



WELCOME TO THE MITEL COMMUNITY

FREQUENTLY ASKED QUESTIONS

Toshiba Product Related Questions

Will the Toshiba products be re-branded?

The Toshiba products being acquired by Mitel will continue to be offered under the Toshiba brand.

What does this transaction mean for customers with Toshiba unified communications products?

- For Toshiba customers, it is business as usual. Toshiba products, which are known and trusted, will continue to be available for the foreseeable future.
- Customers can expect a seamless continuity of service, with no service disruption, and they can expect the same or better quality of support from Mitel.
- And of service for these Toshiba products will continue through to the end of the existing warranty.
- Over time, the acquisition by Mitel provides the added advantage of extending the life of existing Toshiba products and a graceful transition to next-generation technologies.

What changes should customers expect and when?

It is business as usual for Toshiba customers and partners. Continue to follow the same processes that exist today with respect to service, support, and fulfillment for Toshiba products.

To ensure continuity of service for Toshiba customers, a number of key Toshiba employees in sales, support, and R&D roles will join Mitel beginning July 1.

Will the Toshiba products be integrated into the Mitel portfolio?

Yes. The IPedge, Strata CIX and VIPedge will continue to be viable products in the Mitel portfolio. Additional integration to Mitel solutions are continuing to be developed with a goal of integration to Mitel's applications on the IPedge product in the first half of 2018. The Strata CIX platform is also slated for integration, but after the release of the IPedge integration.



FREQUENTLY ASKED QUESTIONS

Will current customer contracts/purchase orders with Toshiba for its unified communications products still be valid? If so, for how long?

Yes, current contracts will continue to be valid. Mitel is responsible for fulfilling all contracts and will support the Toshiba unified communications products until the end of their existing warranty.

How long will the warranty and product support for existing Toshiba products be in effect?

Mitel will honor existing warranties and the Software Upgrade and Support (SUS) plan according to the existing warranty period.

How will Mitel ensure product continuity and support, and for how long?

To ensure product continuity and support to the greatest degree possible, a core team of Toshiba employees, across sales, support, and R&D, will join Mitel.

As a Toshiba customer, how do I benefit from being with Mitel for the long term?

- By partnering with Mitel, Toshiba customers will not only extend the life of their products but will also make a graceful transition to next-generation technologies—with access to Mitel's entire portfolio of on-premise, hybrid, and cloud portfolios and applications.
- Mitel is a major global player in the unified communications and collaboration industry, with a well-established, stable business. We have a strong vision, mission, and customer-first focus, and are investing heavily in technology for the future with new products and technologies in the pipeline.

Can I still place orders for new Toshiba CIX and IPedge systems?

- As part of the acquisition, Mitel has secured continued manufacturing of new Toshiba systems and associated hardware.
- Mitel is also continuing to support the sale of new CIX and IPedge systems. Orders can be placed via the FYI dealer portal per the standard Toshiba process.



FREQUENTLY ASKED QUESTIONS

Will all Toshiba unified communications products still be accessible?

Mitel is acquiring the following Toshiba unified communications products, which will remain accessible and available:

- IPedge platform (on-premise IP PBX and IP phones)
- Strata CIX communications platform (digital hybrid solution)
- VIPedge platform (cloud version of IPedge)
- Associated peripherals and applications

Who do I call with questions or concerns?

Contact your Account Manager or Customer Advocate at ATS. General inquiries can be emailed to service@teamATS.com or call (800) 995-4287.



FREQUENTLY ASKED QUESTIONS

General Transition Questions

Who is Mitel?

- Mitel is a global market leader in unified communications and collaboration solutions, helping businesses connect, collaborate and provide innovative services to their customers. Our innovation and communications experts serve more than 60 million business users in more than 100 countries.
- Mitel offers one of the industry's broadest portfolios of business phone systems, collaboration and contact center solutions, supporting the communications needs of the smallest business to the largest enterprise—both in the cloud and on premise.
- With more than four decades of technical innovation and business development, Mitel is an industry and market leader, powering more than two billion business connections every day. That includes more than 33 million daily cloud connections, making Mitel the world's fastest-growing provider of cloud communications.

Who is Toshiba and why did it sell its unified communications business?

- Toshiba Corporation is a Fortune Global 500 company founded in Tokyo in 1875 and today has a global network of 550 consolidated companies.
On March 21, 2017, Toshiba notified its customers and dealers that, as part of its continuing global restructuring, it would be winding down its unified communications business.
- On May 11, Mitel and Toshiba signed a Memorandum of Understanding (MoU) where Mitel would acquire certain Toshiba assets, inventory, and support obligations associated with its unified communications business.

What exactly is Mitel acquiring from Toshiba?

- Mitel is acquiring certain assets, inventory, and support obligations from Toshiba Corporation's unified communications business.
- Specific Toshiba products:
 - IPedge platform (on-premise IP PBX and IP phones)
 - Strata CIX communications platform (digital hybrid solution)
 - VIPedge platform (cloud version of IPedge)
 - Associated peripherals and applications
- The transaction also includes a transition services agreement to provide product and service continuity.
- A number of key Toshiba sales, support, and R&D employees will join Mitel and will continue to provide support to existing Toshiba customers and partners.



FREQUENTLY ASKED QUESTIONS

Why did Mitel choose to acquire these Toshiba assets?

Mitel is committed to providing seamless communications and collaboration globally. Toshiba's unified communications business has a rich history in the communications and collaboration space, and this opportunity aligned well with Mitel's focus on expanding its customer base through strategic consolidations.