



Business Continuity

We wish all of our clients, vendors and partners good health, and hope that life, and business, continues for you as normal as possible. We're here to help that happen.

We'd like to assure our clients that they can continue to rely on our support during the COVID-19 pandemic. You can expect the same level of quality service from Merbridge.

Our hours of operation will remain the same and technicians are on-call 24x7. Thanks to our technologies, Mitel is well-equipped for our employees to work from home as needed. Additionally, our teams are proactively monitoring our supply chain and cloud services infrastructures to minimize any potential disruptions to your Mitel experience.

All Merbridge employees are equipped to telework remotely using their Mitel Tele-Worker IP phones, and can address your calls, questions and concerns promptly. You can contact your Merbridge representative in the same manner you have in the past. We will continue to guarantee our response times. Please see your contract for details or contact your account prime.

For customers who are ordering or waiting for Tele-Worker (MBG) licensing, we are fulfilling contracts in the order that they were received. If you are in need of a new telephony solution, or want to add to your current system, please contact us immediately as we are seeing an influx of inquiries.

While unpredictable and concerning, the coronavirus situation highlights the need for effective communications and collaboration tools. Businesses around the globe are asking how to empower employees to work from home and as a Mitel Exclusive Authorized Partner and a Mitel MSA Software Developer, we are in a great position to support you.