



# MF COMMUNICATIONS

## CORPORATE PRESENTATION





## MF COMMUNICATIONS OVERVIEW

Since 2000, we have been supplying new, as new, refurbished and used high quality business phones, telephone systems and parts to businesses, as well as core network carrier grade and data networking equipment to Carriers, in over 100 countries.

A team of business telecoms experts and engineers, MF Communications has extensive industry experience and attention to detail, along with a reputation as a provider of quality products with exceptional customer service.

If you are disillusioned with buying pre-owned and consistently being let down, come to us, we will give you what you need and won't let you down

## VISION

MF Communications pledges to support businesses with their telecommunications' needs, saving them money by allowing continual use of legacy equipment and providing quality remanufactured products.

To be an environmentally responsible organisation, working to the principles of the WEEE directive and minimising impact of waste through recycling.

## MISSION

To provide refurbished and remanufactured telephone systems, parts, telephones and carrier grade core networking equipment that consistently meet high quality standards as well as providing new communications software and hardware to enable effective communications.

## VALUES

Our commitment is to provide the highest quality products and level of service, as well as support to our clients for as long as they need it. We offer complete transparency throughout our business process to ensure our customers always receive what they want, when they want it, all with an unrivalled warranty package.

# MF COMMUNICATIONS AT A GLANCE



## GLOBAL SPECIALIST

in buying, selling  
and remanufacturing  
telecommunications  
equipment



Founded in **2000**

Yearly turnover in  
excess of **\$3M**



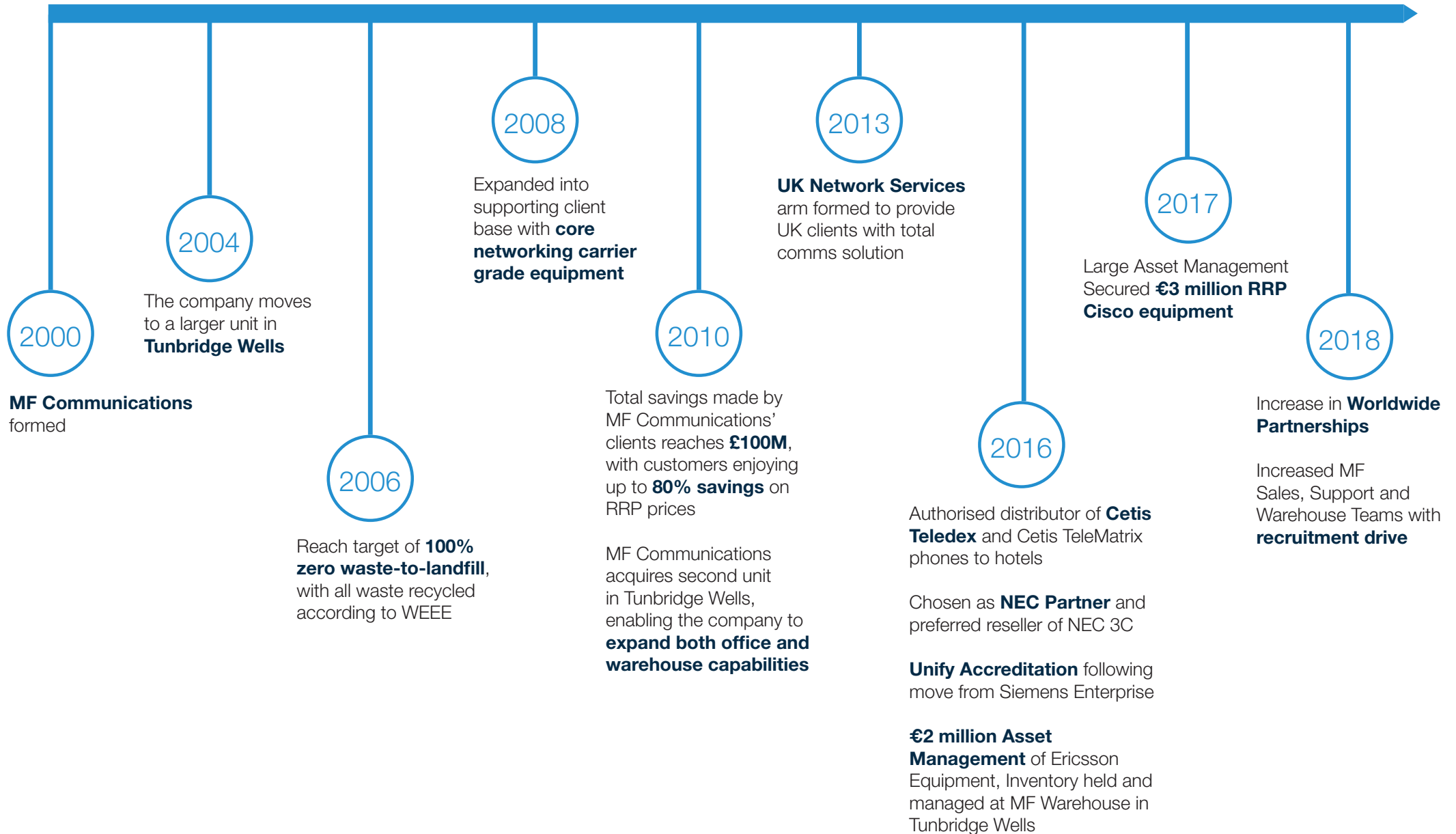
**20** employees

**OVER 1000**  
customers globally



We supply new, as new,  
refurbished and used telecoms  
equipment, including systems,  
telephones, parts, data  
networking and core network  
carrier grade equipment to  
over **100 COUNTRIES**

# BUSINESS MILESTONES





# OUR SERVICES



Supplying new, as new, refurbished and used telecommunications equipment



Asset management, recycling and purchasing of used telecommunications equipment



Decommissioning of complete systems

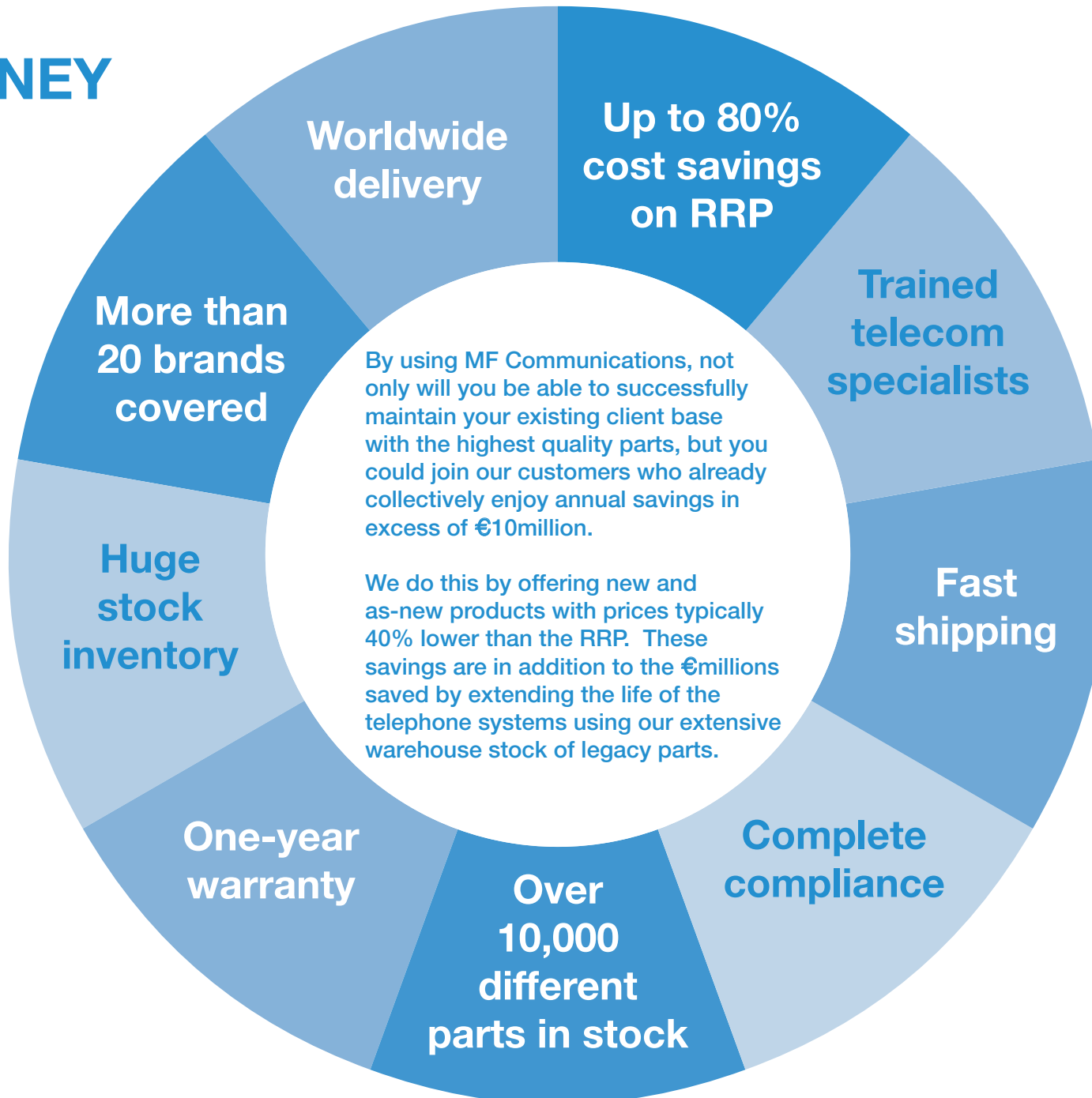


Supplying new and used telecom network equipment and spare parts to organisations including fixed and mobile telephone operators and carriers, data centres and governments

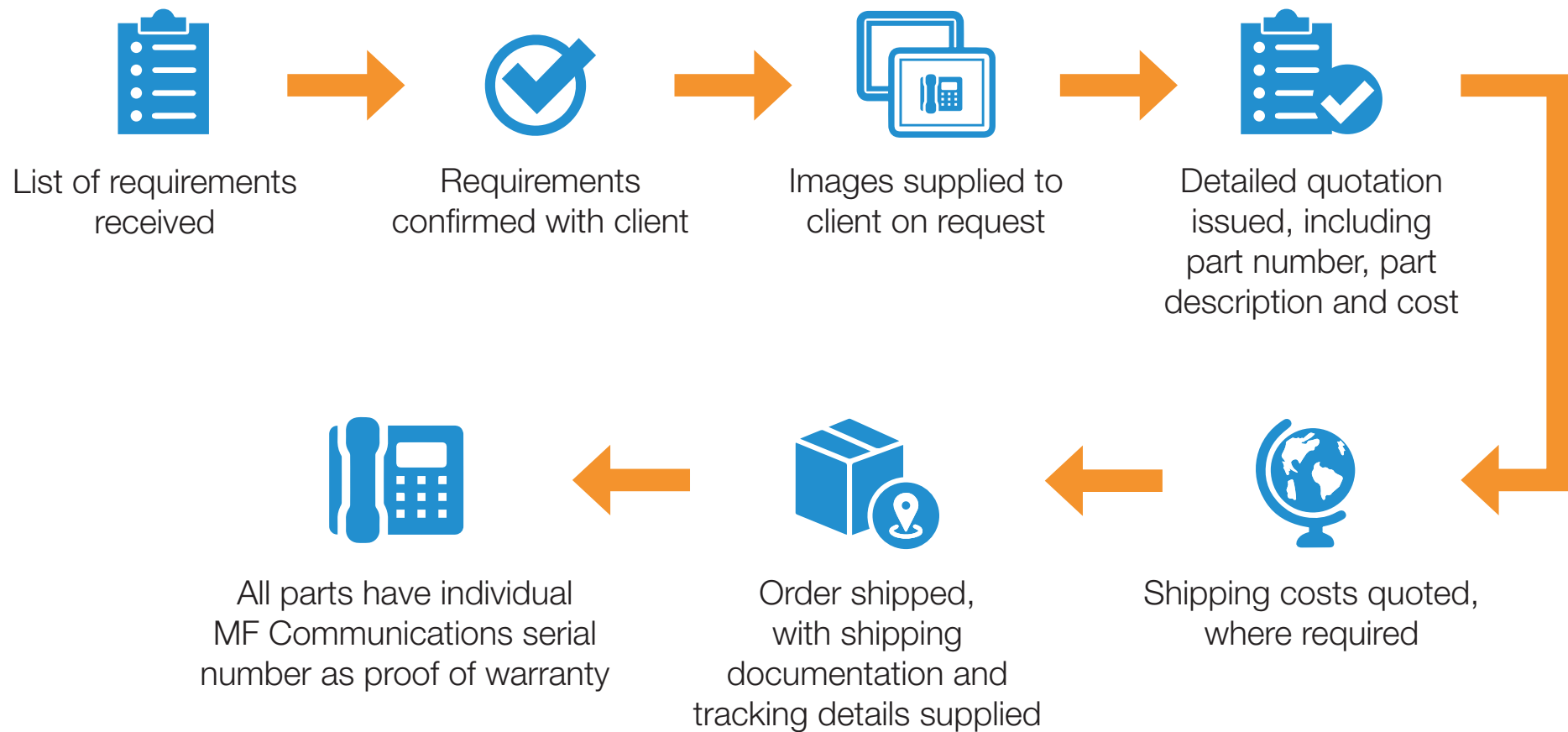


Test and repair services

# SAVING YOU MONEY



# QUICK AND SIMPLE PURCHASING PROCESS





# SINGLE POINT OF CONTACT

## MF COMMUNICATIONS HAS A UNIQUE APPROACH



We stand out because we always start with YOU, the customer



We believe in the importance of our customers having one single point of contact, so we can maintain our high level of customer service and ensure things always run smoothly



You can put your trust in us



Having one single point of contact means someone will be on hand to guide you through the full process, from initial quotation through to shipping of your goods once the transaction is complete



We have been providing Telecommunication solutions to the Enterprise market for over 18 years

# BUSINESS PHONES

MF Communications sources and supplies new, as new, refurbished and used business phones.

All phones are fully tested, come boxed with a one-year warranty and are available to ship worldwide.

We supply from manufacturers including:



# PBX SYSTEMS AND PARTS

MF Communications has been supplying PBX telephone system parts and business phones for 18 years and provide new and second-user remanufactured PBX system parts and phones to business clients in over 100 countries, worldwide.

Our warehouse includes stock for a wide range of PBX phone system parts including Unify Openscape, Siemens Hipath, Siemens Hicom, Alcatel OmniPCX, Ericsson MD110, Ericsson MXOne, Avaya IPO and Avaya MG/ACM systems; and older legacy PBX systems such as Nortel Meridian Option, Nortel MG1010, CS1000 and BCM.



# CARRIER + DATA

MF Communications supplies new and used telecom network equipment and spare parts to organisations including fixed and mobile telephone operators and carriers, data centres and governments.

Our range includes Transmission/Transport (ATM, PDH, SDH, WDM), Fixed Access (ADSL, SDSL, VDSL, PON), Mobile Access (GSM, EDGE, UMTS, HSPA, LMDS, WiMAX), Core Network (TDM, NGN, IP, MPLS, DCME, Echo Cancellation) and Data Networking (Data Routers, Switches, Modems, VoIP).

All our new and refurbished telecom network equipment is supplied with a warranty and available to ship worldwide.



# PRODUCTS

## **Alcatel / Alcatel Lucent**

8 Series IP  
9 Series Digital  
Adaptors & Accessories  
Analogue  
Conference Units  
Dect  
Reflex Digital Phones  
Reflex IP Phones  
Alcatel 4200 Spares  
Alcatel 4300 Spares  
OmniPCX Enterprise & 4400  
OmniPCX Office  
Cables & Boxes  
E10, S12 & Omniswitch

## **Avaya / Nortel**

Avaya Red Phones  
Avaya Blue Phones  
Index Phones  
Conference Phones  
Dect & WLAN  
Call Master

## **Avaya / Nortel (cont'd)**

Avaya Console  
ACM/Media Gateway  
BCM & Norstar Spares  
Definity Spares  
Index Parts  
IP Office  
Meridian Option, MG1010  
& CS1000 Parts  
SL1 Spares  
Cables  
Data Spares  
Optical Switches  
Transmission

## **Cisco**

Cisco IP Phones 3900, 6900,  
7800, 7900, 8800, 9900 series.  
SPA 300, SPA 500  
Cisco Parts and Spares  
Network, LAN & Enterprise  
Switches, Modular Access,  
Integrated Service Routers

## **Ericsson / Aastra / Mitel / Marconi**

Analogue Phones  
DBC 3, 4, 5, 6, 7 Series Phones  
Dect  
MD110 Consoles & Trading  
IP Series 5200, 5300, 6700,  
6800, 6900  
Superset 400 & 4000 Series  
BP50, BP128i & BP250  
MD110 & MXONE Spares  
DCT1800 Spares  
3300 ICP  
HX Parts  
SX50, SX200 & SX2000 Parts  
PSU's, Cables, Rectifiers  
Marconi OMS, SMA/MSH  
Forerunner



## **NEC**

SL1100, SV8100, SV9100

Hardware

PSU's, Cables

IP & Digital Phones

DECT

## **Polycom / Kirk**

VVX Series

Expansion Modules

Soundstation Series

Conference phones

PSU's & Accessories

Kirk Polycom Dect

Spectralink 7000 series

## **Siemens / Unify**

OpenScope Business

X1, X3R, X3W, X5R, X5W

and X8 Hardware

OpenScope Voice

Openscape CP & IP Phones

Openstage Phones

Optipoint Phones

Optiset Phones

Euroset, Ultraset

Gigaset DECT

Consoles & ACWIN

Trading

C2000 WLAN

Hicom 100, 130, 200, 300

Hipath 1100, 3500 & 3300, 3550

& 3350, 3750, 3800, 4000, 8000

## **Siemens / Unify (cont'd)**

Cabinets, Shelves

Cables

HDU, MO Drives & Discs

Trading

OpenOffice

Openscape Access

ISDX

Interalia

BS, EWSD, SRAL, Surpass

& Nokia

**+ More please visit  
[www.mfcomm.co.uk](http://www.mfcomm.co.uk)**

# WORLDWIDE DELIVERY

OVER 100 COUNTRIES COVERED



NB – Relevant licenses and documentation  
are required for some destinations

# REMANUFACTURING

All our refurbished phones are fully tested by qualified engineers and presented looking as new, boxed and with a one-year warranty.

Our remanufactured phones are not just polished or made to look as new. They undergo a rigorous process compliant to BS EN ISO 14001, quality and safety assured.

**CLEANING:** all equipment is cleaned and initially assessed. Removal of old labels, as well as fasteners and panels. Casings are cleaned or replaced as applicable

**SCREENING:** all equipment undergoes thorough screening and physical testing at various stages of the process

**UPGRADES:** software and hardware upgrades ensure all remanufactured models comply with later release equipment

**RESTORATION:** each unit is returned to its default settings, with removal of previous owner information

**TESTING:** diagnostic, functional, and network traffic system tests carried out at every step of the process

**REPAIR:** replacement of faulty components and boards occurs where applicable before further testing to assess function

**PACKAGING:** all remanufactured equipment comes re-boxed, as new, placed in a sealed, protective shipping box ready for delivery, complete with a one-year warranty

# REMANUFACTURING EXPLAINED

Highly experienced telecoms remanufacturer MF Communications has been supplying quality telecoms products for over 18 years to more than 100 countries.

## REMANUFACTURING QUALITY

Fully remanufactured telecoms equipment from MF Communications comes with the same performance, quality, and peace of mind as brand new equipment bought directly from the manufacturer.

The comprehensive and rigorous high standards applied to the remanufacturing process comply with ISO standards. All equipment comes with the same warranty and support options as with new models.

MF Communications' remanufacturing process guarantees the telecoms equipment has come from a trusted and reliable source: we screen all equipment to ensure there are no counterfeits and all equipment is fully verified, with a tracked product service history.

## REMANUFACTURED, NOT JUST REFURBISHED

In MF Communications' remanufacturing process, equipment is not just polished and made to look in good condition. It is cleaned and reconditioned to as-new status, replacing casings, hand pieces, buttons and DESI strips, as required. Firmware and hardware upgrades bring the product up to date with the latest version.

## RIGOROUS REMANUFACTURING PROCESS

All equipment is remanufactured with new parts and tested a number of times in a controlled environment. MF Communications is BS EN ISO 14001 compliant as being an environmentally responsible organisation. All parts are responsibly sourced and recycled where appropriate. We perform diagnostic, functional, and network traffic system testing on all remanufactured products. This includes safety and regulatory tests.

## QUALITY ASSURANCE CERTIFIED

MF Communications applies strict quality assurance standards to which all remanufactured equipment must comply. Periodic audits ensure these standards are constantly adhered to.

## PEACE OF MIND

You can be assured that anything carrying the MF Communications' name and logo comes with the quality associated with a genuine certified remanufacturing process and with the same warranty and support as would be expected with a new product.

## QUALITY GUARANTEED CERTIFIED REMANUFACTURING PROCESSES

- **Cleaning:** all equipment is cleaned and initially assessed. Removal of old labels occurs, as well as fasteners and panels. Casings are cleaned or replaced as applicable.
- **Screening:** all equipment undergoes thorough screening and physical testing at various stages of the process.
- **Upgrades:** software and hardware upgrades ensure all remanufactured models comply with later release equipment.
- **Restoration:** each unit is returned to its default settings, with removal of previous owner information.
- **Testing:** diagnostic, functional, and network traffic system tests carried out at every step of the process.
- **Repair:** replacement of faulty components and boards occurs where applicable before further testing to assess function.
- **Packaging:** all remanufactured equipment comes re-boxed, as new, placed in a sealed, protective shipping box ready for delivery, complete with a one year warranty.



# TEST AND REPAIR SERVICES

Our priority is to provide our customers with the best solution  
We may suggest a repair as an option when:



**1**

It can be more cost-effective to do this, as oppose to replacing or buying new

**2**

The parts you need aren't available on the market place at the time you need them

**3**

We have access to specialised testing labs – This allows us to test most telecoms products, as well as optical and networking products

**4**

We have a network of experienced electrical engineers, telecoms engineers and repair technicians - Capable of diagnosing problems and repairing all products

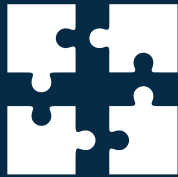
**5**

We can upgrade firmware and software for you provided it is in line with your licence agreements

## Case Study

Our test and repair service is an option we offer to all our clients. Along with our supply of remanufactured products and legacy equipment, our repair service for your equipment could also be a viable alternative. In a recent consultation with one of our clients, they requested a hardware replacement for a key component which was a high cost item. Although we were in a position to provide the replacement, we investigated the possible repair. After discussions with our engineers, a repair solution was agreed and the customer was able to save a considerable amount of expenditure. Not only had the repair cost less than the replacement, the clients system life was extended, providing further cost savings. All our repair work is guaranteed.

# ASSET MANAGEMENT



**Achieve the right  
price for your redundant  
equipment through  
our global contact**

**Greater financial  
return compared to  
scrapping costs**

**Revenue to purchase  
new business phones  
or a telephone system**

**Keep the equipment  
with you, or we can store  
it at our warehouse facility  
free of charge**

**Full inventory  
of your business  
telecoms equipment**

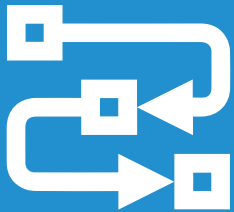
**Equipment cleaned  
and boxed into brand  
new packaging**

**We will market and  
sell it on your behalf**

## Case Study

We work with companies to tailor the service and how it is delivered to suit your specific requirements. We have recently worked with companies in Denmark and Italy where our asset management service has been extremely successful. Whether you chose for us to hold some of the stock and act as a distribution point using our experience in worldwide deliveries to ensure a maximum reach or you hold the stock and we work with you in maximising sales, both will lead to a profitable outcome for all.

# DECOMMISSIONING



**1**

**We advise on the process  
we undertake, carry out  
a site survey**

**2**

**A cost will be agreed, whether  
it be a fee to remove the  
equipment, a free decommission  
or a fee paid to you by MF for  
the equipment**

**3**

**Once all equipment has been  
assessed, a program of  
decommissioning will be  
devised and agreed**

**4**

**Strategic dates will be set in  
place to ensure a seamless  
move from old to new and  
ensure minimum down time**

**5**

**All equipment will be removed  
safely and in line with all WEEE  
directives and any relevant  
certification provided**

## Case Study

We worked closely with Renault UK to decommission their Alcatel system over many different sites within the UK. From ensuring the site was safe after removing all the equipment to providing all the relevant WEEE paperwork, we can handle all the time-consuming regulations and paperwork which leaves you free to concentrate on integrating the new solution – we can even help with providing you with a new telecoms solution.

Additionally, we have recently assisted a large worldwide freight organisation in the decommissioning of 45 sites throughout Europe.

# HARDWARE UPGRADE



**1**

**Customer expansion plans  
and requirements are discussed  
and a brief is agreed**

**2**

**Timescale for the supply and  
delivery schedule put in place  
in line with upgrade**

**3**

**All technical requirements of  
the expansion are explored and we  
work with you to make sure any  
engineering work that is required is  
either catered for by you or MF**

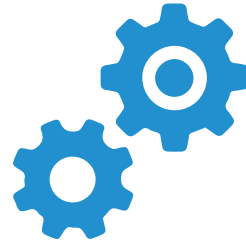
**4**

**Finally, we supply all the  
hardware and telephones,  
including relevant datasheets  
and user manuals**

## Case Study

We helped a customer of ours who was going through an expansion program to successfully upgrade their telephone system with additional hardware to allow more telephones on their system and we also supplied the telephones. This allowed them to seamlessly upgrade with minimal disruption and at the same time afforded them a significant cost saving. We also built in to the solution a degree of future proofing, allowing the upgrades to have the capability of further expansion.





# COMPLIANCE

**BS EN ISO  
14001 compliant**

**Accredited as being  
an environmentally  
responsible  
organisation**

**We work to the  
principles of the  
WEEE directive**

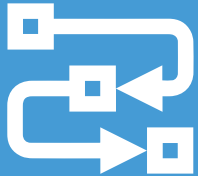
**Committed to  
reducing the  
environmental  
impact of waste  
through recycling**

**Reducing  
environmental  
impact while  
managing networks**

**Providing a safe,  
secure and  
environmentally sound  
route for the recycling  
and disposal of end  
of life equipment**

**Companies can  
continue to grow,  
whilst keeping their  
costs and carbon  
footprint down**

# SUMMARY



Reputation for quality  
and excellent lead times



Every part that we supply  
goes through a stringent  
quality control process



Each item is repeatedly  
tested in a working  
environment to ensure it  
will perform as required  
for our customers



Only telephones and parts that  
pass our rigorous testing will  
be shipped to our customers,  
with their own unique MF  
Communications serial number



MF Communications' policy is  
to meet or exceed customer  
expectations. When we quote  
a lead time, we stick to it



We can offer many parts  
from stock and can often  
ship products out the  
same day



# MF COMMUNICATIONS

**Leading provider of new, remanufactured  
and refurbished telecom and data equipment**

## CONTACT US

**For further information please call or email:**

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