

4/02/2026

Re: MERGER of COMMUNICATIONS RESOURCES, INC. (CRI) and PARALLEL TECHNOLOGIES, INC.

Dear Parallel Customer:

We are thrilled to announce another major step in our growth. Following our successful merger with Comnet & BSB Communications, Parallel Technologies has now joined forces with Communications Resources, Inc. (CRI). This new partnership solidifies our position as **Mitel's largest partner in the United States** and significantly expands our portfolio of best-in-class cloud solutions.

Founded in 1980, CRI is a premier provider of UCaaS, cloud, and contact center solutions with a strong presence in the Southeast. Their deep expertise and strong partner relationships are a perfect complement to our own.

This merger provides several key benefits for Parallel's customers:

1. **Unmatched Market Leadership:** As **Mitel's largest partner** and a **Platinum Partner with Mitel, Intermedia's Elevate, and Zoom**, you will benefit from an unparalleled level of support, resources, and access to a comprehensive portfolio of communication solutions.
2. **Expanded Cloud Expertise:** CRI brings valuable relationships with leading providers like **RingCentral, Dialpad, and Clearspan Cloud**. These partnerships enhance our extensive UCaaS portfolio and strengthen our ability to deliver the perfect cloud solution for your business, whether it's through our flagship **Elevate** platform from Intermedia or another best-in-class option.
3. **Expanded Geographic Footprint:** With the addition of CRI's offices in **Tennessee and Virginia**, our combined company now has a physical presence throughout the Midwest and the Southeast, enhancing our ability to serve our national customer base.
4. **A Larger Team of Specialists:** You will continue to receive support from the dedicated Parallel, Comnet & BSB employees you know, now strengthened by the addition of CRI's experienced team. The combination of all four companies brings together a deeper bench of technical experts, engineers, and communication specialists—giving you access to more specialized support and expertise than ever before.

As we continue to grow, our core identity remains the same. Since its founding in 1983, Parallel Technologies is now an employee-owned company that remains focused serving our clients' evolving needs. That commitment remains at the heart of everything we do. Listening to our client's needs and developing solutions through our strategic partnership with the nation's leading technology advisory firm, Bridgepointe Technologies.

We encourage you to reach out to your account executive to learn more about this exciting merger and to schedule a "Did You Know?" review, where you can discover the full range of solutions and services now available to your business.

Thank you for your business!

Don Poling, CEO
Parallel Technologies, Inc.