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Dear Valued Toshiba Customers:

Today we were informed that as part of Toshiba Corporation's global restructuring, Toshiba will wind-down its telecommunication systems (TSD division) business start effective immediately.

They announced that they will continue to support all warranty and maintenance obligations to customers through us as your dealer.

TOTLCOM has always had a policy of stocking spare parts to service your Toshiba systems and we believe that between us, Toshiba and other sources, we have enough stock available to serve you satisfactorily for the next few years.

However, due to the present situation, only customers under a support agreement with us will have priority access to the system spares. Most of our customers today are already under a support agreement which puts them in a priority queue for service. This is essential to our health as a company, because we simply cannot keep an adequate trained staff and inventory available for those companies that choose to be on "Time and Materials". We advise you to contact us if you are not currently covered by one of our support plans.

We see no need to be alarmed by Toshiba's announcement for the near future. But long range, you should be planning and budgeting for the more modern IP based communications systems of today, (VoIP -Voice over IP). It can be either a premised based system or one in the "cloud". Over 90% of our sales the past few years have been of this nature.

Please feel free to contact us if you have questions or would like advice, and THANKS for being our customer! 1-800-300-5500

Jerry Greer

President, TOTLCOM Inc.