



Frequently Asked Questions (FAQs)
About Charles Industries' Sale of their Multiplexer Product Line

Q: What product line has Charles Divested of?

A: On February 13, 2008 Charles Industries, Ltd. announced that it had sold the assets of its Multiplexer Product Line to Telco Systems. Under the terms of the sale, Telco Systems immediately assumed ownership of Charles' multiplexer solutions including the following models; EXchange Mux[®], EXchange Mux[®] II, Mini-Mux[™] 210, Mini-Mux[™] 280, Mini-Mux[™] 155, Mini-Mux[™] 840 and Mini-Mux[™] 2000. Telco Systems also assumed responsibility for all future sales, support, and repair services associated with the multiplexer products identified.

Q: Why did Charles Divest/Sell their Multiplexer Product line?

A: Charles Industries is a recognized leader in providing outside plant (OSP) solutions to communications service providers and channel partners. The divestiture of the multiplexer product line enables Charles to leverage forty years of core competencies in OSP and focus on strategic objectives associated with the development, marketing and support of fiber, copper, and access transport solutions for the outside plant.

Charles is committed to expanding its OSP offering through organic growth, acquisitions and partnerships. The Charles OSP product line currently includes; fiber optic and copper pedestals, enclosures and housings, extended reach copper line conditioners, universal backhaul enclosures as well as several other copper enhancement products.

Q: Who is Telco Systems?

A: Telco Systems is an established leader providing traditional voice and access solutions to service providers since 1972. They are well versed in both the technologies and applications associated with the Charles multiplexer product line. For more information: www.telco.com.

Telco Systems offers leading carrier-class IP/Ethernet solutions for VoIP, FTTx, intelligent Ethernet services and demarcation, and metro-Ethernet/MPLS access aggregation.

Q: Why is Telco Systems acquiring the Charles multiplexer product line?

A: Telco Systems is making this investment because the product lines and customer base represent significant value to their company. Telco Systems fully intends to grow the business and continue to add value for the customer.

Telco Systems success in this acquisition is dependent upon making the transition as seamless as possible for their new multiplexer customers. Telco Systems is focused on fully supporting and servicing customers through this transition.



Frequently Asked Questions (FAQs) cont.

Q: What about the other products of Charles Telecommunications Group?

A: The divestiture is limited to the multiplexer product line. All Charles Outside Plant enclosures and housings, as well as other Charles Access & Transmission products including; Universal Backhaul Remote Terminal (UB-RT), HVDL, 360-80 Channel Bank, 360 and D4 Channel Banks, Digital Pair-Gain, T1 Transport, and Voice Frequency solutions will continue to be marketed and supported by Charles' Telecommunications Group.

Q: Whom do I contact for Sales inquiries on multiplexer related products?

A: As of February 13, 2008, contact Telco Systems Inside Sales by phone at 1-800-221-2849 Ext. 2250 (Sales) or Ext. 2121. By e-mail: orderadmin@telco.com.

Q: Whom do I contact for Technical Service on multiplexer related products?

A: As of February 13, 2008, contact Telco Systems Technical Service & Support by phone at 1-800-227-0937 (U.S.). By e-mail: techsupport@telco.com. Or via their website: www.telco.com/na/index/en/servsupport.

Q: What do I do about Warranty and/or Repairs associated with multiplexer products purchased from Charles?

A: Telco Systems assumes responsibility for all outstanding warranties on multiplexer products. The balance of the 5-year warranty for multiplexer solutions remains active. Please contact Telco Systems by phone at 1-800-221-2849 Ext. 2227 or by e-mail repair@telco.com for questions concerning warranty service and/or repair.

Q: What do I do if I have a quote from Charles for multiplexer products?

A: Open Charles quotes associated with the multiplexer product line have been given to Telco Systems. Please contact Telco Systems Inside Sales by phone at 1-800-221-2849 Ext. 2250 (Sales) or Ext. 2121. By e-mail: orderadmin@telco.com.

Q: What is happening to Charles Industries' facility in Pleasanton, CA., responsible for the development of multiplexer products?

A: Telco Systems plans to maintain a presence in California and will operate out of the Pleasanton facility.