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May 15, 2023

Dear First Telecommunications Customer:

We are excited to announce that BSB Communications, Inc. has acquired First Telecommunications, LLC.

BSB is a Sterling Heights, Michigan based company that was established in 1984. Like First Telecommunications, BSB Communications, Inc became a value-added reseller for Mitel following their 2007 acquisition of Intertel. An Exclusive Platinum Partner with Mitel, BSB has grown to become their largest partner in Michigan and the 7th largest nationally.

We are pleased to be able to significantly expand our presence in Western Michigan with the addition of the First-Tel staff to the BSB team. Our common heritage with Intertel and Mitel translates into customers and staff with shared experience on the MiVoice Office 250 and Mitel MiVoice Business platforms. The combined team will provide First-Tel's customers with access to additional resources that will enhance our customer service.

BSB's Core Focus is to develop lasting relationships with employees, partners, and clients while providing communication solutions that contribute to our mutual success. Leveraging our Core Values of Trust, Accountable, Teamwork and Agility, we look forward to working with First-Tel's customers to identify the best unified communications platform for their ongoing communication, collaboration and contact center needs.

Last month, BSB was awarded Mitel's 2022 Financial Services Partner of the Year for our work with banks, credit unions and other insurance and financial services firms. We were also recently recognized as only one of 23 Mitel partners in the U.S. to receive a Hospitality Specialist certification.

The company will continue to operate out of the current First-Tel offices at 4523 Broadmoor Avenue SE and you can continue to reach First-Tel/BSB at 616-942-7500. First-Tel President, Mark McKersie, will be joining BSB as the Grand Rapids Branch Manager. Attached is a frequently asked questions document that addresses other transition related details.

We would like to invite you to a **"Connect, Learn & Save"** luncheon event from **Noon until 4:00 PM** at the Frederik Meijer Gardens on Wednesday, **June 7th**. Please come out and meet the BSB management team, executives from Mitel, and learn about the promotions available to migrate from your current Mitel platform to either new Mitel platforms or our cloud based BSB Elevate offering. Please use the following link to register for event. [Connect, Learn & Save Event Registration - Jun 7, 2023](#)

Sincerely,

Steve Klenner
BSB CEO

Mark McKersie
First-Tel President

/Attachment - FAQ