



MITEL

# Legal Services Solutions

Making the Case for Advanced IP Communications

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June 2009



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## The Case for Customer Service

Delivering superior client service has never been more important to the legal services community. In the mind of the client, it is one of the most significant barometers to measure the attorney-client relationship.

The importance of superior client service was underscored in a recent article published by Olmstead & Associates, a legal management consulting firm. In a survey of 600 corporate clients, less than 20 percent were satisfied with the responsiveness of their firms, while less than 10 percent claimed to be satisfied with the manner in which client-attorney communications were handled. On top of this, the article claims that two-thirds of clients drop their firms due to poor service, while 27 percent changed attorneys because of a lack of responsiveness.

In today's litigious society, the cornerstone behind providing outstanding customer service is seamless communication. From partners, to paralegals, to support staff, to clients themselves – reliable, secure, scalable and flexible communication solutions enabled by advanced, IP-enabled technologies, allow smart law firms to deliver superior customer service and differentiate themselves from the competition by:

- Responding to client demands more quickly and easily
- Surpassing client expectations with enhanced customer service
- Improving internal business processes
- Increasing productivity
- Reducing expenses
- Generating new revenue opportunities

## The Reliability Factor

Ensuring business continuity, security, privacy and compliance are also of paramount importance to clients. Legal services providers are tasked with adhering to increasingly stringent regulations regarding operational performance and the handling of proprietary information. Most law firms have invested vast sums of money to ensure their systems, including network infrastructure, communications systems, data warehouses, and CRM platforms, have reliable back-up capabilities to maintain operations in the event of any natural or man-made occurrence.

Additionally, both clients and regulators are keenly aware of the potential disaster that can occur when network security is breached. Identity theft and other fraud, as well as the other nefarious acts, have put the legal profession on high alert that it needs to pay strict attention to security. Any breaches in this regard could undermine the firm's integrity with clients and regulators, severely hampering its ability to compete.

The pace of change within the legal industry has intensified over the past decade, driven largely by technology and client demand. Much of this period has been characterized by cost cutting, consolidation and strategy adjustment. In addition, the need to grow in a saturated market has resulted in many firms inheriting mixed vendor networks as a result of merger and acquisition activities. Increasingly, law firms are recognizing that investment in communications technology pays off, especially where an increasing proportion of business is conducted through multimedia channels.

## Service-oriented Architecture for Service-oriented Organizations

Increasing competition, corporate governance, business continuity and ever-higher client expectations, together with the constant drive for greater operational efficiency, is placing more and more pressure on legal services providers. Those managing legacy systems are finding it increasingly difficult to meet business – and client – demands. For some organizations, the size of an individual client’s business can be very significant, and the loss of such a client due to inflexible systems and outdated processes can threaten a firm’s ability to compete and survive.

Deployment of unified communications solutions based on service-oriented architectures (SOA) can help bridge the gap by allowing law firms to migrate to more advanced services using their existing infrastructure. Loosely coupled IT services are used to support business processes and users. These services are less dependent on dedicated, fixed platforms, and are better able to provide a flexible IT environment that can be adapted to meet changing needs. Using IP communications platforms and applications as part of a service-oriented architecture supports and enhances an organization’s ability to sustain growth, drive efficiency gains and enhance the customer experience.

The constant quest to establish and maintain a competitive advantage drives the need to maximize the use of communications technology. By implementing a long-term vision and migration strategy for maintaining a level of investment, legal services providers can avoid expensive, high-risk “fork lift” upgrades and enjoy a range of benefits from improved staff retention to reduction in real estate and new ways of engaging with clients.

Need	Objective	Mitel Solutions
<b>Save Money</b>	<ul style="list-style-type: none"> <li>• Improve business processes</li> <li>• Reduce operational costs</li> <li>• Generate new revenue</li> <li>• Migration strategy to protect communications investment</li> </ul>	Unified Communications Solutions
<b>Stay Connected</b>	<ul style="list-style-type: none"> <li>• Enable anytime, anywhere access and communication</li> <li>• Leverage distributed workforce</li> <li>• Reduce mobility costs</li> </ul>	Mobility Solutions TeleCollaboration Solutions
<b>Excel in Customer Service</b>	<ul style="list-style-type: none"> <li>• Improve customer service levels</li> <li>• Attract, retain clients</li> <li>• Meet corporate governance and regulatory compliancy requirements</li> </ul>	Customer Interaction Solutions Managed Services Solutions
<b>Be Green</b>	<ul style="list-style-type: none"> <li>• Reduce energy costs</li> <li>• Minimize carbon footprint</li> </ul>	

## Excelling in Customer Service: Portfolio Guide for Legal Services Providers

Mitel's portfolio of Legal Services Solutions delivers advanced communications and a number of deployment options that help improve customer service, and optimize operational productivity and costs for organizations of any size. The foundation of these solutions starts with Mitel's open-standards, IP-based communications platforms and applications that can be tailored to meet the specific challenges and needs of the legal industry. With the emergence of IP communications and next generation networks, open standards like Session Initiation Protocol (SIP) are further improving compatibility between systems, networks and devices to provide users with more choices.



### Mitel 3300 ICP (10-65,000 users)

The Mitel 3300 IP Communications Platform (ICP) has a unique architecture to support traditional and IP communications, fixed and wireless, allowing organizations to benefit from IP communications while protecting their investment in traditional telephony. The 3300 ICP has a range of embedded features including voice mail, auto attendant, recorded announcements, call recording and MOH to provide a simple, easily managed solution.



### Mitel SX-200 ICP (up to 600 users)

The Mitel SX-200® IP Communications Platform is an expandable, feature-rich communications platform with the option to add features and functionality as your requirements change.

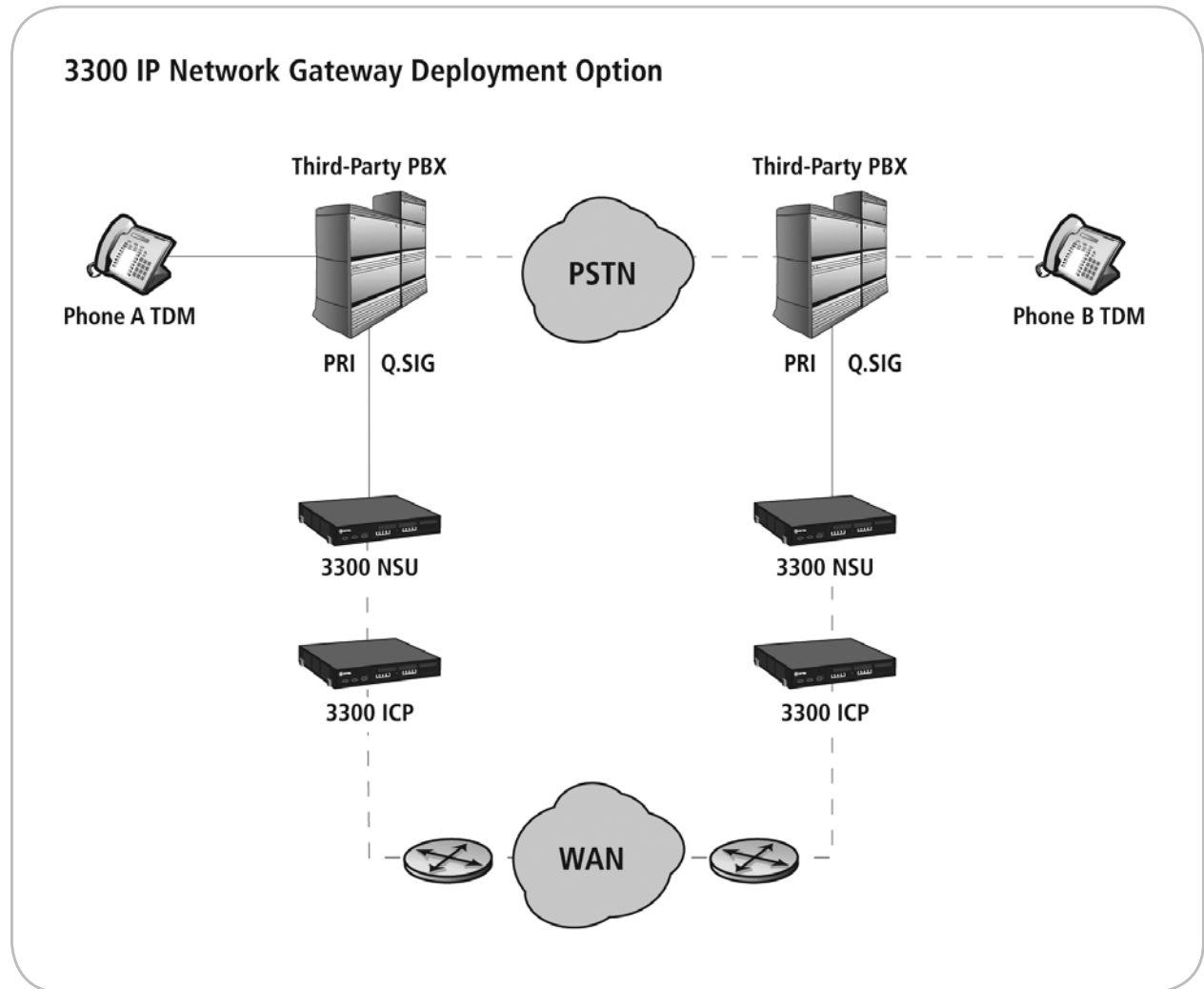


### Mitel 5000 Communications Platform (up to 250 users)

Offering advanced multimedia communications capabilities and substantial cost savings for businesses with up to 250 users, the Mitel 5000 Communications Platform (CP) is based on open architecture interfaces and standard protocols, giving you the flexibility to tailor a system to suit your dynamic needs.

Where distributed organizations have separate voice and data infrastructures, there is an opportunity to improve communications, simplify management and reduce costs by converging voice, video and data in the Wide Area Network (WAN). IP networking is a more efficient and flexible way to transport voice and data traffic, especially where MultiProtocol Label Switching (MPLS) is employed. MPLS delivers the Quality of Service (QoS) needed for real-time voice and video. This can be done by swapping out the whole voice infrastructure (big bang), or deploying network gateways (progressive migration).

Mitel's innovative architecture allows the Mitel 3300 IP Communications Platform (ICP) to support legacy and IP pure communications "in the box," making it ideal for deployment as a network gateway, so distributed organizations can progressively integrate voice and data onto a single IP network without a fork lift upgrade.



## Challenge 1: Excel in Customer Service

Need	Mitel Solutions	Solution Benefits
<b>Improve client service levels</b>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Solutions</li> <li>• Mitel Business Dashboard</li> <li>• Mitel Customer Service Manager</li> <li>• Mitel Intelligent Queue</li> <li>• Auto Attendant with Multi-Language Support</li> <li>• Mitel Unified Communicator Advanced</li> <li>• Mitel 5300 Unified Communicator Express</li> <li>• Mitel 5300 Intelligent Directory</li> <li>• Mitel 5300 Intelligent Directory Presence Option</li> <li>• Mitel Audio and Web Conferencing</li> <li>• Mitel Group Directory*</li> </ul>	<ul style="list-style-type: none"> <li>• Extend hours of operation to 24/7/365 so clients can access services on their own schedule</li> <li>• Increase communications and service levels with multi-language capability</li> <li>• Leverage speech recognition capabilities to automatically greet and route callers to appropriate team members and resources</li> <li>• Reduce and/or eliminate hold times</li> <li>• Automatically route callers to the next available or most appropriate resource</li> </ul>
<b>Support first-call issue resolution</b>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Solutions</li> <li>• Mitel Attendant Console</li> <li>• Mitel NuPoint Unified Messaging</li> <li>• Mitel Enterprise Messaging</li> </ul>	<ul style="list-style-type: none"> <li>• Streamline operations by enabling staff to focus on solving client issues</li> <li>• Reduce misrouted calls by enabling staff to properly handle and route inquiries</li> <li>• Provide transparent communications for remote locations, teleworkers and mobile employees</li> <li>• Handle incoming communications from multiple sources, including phone calls, e-mails, faxes, multi-media resources</li> </ul>
<b>Attract, retain clients</b>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Solutions</li> <li>• Mitel Attendant Console</li> </ul>	<ul style="list-style-type: none"> <li>• Integration with existing customer databases to screen pop client information</li> <li>• Track client histories</li> <li>• "At a Glance" directory of names, extensions and presence status for efficient call handling</li> <li>• Generate call logs so associates can return missed and abandoned calls</li> </ul>
<b>Meet corporate governance and regulatory compliancy requirements</b>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Solutions</li> </ul>	<ul style="list-style-type: none"> <li>• Record and monitor internal and external telephone conversations</li> <li>• Scheduled or Criteria Based Recording (also known as service observe) supports applications where full time recording is not required</li> <li>• Create and maintain a comprehensive Catalog database of recordings</li> <li>• Permit authorized users to easily search for and play back recordings</li> <li>• Store recordings on hard disk(s) for immediate on-line access</li> <li>• Archive recordings onto DVD-RAM cartridges for long-term storage and playback</li> <li>• Create and maintain a library database of easily searchable, previously recorded DVD-RAM cartridges</li> </ul>

## Challenge 1: Excel in Customer Service cont.

### Leverage distributed workforce

- Mitel Teleworker Solution
- Mitel 5300 Series IP Phones
- Flexibility and familiarity using a standard Mitel IP Phone
- Transparent access to corporate voice and data services
- High levels of security
- Seamless integration with Microsoft® Windows clients for access to corporate data network
- Scalability with support for large numbers of remote workers
- Plug-and-work simplicity

\*Customizable product

## Challenge 2: Increase Efficiency and Productivity

Need	Mitel Solutions	Solution Benefits
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Mitel Dynamic Expansion</li> <li>• Mitel Teleworker Solution</li> <li>• Mitel Unified Communicator Mobile</li> <li>• Mitel Multi-Protocol Border Gateway</li> <li>• Cordless Handsets</li> <li>• Mitel Cordless Headsets</li> </ul>	<ul style="list-style-type: none"> <li>• Leverage distributed and mobile workforce</li> <li>• Hot desk to any device, even those external to the corporate network</li> <li>• Make and receive calls from your office extension no matter where you are</li> <li>• Connect to any network, even third-party legacy networks</li> <li>• Twin to any number, device and network</li> <li>• Keep your existing legacy architecture (no rip and replace)</li> <li>• Reduce roaming charges by pushing calls to other devices without interrupting the conversation</li> <li>• Route all employee business calls through the corporate network</li> <li>• Use any brand and type of mobile phone without additional client software or hardware</li> <li>• Increase mobility support without the need for an additional server</li> <li>• Switch devices, networks, or communication methods with just one button</li> <li>• Maintain one voice mail box for up to eight devices</li> <li>• Leverage wired or wireless high-speed Internet access to deploy WiFi handsets</li> </ul>

## Challenge 2: Increase Efficiency and Productivity cont.

### Streamline communications

- Mitel Unified Communicator
- Mitel Contact Center Solutions
- Mitel Attendant Console
- Mitel NuPoint Unified Messaging
- Mitel Enterprise Messaging
- Mitel 5300 Intelligent Directory
- Mitel 5300 Intelligent Directory Presence Option
- Benbria BlazeCast
- Give staff immediate visibility into the status of their colleagues, anywhere on the network
- Centralize call services
- Reduce misrouted calls by enabling staff to properly handle and route inquiries
- Provide transparent communications for remote locations, teleworkers and mobile employees
- Handle incoming communications from multiple sources, including phone calls, e-mails, faxes, multi-media resources
- Searchable onscreen directory of both corporate and personal contacts
- On-premise alert notification and IP paging to reach thousands of recipients through phone, e-mail, SMS, loudspeaker paging and compatible Mitel IP phones
- Centralized contact management, administration, broadcast controls and reporting

### Improve decision making and collaboration

- Mitel TeleCollaboration Solution
- Mitel Audio and Web Conferencing
- Mitel Unified Communicator
- Mitel Unified Communicator Advanced Collaboration Option
- Mitel Live Business Gateway
- Dual Forking with Remote Call Control
- PC-to-Phone
- Collaborate with remote colleagues and clients with "better than live" videoconferencing capabilities
- Easy to use, scalable, cost-effective conferencing tools
- Enable highly interactive online depositions, meetings, training and presentations
- Conduct conference calls "on the fly"
- Click-to-dial, incoming caller ID pop-up, PC-based missed calls and speed calls list
- Integration with leading business productivity tools like Microsoft Exchange®/Outlook and Office and IBM® Lotus Notes®

## Mitel IP Desktop Applications

The Mitel 5300 Intelligent Directory provides a simple, intuitive on-screen searchable directory of both business (Microsoft® Active Directory®) and personal contacts (Microsoft Outlook®), and includes presence information for the entire directory list right on the phone's display.



## Challenge 3: Save Money, Generate New Revenue Opportunities

Need	Mitel Solutions	Solution Benefits
<b>Reduce communications and operational costs</b>	<ul style="list-style-type: none"> <li>• Mitel Managed Services</li> <li>• Mitel Mobility</li> <li>• Mitel Application Suite</li> <li>• Mitel Contact Center Solutions</li> <li>• Mitel Attendant Console</li> <li>• Mitel TeleCollaboration Solutions</li> <li>• Mitel Call Accounting</li> </ul>	<ul style="list-style-type: none"> <li>• End-to-end communications services including hardware and software; data networking solutions; managed network services; financing and service options; and third-party solutions</li> <li>• Eliminate communications-related financial risk and simplify planning and budgeting</li> <li>• Free software upgrades and guaranteed rates of expansion keep your costs down, even as capacity and functionality grow with your business</li> <li>• Significantly reduce mobile phone costs</li> <li>• Use choice of mobile or fixed device – no need for standardized devices or mobile device contracts</li> <li>• All business calls from mobile devices are routed through the business PBX and billed to the company while personal calls remain the responsibility of the user</li> <li>• Reduce the need for unnecessary corporate travel and related costs</li> <li>• Reduce/eliminate high costs of outsourced conferencing services</li> <li>• No limitations to number of conferencing hosts, no special event connection costs</li> <li>• No per-user-minute costs for web conferencing or charges for internal users accessing the audio conferencing bridge</li> <li>• International callers can be configured to call over the IP telephony network using least cost routing</li> <li>• Track, report and control telecommunication costs</li> <li>• Reduce network services by leveraging WAN for multi-location and head office voice traffic</li> <li>• Leverage LAN and WAN with IP connectivity and support for PMS, SMDR, call accounting and embedded messaging</li> <li>• Improve ROI with hosted solutions</li> </ul>

## Challenge 3: Save Money, Generate New Revenue Opportunities cont.

<p><b>Automate basic business processes</b></p>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Enterprise Edition</li> <li>• Mitel Auto Attendant</li> <li>• Customized Interactive Voice Response (IVR)</li> <li>• 5300 Series IP Phones</li> <li>• Mitel Business Dashboard</li> <li>• Mitel Call Accounting</li> </ul>	<ul style="list-style-type: none"> <li>• Customized integrations for customer relationship management (CRM) and workforce management (WFM)</li> <li>• Integrate call records into billing systems for more accurate billable hours</li> <li>• Create customized on-hold messages to promote your business</li> <li>• Reduce/eliminate hold times with customized IVR greetings and menus</li> <li>• Enable DIY services for client account management</li> <li>• Provide 24/7 access to client account and other personalized information</li> <li>• Track effectiveness of marketing and ad campaigns</li> <li>• Monitor phone usage and establish call patterns for departments and work groups</li> <li>• Perform cost recovery and carrier bill reconciliation</li> </ul>
<p><b>Simplify system administration and management</b></p>	<ul style="list-style-type: none"> <li>• Mitel Managed Services</li> <li>• Mitel Applications Suite</li> <li>• Mitel Enterprise Manager</li> <li>• Remote Management</li> </ul>	<ul style="list-style-type: none"> <li>• Single-point-of-contact for complete management of your communications infrastructure</li> <li>• Access to multiple sites and systems from a single interface, lowering business costs and increasing staff productivity</li> <li>• Reduced time and cost reduction associated with initial deployment and on-going management overhead</li> <li>• Select and benefit from a set of starter packages best suited to your business needs</li> <li>• Decrease service costs by reducing engineer site visits</li> <li>• Improve response times in resolving customer issues</li> <li>• Automatically forward system alarms to specific service providers</li> </ul>
<p><b>Monitor and maximize resources</b></p>	<ul style="list-style-type: none"> <li>• Mitel Contact Center Solutions</li> <li>• Mitel Business Dashboard</li> <li>• Mitel Call Accounting</li> <li>• Mitel Contact Center Phone Set Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive custom reporting options for real-time visual of business performance</li> <li>• Skill-based and labor cost scheduling tools for more efficient, cost-effective staffing</li> <li>• Support for distributed, multi-site, virtual deployments</li> <li>• Optimize use of both employee and system resources</li> <li>• Monitor employee performance and identify opportunities for improvement</li> <li>• Identify opportunities for cost savings</li> </ul>

## Challenge 3: Save Money, Generate New Revenue Opportunities cont.

### Reduce energy costs, be green

- Sun Ray™ Unified IP Client powered by Mitel
- Mitel Teleworker Solution
- Mitel TeleCollaboration Solutions
- Mitel IP Phones
- Consolidate mission critical voice applications such as messaging, mobility, conferencing and Microsoft® Office Communications Server 2007 in the data room environment
- Significantly reduce power consumption with need for fewer servers, and a combined 9W required to power the Sun Ray Thin Client and Mitel IP phone compared with 80W PC/60W laptop and 10W IP phones
- Reduce the need for unnecessary corporate travel and related costs
- Decrease facilities overhead by enabling employees to telecommute with full access to voice mail, conferencing and other features of the office phone system
- Manage all communications from one application with presence, instant messaging, telephony, video and messaging
- Manage electricity costs by providing telephony control to building lighting

### Reduce churn

- Mitel Teleworker Solution
- Provide flexible working environment with telecommuting
- Empower medical staff to focus on helping clients
- Transparent access to corporate voice and data services
- Seamless integration with Microsoft® Windows clients for access to corporate data network
- Scalability with support for large numbers of remote workers
- Plug-and-work simplicity

## Mitel Applications Suite

Mitel Applications Suite provides legal services providers with a select set of advanced IP applications including Mitel Teleworker Solution, Mitel NuPoint Unified Messaging™, Mitel Speech Auto-Attendant, Mitel Unified Communicator® Mobile and Mitel Audio and Web Conferencing. The combination of applications work together seamlessly, on a single server, to improve your ability to manage information flow and save money thanks to reduced time and cost reduction associated with initial deployment and on-going management overhead.



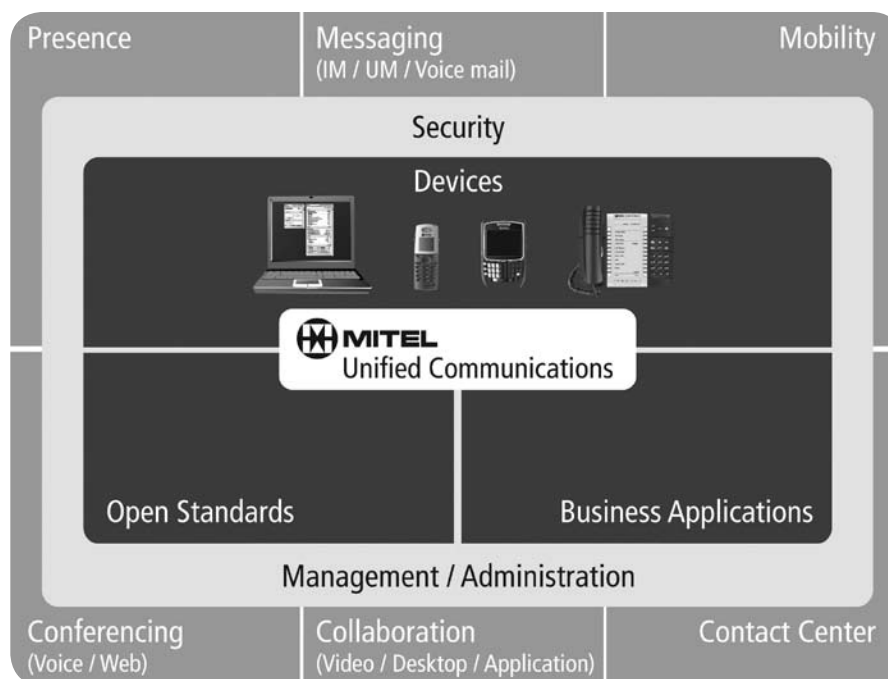
## Challenge 4: Business Continuity and Security

Need	Mitel Solutions	Solution Benefits
<b>Mobility</b>	<ul style="list-style-type: none"> <li>• Mitel Dynamic Extension</li> <li>• Mitel Teleworker Solution</li> <li>• Mitel Unified Communicator Mobile</li> <li>• Mitel Multi-Protocol Border Gateway</li> <li>• Cordless Handsets</li> <li>• Mitel Cordless Headsets</li> <li>• Sun Ray™ Unified IP Client powered by Mitel</li> </ul>	<ul style="list-style-type: none"> <li>• When staff can't get into the office, enable business continuity and employee productivity from anywhere</li> <li>• Leverage wired or wireless high-speed Internet access to deploy WiFi handsets</li> <li>• Hot desk into both Mitel IP phones and Sun Ray thin client terminals using a personal, authenticated Java Card for secure access to voice and data services at any workstation on the network</li> </ul>
<b>Call recording</b>	<ul style="list-style-type: none"> <li>• Mitel Secure Recording Connector</li> <li>• Mitel Contact Center Phone Set Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Implement call recording solutions without having to sacrifice the added security of voice encryption</li> <li>• Conduct financial transactions safely and securely</li> <li>• Record, retrieve and archive calls for documentation and follow-up</li> <li>• Resolve issues quickly by discreetly monitoring staff/customer interactions</li> <li>• Liability protection</li> </ul>
<b>Emergency response</b>	<ul style="list-style-type: none"> <li>• Emergency Response Advisor</li> <li>• IP Duress Alarm</li> <li>• Zone based Paging and Mass Notification</li> <li>• 5300 HTML Emergency Broadcast</li> <li>• Malicious Call Tagging</li> <li>• Security Call Box</li> <li>• Record-a-Call</li> <li>• SpectraLink Wireless Telephones</li> </ul>	<ul style="list-style-type: none"> <li>• Enable on- and offsite emergency notification and response, regardless of location at time of the event</li> <li>• Pinpoint exact location of 911 calls to greatly improve response times</li> <li>• Provide staff with the ability to generate silent alarms requesting security assistance</li> <li>• Disseminate critical operating information to designated safety officials during an emergency</li> <li>• Record, schedule and deliver simultaneous messages to all or selected phones and speakers across multiple sites</li> <li>• Integrate the features and functions of emergency call, security, wireless communications and telephone services into one solution</li> <li>• Develop customized HTML screen applications that interact directly with information systems databases</li> <li>• Record, retrieve and archive all threatening incoming calls (e.g., security threats, angry employees)</li> </ul>

## Challenge 4: Business Continuity and Security cont.

### Network security

- Mitel Managed Services
- Remote Management
- Mitel Management Access Point
- Full system replacement in case of disaster
- Notification for alerting service provider of alarm changes
- Screening of in-bound modem calls based on originating phone numbers
- Screening of Internet VPN tunnel connections based on originating IP addresses
- Inability to sniff, capture, or replay passwords
- MS-CHAPv2 forced for highly secure VPN connections
- Restriction of LAN access to select Mitel devices and ports
- Tracking of configuration changes during privileged connections



## The Verdict

Legal services providers – law firms, paralegals, title companies – and related businesses face a number of fundamental challenges to ensure that clients are properly served, resources are well managed and time is well spent.

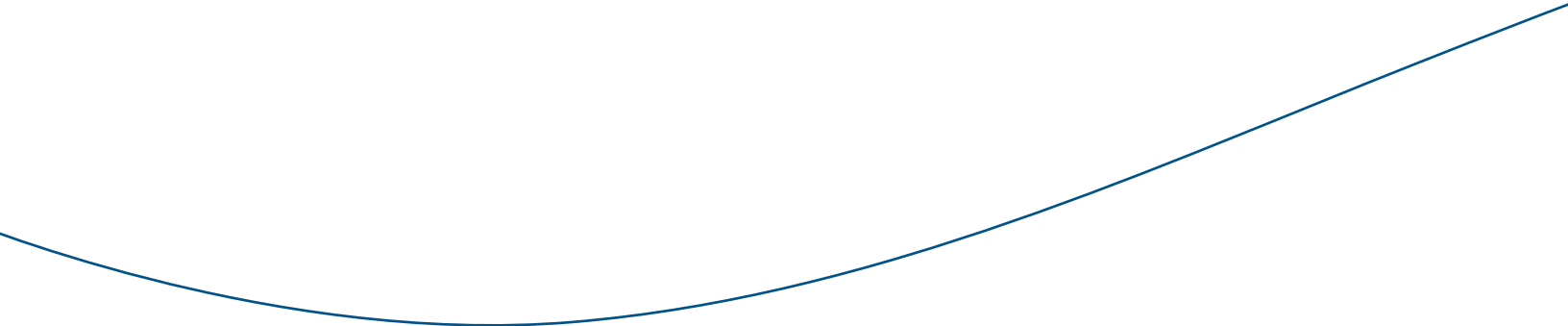
Advanced communications technology, including IP communications, mobility tools and collaboration applications each have a tangible impact on business performance and productivity, cost-efficiency and enhancing customer service.

Choosing the right technology partner – preferably a firm that has a proven track record, for serving the legal community – as well as a penchant for developing solutions that are applicable to specific market needs, and, above all, has the foresight to create solutions that evolve as business needs change, is paramount for legal services providers who are looking to use their time more efficiently, reduce operating expenses and enhance their relationships with clients.

## About Mitel

Mitel delivers flexibility and simplicity in smart unified communications solutions and applications for organizations of all sizes. Combined with a full range of managed services that include voice and data network design and traffic provisioning, custom application development, and attractive financing options, Mitel is reinventing how successful organizations gain competitive advantage by easily collaborating and communicating over distance and time with customers, colleagues and partners. Mitel's ([www.mitel.com](http://www.mitel.com)) US headquarters are in Phoenix, AZ. Global headquarters are in Ottawa, Canada, with offices, partners and resellers worldwide.





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