



We Really Get IT!

November 17, 2011

## Join Mitel's User Group

### What is the Mitel User Group?

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The Mitel User Group is a worldwide organization that contains regional sectors, each having its own independent Board of Directors to provide its members with a venue to share and exchange information, and communicate ideas and experiences relating to Mitel platforms, applications, services and third party solutions.

### Our Mission...

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The Mitel User Group is a key independent resource to its members for product knowledge, education and interaction relating to Mitel's' platforms, applications, and services.

### Statement of Purpose

- To provide opportunities for the exchange of information between its members and Mitel relating to business communications solutions.
- To provide an educational forum for its members pertaining to the Information Technology industry with an emphasis on Mitel solutions.

### Why Join?

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1. **Networking** - The Mitel User Group offers opportunities for its members to connect with peers, Mitel leadership, product specialists and other staff in person and virtually. These include an Annual General Meeting (AGM), as well as monthly audio and web conferences.
2. **Mitel OnLine (MOL) Access** - User Group members gain access to Mitel OnLine, Mitel's portal for delivering product documentation, web-based training, news releases, white papers and more.
3. **Communications** -
  - MitelUserGroup.com - The Mitel User Group website offers Mitel User Group members a discussion forum, a location for articles of interest, and above all, a public web presence to provide information about the group for current and prospective Mitel customers.
  - eNewsletter - A regular electronic publication including information updates on user group activities, technical tips, news of upcoming events, product announcements, etc.
4. **Product Feedback** - Mitel User Group members have convenient access to product and technical specialists. Members may be asked to participate in a focus group, provide input on current and new products, or submit a Design Change Request (DCR). Members also have the option to participate in field trials of Mitel product as it is being developed.
5. **Education and Training** - Mitel User Group members have access to on-demand webinars and multiple training opportunities including access to Mitel University. Special Interest Group webinars and audio conferences provide a venue for live discussions on new and existing product functionality with peers and Mitel product specialists.