



## TOSHIBA PHONE SYSTEM END OF LIFE REMINDER

Dear Valued Customer,

I wanted to again personally remind you and your team that Toshiba phone systems are officially “End of Life” on October 31, 2021.

As a summary of what we’ve been discussing for the past few years, Mitel (another phone system manufacturer) purchased the entire branch of phone systems from the Toshiba brand. Mitel then released a “wind down” of the Toshiba product.

- End of new system sales was on October 31, 2018.
- End of add on sales (licensing, SUS i.e. software upgrades, etc) was on October 31, 2019.
- “End of Life” has been set for October 31, 2021.

The term “end of life” means there will be no more tech support directly from Toshiba/Mitel for any Toshiba product. What this means is if you were to have a system failure, we would not be able to transfer your licenses onto a replacement cabinet or server.

It is now more important than ever for us to assist you in coming up with a proactive replacement, that is why we’ve started a DataComm Plus client loyalty promotion. This is to make sure that no one is scrambling or left behind, as the time it takes to fully replace a phone system is around 45 days. We realize there is NO scenario where you can go without getting calls from your important main phone number for that long.

**We are now offering three months of services for free.** Especially in the current COVID-19 atmosphere, where many of our clients need to change their system, but might be struggling financially right now or are in desperate need of more enhanced features to allow their team members to work remotely.

One of our customer advocates will be reaching out to you in the next few days to discuss the proactive upgrade solution to make sure you're planning for your company's future.

Another thing to mention, with our recent acquisition, we are able to offer a variety of other services (more than just phones) in reference to IT/network consulting that are also summarized in this letter. Please contact us with any questions regarding how we can help you with all of your communication and IT needs by calling 262.784.2311 or email us at [sales@datacommplus.com](mailto:sales@datacommplus.com).

Sincerely,  
Tom Sodemann

*PS: Contact us ASAP to avoid an emergency when your current phone system fails and you have nothing.*