

## Frequently asked questions about Snom Americas

By now, you've likely heard our exciting news. VTech Business Solutions is transitioning to Snom Americas. We're happy for what this change means for us, and more importantly, what it means for our channel partners, distributors and end users. Because we've received questions regarding the brand transition, we decided to create an FAQ section. Please email [infoUSA@snom.com](mailto:infoUSA@snom.com) if you have additional questions.

### Q: Why did VTech Business Solutions rebrand as Snom Americas?

A: We decided to rebrand our business products to differentiate them from our retail and consumer electronics product lines. While businesses were familiar with the VTech Business name, they were still more familiar with our home electronics, baby monitors and kids toys. With that said, our consumer and hospitality products will remain under the VTech brand. Our hospitality team will continue to sell VTech devices for guest rooms, as well as Snom branded administrative and conference phones to support business centers and back-of-the-house operations. Our new Snom Americas website (coming soon) will leverage the Snom global community, while specifically serving the Americas market.

### Q: Tell me what makes Snom special.

We chose the Snom brand for its global reputation, sophisticated SIP stack, and innovative design. Trusted by certified professional IT and PBX installers, Snom leads the enterprise VoIP phone market in Europe. The company is internationally known for powerful features and advanced audio—now integrated into all of our new Snom Americas products. Snom has been interoperated with service providers worldwide. The talented group of Snom engineers continues to help us innovate our business product lines.

### Q: What does this mean for VTech? Is VTech going away?

A: VTech Holdings, our parent company, is here to stay. VTech still manages all phases (vertical integration) of R&D, production, manufacturing, sales and support. This means our new Snom Americas brand is poised for a great future with our partners' and end users' success always in mind.

### Q: Will Snom Americas offer the same products as VTech did?

A: Yes. We offer the same affordable, high-quality business products as we always have, but now with exceptional acoustics and software. We've taken the time to manufacture products with Snom technology specific to the U.S., Canadian and CALA markets. We've modified all products to ensure they're right for these markets. Our new and improved product line includes color desksets, cordless phones, headsets, wireless conference phones and public broadcasting systems.

### Q: Will Snom Americas offer the same customer support as VTech did?

A: Yes. We will continue to offer pre-sales, post-sales and product support. Our dedicated inside channel account managers in the U.S., Canada and CALA offer outstanding technical support, and can help answer any questions. Plus, we continue to give you best-in-class 3-year warranties with advanced product replacement.