performance, operational effectiveness, technical support and Distributor-Nortel relations and profitability. Ultimately this results in increased customer satisfaction.

## How the DAC Benefits Distributors

- A strong alliance of over 700 members representing more than 100 Nortel distributor companies
- Distributors develop a close working relationship with key Nortel Executives
- Issues are dealt with and resolved through monthly task force calls led by Distributors and Nortel primes
- Ability to influence the development of new Nortel products and services through relationships with Nortel product managers and engineers
- Distributors work with their peers in other companies to bring their top issues forward to Nortel for resolution
- Distributors provide input to training and Distributor certification
- Two DAC conferences a year highlight new Nortel products through presentations, workshops, breakout sessions and demos