



March 31, 2025

Re: MERGER of BSB COMMUNICATIONS, INC. and PARALLEL TECHNOLOGIES, INC.

Dear Parallel Customer:

We are excited to share that late last year Parallel Technologies joined forces with BSB Communications. The combined company is now positioned as Mitel's second largest partner in the United States offering more resources capable of supporting a broader portfolio of products and customers.

Founded in 1984, BSB is a Mitel Exclusive Platinum partner, that has been installing and supporting their clients' use of the flagship MiVoice Business platform for close to 20 years and has received recognition from Mitel for its technical excellence, contact center capabilities and success in each of Mitel's key verticals: Financial, Healthcare, Hospitality and Public Sector.

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

1. As Mitel's 2nd largest partner, you will now receive support of your Mitel solutions from an expanded team of experienced communications specialists that includes the dedicated Parallel employees that have been supporting you for years.
2. Enhances our team's ability to support your migration from the legacy ShoreTel / Mitel MiVoice Connect platform to Mitel's flagship MiVoice Business and associated artificial intelligence (AI) enabled applications like Mitel CX and Mitel Interaction Recording.
3. Parallel & BSB are also Platinum partners with Zoom and are now able to offer the Mitel+ Zoom hybrid solution that combines the reliability of the Mitel MiVoice Business with the innovation and artificial intelligence capabilities of Zoom Workspaces.
4. BSB is also a Platinum partner with Intermedia and will now offer Parallel customers a locally supported Unified Communications as a Service (UCaaS) cloud solution (Elevate).
5. An expanded geographic footprint with BSB/Parallel personnel now available throughout the State of Michigan and northwestern Ohio.

Parallel Technologies, in business since 1983, has been an employee-owned company since 2020 and is powered by the nation's leading technology advisory firm Bridgepointe Technologies.

Please let us know If you have any questions about the merger or our ability, through Bridgepointe, to serve as a single point of contact for all your technology and consulting needs, including SD-WAN, networking, cybersecurity, Customer Experience (CX) resources and more.

Thank you for your business!

A handwritten signature in black ink that reads "Don Poling".

Don Poling, CEO
Parallel Technologies, Inc.

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LOCATIONS

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