

# Mitel Managed Services TotalSolution® Program



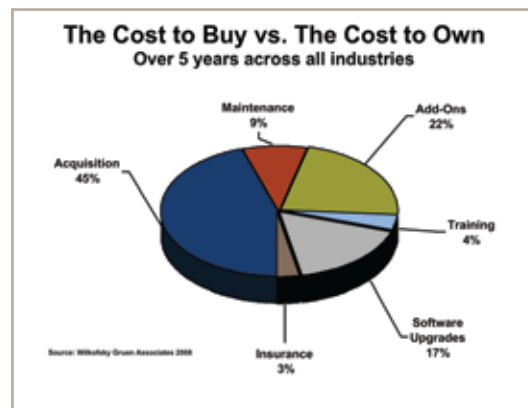
## Total service. Total support. Total sense for your Unified Communications needs.

Staying competitive and connected in today's "always on" marketplace requires the latest in communications. But keeping up with software upgrades, hardware enhancements and lightning-fast technological changes can be a time-consuming—and costly—cost of doing business. How do you ensure the system you buy or lease today won't be obsolete tomorrow?

By outsourcing your telecommunications needs with Mitel's TotalSolution Program, you can minimize the risks and responsibilities associated with ownership and operation of today's advanced systems while maximizing your communications investment.

Whether purchasing or leasing a system, it's important to consider all the costs to operate it, not just the purchase price. In many cases, these costs can ultimately equal or exceed the original acquisition cost. With the TotalSolution Program, you know exactly what it will cost to maintain, operate and

expand your system. These costs remain fixed for up to eight years, ensuring your investment is protected. So instead of micro-managing your communications, you can focus your attention on running your business, secure in the knowledge that your requirements for an effective telecommunications system are being met, both now and in the future.



## TotalSolution Program Benefits

**Full Service and Warranty:** Your fixed monthly payment includes full service, parts and labor for the full term of your lease—and the renewal term. When you sign your TotalSolution Program contract you know exactly what service will cost, without escalation, for up to eight years.

**Guaranteed Rates for Expansion:** You are provided with a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance and other TotalSolution Program provisions, remains the same regardless of the cost of equipment, labor, interest or even the number of months remaining on your contract, for up to eight years. When you add additional equipment to a conventional lease contract, the lease company will calculate the monthly rate based on the current interest rate and the term remaining on your contract.

**Upgrade and Recast Flexibility:** The day you purchase or lease a system, you lock yourself into that system's capacity and technology. The TotalSolution Program protects you from obsolescence and the risk involved with potentially upgrading the system in the future as your company grows and market conditions or technology change. Should you need a new system due to technological advances introduced by Mitel that render your system obsolete, you can upgrade to a new system with no financial penalties or cancellation charges. The first contract is forgiven in its entirety. Mitel guarantees that the rates for your upgraded system will be the same as offered to other customers with the same system.

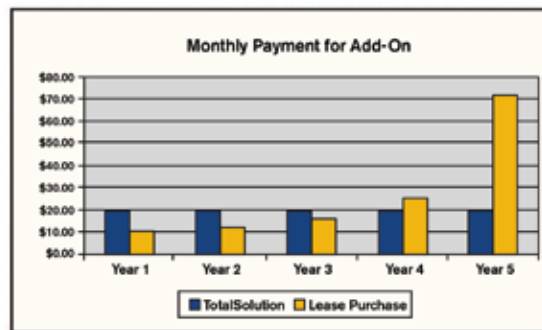
Mitel will replace and/or upgrade your current system's central operating unit and station equipment to an equal or larger capacity unit based on a newer technology providing additional features and capabilities, with the same or larger number of installed telephones. To qualify for an upgrade, you simply must have made 24 payments on your existing system, and your current contract must be in good standing. In addition, should you elect to add a substantial amount of our equipment to your system, we offer the ability to recast your TotalSolution Program to minimize the impact on your monthly payment.

**System Software Upgrades:** Any time during the term of the TotalSolution Program, you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the TotalSolution term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

**Risk of Loss Coverage:** On average an insurance policy charges over \$70 per month to insure a \$50,000 system. Additionally, all commercial insurance policies have deductibles. So, in many cases, you have no insurance at all. With TotalSolution, Mitel assumes risk of loss for the equipment and the software for the full term of your agreement. No additional insurance is required. You pay no deductibles in the event of a loss. This includes software viruses, which no commercial insurance policy will cover. You will not invest your valuable time or money filling out insurance forms or dealing with adjusters. Your equipment, system or software is replaced immediately at our expense.

**Disaster Recovery Provision:** A current copy of your system database will be maintained off-site at our offices. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

**System Training:** What good is advanced technology if no one knows how to use it? With TotalSolution, Mitel provides training on the use of your system to all of your employees throughout the entire term of your agreement. Any time you add new employees or someone just needs a refresher course, simply pick up the phone and call us. In addition, we provide System Administration training, along with reference material, on 15 common programming areas so you can make simple changes that may be required during day-to-day business.



This chart shows the effect of adding a phone midyear in each year of your contract. For this example, the purchase price is \$413. In a traditional lease purchase, as the remaining term decreases, the payment added to your lease payment increases from \$10.77 to more than \$70 per month. The TotalSolution Program fixed monthly rate is \$19.52. The TotalSolution rate does not change even as the end of the term gets closer.



**Discounted System Relocation:** TotalSolution customers receive an automatic percent reduction off our standard move rates should your company need to relocate at anytime, for up to eight years.

**Discounted Adds/Moves/Changes:** Additional discounts will also extend to changes you may want to make to your system that do not appear on the list provided on the Guaranteed Rates for Expansion provision

**Guaranteed Renewal Options:** Upon completion of your TotalSolution contract, you'll have the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!

**Single Point of Contact:** Mitel stays financially committed to you for the full term of the agreement and the renewal. We handle all of the administration, billing and collecting. If you should have a question about your agreement or an invoice, you will always speak to an employee for assistance, not some disinterested third-party leasing company.

**The TotalSolution Program makes even more total sense by offering you the following features:**

**Business Applications Review:** Mitel will provide customers on the TotalSolution Program with a comprehensive, semi-annual "needs" assessment focused on developing or enhancing applications relevant to your business that drive process improvements. Our Sales Engineering staff will also assist you with developing ROIs on recommended applications to ensure you get the most out of Mitel's Unified Communications solutions.

**Complimentary Network Analysis:** Give your network a free T.U.N.E. up with Mitel NetSolutions®. TotalSolution customers are eligible for an annual Total, Universal, Network Evaluation (T.U.N.E.), designed to provide you with a comprehensive review of your network infrastructure and services you currently have deployed, and the fixed and variable expenses associated with them. In addition, you'll receive actionable recommendations for improving your network's functionality and efficiency to help you realize quantifiable cost reductions, along with reliable benchmarks for comparative equivalents for future initiatives.



TotalSolution Program - Cash Flow Comparison to Equipment Purchase							
FOR: Your Customer							
Presented By: Your Sales Representative							
<small>(Based on estimates of costs from assumptions provided. Actual results may vary.)</small>							
1/14/2008							
Total Solution Program	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
Total Solution Payment	\$ 21,060	\$ 21,060	\$ 21,060	\$ 21,060	\$ 21,060	\$ 105,300	
Add-on Equipment	\$ 152	\$ 900	\$ 2,248	\$ 4,198	\$ 8,747	\$ 14,245	
<b>Total TSP Program Costs</b>	<b>\$ 21,212</b>	<b>\$ 21,960</b>	<b>\$ 23,308</b>	<b>\$ 25,258</b>	<b>\$ 29,807</b>	<b>\$ 119,544</b>	
<b>Additional Savings from Network</b>							
<small>(See Note #1 in Network Contracts add)</small>	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
<b>Net Cost of TotalSolution (including Network Savings)</b>	<b>\$ 21,212</b>	<b>\$ 21,960</b>	<b>\$ 23,308</b>	<b>\$ 25,258</b>	<b>\$ 29,807</b>	<b>\$ 119,544</b>	
Cash Purchase Price	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
Purchase Price	\$ 65,000	\$ -	\$ -	\$ -	\$ -	\$ 65,000	
Add-on Equipment/Software	\$ 700	\$ 5,340	\$ 6,100	\$ 8,340	\$ 9,160	\$ 29,640	
Maintenance	\$ -	\$ 6,875	\$ 7,574	\$ 8,480	\$ 9,474	\$ 32,404	
Return on Investment @ 8.00%	\$ 4,350	\$ 3,726	\$ 3,142	\$ 2,681	\$ 2,308	\$ 16,667	
Insurance Costs	\$ 1,070	\$ 1,170	\$ 1,280	\$ 1,400	\$ 1,600	\$ 6,550	
Training	\$ 300	\$ 300	\$ 300	\$ 300	\$ 300	\$ 1,500	
<b>Cash Purchase Total</b>	<b>\$ 71,420</b>	<b>\$ 17,416</b>	<b>\$ 18,387</b>	<b>\$ 21,322</b>	<b>\$ 22,340</b>	<b>\$ 160,765</b>	
Comparison to Cash Purchase	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
TotalSolution over System Purchase	\$ 60,210	\$ (4,548)	\$ (4,912)	\$ (4,827)	\$ (8,586)	\$ 31,216	
<b>Include Savings from Network</b>							
<b>Total Savings, Including Network, of Total Solution Program over System Purchase over period &gt;&gt;&gt;</b>						<b>\$ 31,216</b>	
Lease Purchase	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
Lease Payments	\$ 17,760	\$ 17,760	\$ 17,760	\$ 17,760	\$ 17,760	\$ 88,800	
Add-on Equipment/Software	\$ 112	\$ 1,243	\$ 3,763	\$ 8,410	\$ 21,060	\$ 34,588	
Maintenance	\$ -	\$ 6,875	\$ 7,574	\$ 8,480	\$ 9,474	\$ 32,404	
Insurance Costs	\$ 1,070	\$ 1,170	\$ 1,280	\$ 1,400	\$ 1,600	\$ 6,550	
Training	\$ 300	\$ 300	\$ 300	\$ 300	\$ 300	\$ 1,500	
<b>Lease Purchase Total</b>	<b>\$ 19,242</b>	<b>\$ 27,248</b>	<b>\$ 26,678</b>	<b>\$ 26,381</b>	<b>\$ 29,196</b>	<b>\$ 163,843</b>	
Comparison to Lease Purchase	Year 1	Year 2	Year 3	Year 4	Year 5	Total	
TotalSolution over Lease Purchase	\$ (1,988)	\$ 5,288	\$ 7,388	\$ 11,122	\$ 22,287	\$ 44,299	
<b>Include Savings from Network</b>							
<b>Total Savings, Including Network, of Total Solution Program over Lease Purchase over period &gt;&gt;&gt;</b>						<b>\$ 44,299</b>	

# Outsource Your Communications with the TotalSolution Program.

Since its inception over 20 years ago, Mitel's TotalSolution Program has grown steadily. Find out why Mitel's TotalSolution Program makes total sense for nearly 80 percent of our customers.

## Where to Buy

When you're ready to acquire a comprehensive advanced communications system, contact your local Mitel provider. With the TotalSolution Program, you have the security of dealing direct with the manufacturer. Our representative will thoroughly analyze your business model and provide you with a system and financial program designed to meet your present and future needs.

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Global Headquarters	U.S.	EMEA	CALA	Asia Pacific
Tel: +1(613) 592-2122 Fax: +1(613) 592-4784	Tel: +1(480) 961-9000 Fax: +1(480) 961-1370	Tel: +44(0)1291-430000 Fax: +44(0)1291-430400	Tel: +1(613) 592-2122 Fax: +1(613) 592-7825	Tel: +852 2508 9780 Fax: +852 2508 9232

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