



May 15, 2023  
**BSB Acquisition of First Telecommunications**  
Frequently Asked Questions (FAQ)



**Q1. What does this mean for me?**

As a customer of BSB Communications, your First-Tel team members are still fully available, but in addition you will now have access to a much larger team of systems engineers, which are certified by Mitel to support the phone system you have today. As a customer of BSB, you will also benefit from added sales, sales engineering and product support and the resources of Mitel's largest partner here in Michigan!

**Q2. Who do I call for service and support?**

For the time being, please continue to place service, support, and sales requests in the same manner that you were accustomed to when contacting First-Tel. You can email [service@first-tel.com](mailto:service@first-tel.com) or call 616-942-7500 / 800-562-0221. BSB (Grand Rapids) will continue to use the current offices of First-Tel, listed at the bottom of this document.

**Q3. Will BSB honor my First Solution Managed Services support agreement?**

Yes, BSB will honor any existing First Solution Managed Services support agreements, maintenance contracts and/or warranties through their contracted term. New renewals will be provided and managed directly through BSB.

**Q4. Will BSB support my current First-Tel system(s)?**

Yes, BSB will support your current system, provided hardware and software are still available. For those systems that are end of life or end of support from the manufacturer, BSB will support that product for a reasonable time until a migration option has been identified, offered, selected, and deployed.

**Q5. Do I still call First-Tel for sales/to purchase additional licenses, etc.?**

Yes, continue to use First-Tel email addresses and phone numbers. We will be transitioning those emails to BSB accounts in the coming weeks but will forward the First-Tel email to BSB email for several months.

**Q6. Where do I send my payments?**

If you have First-Tel invoices for services provided prior to May 15, 2023, payments should be sent to First-Tel. Going forward, invoices will reflect the BSB name and remittance information. Please update your accounts payable records to reflect BSB's payment address as 41150 Technology Park Dr, Ste 101 Sterling Heights, MI 48314.

**Q7. Will my service rates increase?**

Initially, no, there will be no change to the rates you are paying for service. However, we will be transitioning First-Tel customers to BSB rates over the coming months.

**Q8. I need to get a new W9 form from BSB...how do I get it?**

Please contact First-Tel at [service@first-tel.com](mailto:service@first-tel.com) or call 616-942-7500 / 800-562-0221 they will provide you with this and any other info needed.

**Q9. When will I meet someone from BSB?**

We are working jointly with the First-Tel Team to reach out to all First-Tel clients in coming months. In the meantime, if you have an immediate need, do not hesitate to contact us by emailing [service@first-tel.com](mailto:service@first-tel.com) or calling 616-942-7500 / 800-562-0221.



**ATTENTION! Upcoming CONNECT, LEARN and SAVE Event! Please come and meet us!**

Please join us for lunch at the Frederik Meijer Gardens at noon (12:00 PM) on Wednesday, June 7<sup>th</sup>. Meet the BSB management team, First-Tel and Mitel executives about the product road map and associated promotions and systems now available to support your current and potential new needs. Lastly, you will hear from BSB's Cybersecurity Expert on security best practices.

Select link or scan QR Code to register for the Event!

[Connect, Learn & Save Event Registration - Jun 7, 2023](#)



**Q10. What is BSB's standard support response time.**

**Major Equipment Failure**

Response within two (2) business hours (Monday through Friday 8 AM - 5 PM at the local time at the Site, excluding BSB's locally observed holidays) upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.

Onsite response within four (4) business hours plus reasonable additional travel time (Monday through Friday 8 AM - 5 PM at the local time at the Site, excluding BSB's locally observed holidays) upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.

**Minor Equipment Failure**

Response within eight (8) business hours (Monday through Friday 8 AM - 5 PM at the local time at the Site, excluding BSB's locally observed holidays) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.

Onsite response within the next business day (Monday through Friday 8 AM - 5 PM at the local time at the Site, excluding BSB's locally observed holidays) upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

**Major Application Failure**

Four (4) hour response upon receipt of a trouble report of a Major Application Failure. Four-hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure. Reasonable additional travel time will be added if a site visit is required following remote service attempts.

**Minor Application Failure**

Next business day response (Monday through Friday 8 AM - 5 PM at the local time at the Site, excluding BSB's locally observed holidays) upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

**Move, Add, Changes (MAC)**

Scheduled and order entered within next business day. Based on product availability MAC orders are normally provided in (5-7) Business Days.



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Definitions of Major and Minor Failures:

- A Major System Failure is defined as a complete system failure, major system alarm, failure of an entire trunk group, more than twenty percent (20%) of stations totally inoperative, attendant position failure, inability to receive incoming calls, inability to call outside of the facility, or system failure that substantially interferes with the Customer's normal use of the System.
- A Major System Failure for voice processing System is defined as an inability to access system through the system manager terminal or through at least seventy-five percent (75%) of all telephone ports, inability to access one or more disk drives that store messages or data, loss of system integration, continual system restarts, unscheduled total system outage, reboot failure, inability of system to collect CDR data (if applicable).
- All other failures shall be deemed a Minor System Failure.
- A Major Application Failure for an application software is defined as a complete inability to use the application software, application crash or loss of data that significantly interferes with Customer's access to or use of the application software.
- All other failures shall be deemed a Minor Application Failure

**Contact Information**

**BSB Communications Inc (Corp HQ) - (Payment Remittance)**

41150 Technology Park Dr, Ste 101  
Sterling Heights, MI 48314

Toll Free: (844) 462-7224

Phone: (586) 774-6000

Fax: (586) 774-3413

Email: [info@gobsb.com](mailto:info@gobsb.com)

[www.GoBSB.com](http://www.GoBSB.com)

**BSB Communications Inc (Grand Rapids) – Current First-Tel Offices**

4523 Broadmoor Ave. SE  
Grand Rapids, MI 49512

Toll Free: 800.562.0221

Phone: 616-942-7500

Fax: 616.942.0038

Email: [service@first-tel.com](mailto:service@first-tel.com)

[www.First-Tel.com](http://www.First-Tel.com)