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Customer Notification: Business Continuity COVID-19

Date: 3/23/2020

To our valued customers and partners,

We are living through an extraordinary time with the fast spread of the coronavirus, identified as COVID-19. Our number one priority is the health and safety of our employees, clients, partners and their families. We want to share some of the actions we have taken to keep the entire Mitel Distributing staff safe while minimizing impact to our operations and yours amid this public emergency. We recognize the trust you confide in us when we service and deliver critical equipment and supplies to your workplace and remain committed to serving you and attending to your needs.

MITEL has established a COVID-19 Response Team that meets regularly to monitor developments and closely follow the guidance and advisories from governments and public health organizations. We also are collaborating with other global businesses and have taken a range of actions, including but not limited to:

- Educating all employees about the virus;
- Encouraging employees to work from home if they can;
- Sharing resources and guidance on how to contain the illness;
- Increasing and expanding cleaning of facilities;
- Restricting business travel and events;
- Restricting visitors and establishing a comprehensive visitor screening process;
- Requiring employees exhibiting any Flu like symptoms to stay at home; and
- Enforcing a stringent return-to-work policy if an employee becomes ill.

We also have activated our business continuity plan. Our plan defines requirements such as assigning teams responsible for continuity activities and determining the appropriate resources needed to resume operations after and during an event.

At this time, COVID-19 has not impacted equipment, parts and supplies availability. Nonetheless due to the nature of our business and various business partners and suppliers, some parts and equipment may not be readily available to ship immediately. We take this opportunity to encourage you to assess which critical area may be impacted by any shortage of parts and equipment. Once we understand how this may impact your business and process, we may proactively assist you in activating mitigation strategies with our partners to supply the necessary spare parts, equipment or instrument to ensure business continuity on your end.

We continue to provide support and service within impacted areas as national and local governments allow. Most technicians dispatch from their homes and are not dependent on local office and warehouse location. If local operations are impacted, we will reach out to you.

During this time, we understand you may not want visitors at your workplace, and we encourage you to use our remote support options; which are fully functional and stand ready to serve you. Customers can write to sales@mitelpr.com for any order processing, service@mitelpr.com for service and technical support and purchasing@mitelpr.com for order status updates.

We recognize there are a lot of questions, and that answers may continually change as the situation evolves. We will communicate regularly via email. If you have any additional questions, please reach out to your MITEL contact.

We will continue to monitor this evolving situation and will keep you informed of future updates. Thank you for your ongoing support as we work through this together.

With Kind Regards,

Mitel Distributing Corp.