

# Mitel Operations – COVID-19 Frequently Asked Questions

Date: 3/23/2020

## 1. Has MITEL Activated its BCP (Business Continuity Plan)?

Yes.

## 2. What actions is MITEL taking to ensure business continuity for its customers?

MITEL has established a COVID-19 Response Team that meets (remotely) regularly to monitor developments and closely follows the guidance and advisories from governments and global public health organizations. We have activated our business continuity plan for all processes, including operations, sales and service. We are establishing a rapid response process to ensure critical operations that need Mitel service and supplies are treated with priority. As this is a quickly evolving event, we will remain vigilant and responsive as new information becomes available.

## 3. What steps is MITEL taking to minimize exposure to its employees?

MITEL closely follows the guidance and advisories from governments and global public health organizations and is collaborating with other global businesses. As of March 16, we have taken the following steps and are regularly reviewing additional actions:

- 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 symptoms to stay at home; and
- Enforcing a stringent return to work policy if an employee becomes ill.

**4. What is MITEL doing to ensure we will get support when request support?**

MITEL has deployed its remote support capabilities. As a result, service team and employees are remotely responding to a large percentage of service requests, improving device uptime, and eliminating the need for onsite visits from MITEL service technicians. We have instructed many of our employees to work from home and have provided them laptops and monitors to do so. All Purchasing and operation teams including sales are remotely working from home to support your request. Please email them for support.

**5. What is MITEL doing to ensure my technician will be available to repair equipment and instruments?**

We continue to provide support and service within impacted areas as national and local governments allows. Most technicians dispatch from their homes and are not dependent on local office and warehouse location. In addition, MITEL is proactively monitoring open service calls and will rebalance workloads across our workforce to respond to our customer needs. If local operations are impacted, our service team will work with you to determine appropriate next steps. Please be aware that all contract customer will have priority over non-contract customer. As our team is limited, we will do our best to respond to all service requests.

**6. What is MITEL doing to minimize parts or supply delays due to the coronavirus?**

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 our customer and partner to assess which critical area may be impacted by the shortage of this part 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.