

New Software Assurance Re-enlistment Policy

Product Bulletin – PB2018June1C

June 1st, 2018

The information conveyed in this document is confidential and proprietary to Mitel® and is intended solely for Mitel employees and members of Mitel's reseller channel who specifically have a need to know this information. If you are not a Mitel employee or a Mitel authorized PARTNER, you are not the intended recipient of this information. Please delete or return any related material. Mitel will enforce its right to protect its confidential and proprietary information and failure to comply with the foregoing may result in legal action against you or your company.

1 SUMMARY

To encourage Software Assurance renewals and reactivations, Mitel is changing its Software Assurance re-enlistment policy for many of its products.

Effective **July 2018**:

- **No Grace Period:** late renewals are considered as re-enlistments from the first day after the Software Assurance subscription end date.
- The re-enlistment fee is equivalent to **20% of 1 year** of Standard Software Assurance.
- Quotations for Software Assurance renewals and re-enlistments are valid for up to **120 days**.

2 PRODUCT OVERVIEW / FEATURES & BENEFITS / DESCRIPTION

2.1 MODIFICATIONS

The following modifications are applied to the Mitel Software Assurance program:

2.1.1 GRACE PERIOD

The 30-day Grace Period is removed from products where this was previously in place. Late renewals are considered as re-enlistments from the first day after the SWA end date. This encourages on-time renewals, decreasing the risk of absence of SWA coverage between expiry and renewal.

2.1.2 RE-ENLISTMENT PRICE

The price of the re-enlistment fee is decreased, from 100% down to 20% of 1 year of Standard Software Assurance.

Reminder: when re-enlisting, besides the re-enlistment fee, a minimum 1 year subscription of Software Assurance is required.

2.1.3 QUOTATION VALIDITY

The maximum validity duration of Software Assurance renewal and re-enlistment quotations increases from 90 days to 120 days.

Also, quotations created before the Software Assurance end date are valid for 120 days or until the Software Assurance subscription end date, whichever comes first.

2.2 APPLICABLE PRODUCTS

These modifications apply to the products licensed in AKOP, AMC and SLS, plus MiVoice Call Recording.

MiVoice Connect Partner Support already complies, so no change is being made on the re-enlist policy or quote/order processing for this.

There is no change to the prices of re-enlistment fees as provided for the support programs of various 3rd-party products offered through Mitel. See the "Supporting material" section below for more details. The absence of Grace Period and the new quotation validity rules, however, also apply to 3rd-party products.

Toshiba IPEdge (SUS) is supported under its current policy until further notice.

2.3 APPLICABLE REGIONS

These modifications apply globally.

2.4 TIMING

2.4.1 EFFECTIVE DATES

The modifications are effective at the following dates:

- Products licensed in AKOP and SLS: July 4th, 2018
- Products licensed in AMC and MiVoice Call Recording: July 18th, 2018

2.4.2 TRANSITION

Quotations created before the effective dates above will be orderable until they expire.

3 SUPPORTING MATERIAL

The following table lists re-enlistment part numbers by product, whether or not their price is modified and, if yes, how this price change is implemented:

- “Unit price modified”: the price of the part number is changed to match the new policy;
- “Quantity change”: the quantity of this part number is changed in each SWA re-enlistment quotation to match the new policy; its unit price does not change.

Part number	Description	New Price?	Implementation
MiVoice MX-ONE			
51304505	MX TS TelSys SWA Reinstate	Yes	Unit price modified
51304518	MX TS Tel User SWA Reinstate	Yes	Unit price modified
51304531	MX TS TelGateway SWA Reinstate	Yes	Unit price modified
51304544	MX Prov Mgr Sys SWA Reinstate	Yes	Unit price modified
51304557	MX Prov Mgr User SWA Reinstate	Yes	Unit price modified
FAF901655/AR	MX MSP Sys SWA Reinstate	Yes	Unit price modified
FAF901656/AR	MX MSP Mon-ext SWA Reinstate	Yes	Unit price modified
FAF901660/AR	BluStar Client Re-enlist SWA	Yes	Unit price modified
84L00006AAA-A	MMC 4 user Re-enlist SWA	Yes	Unit price modified
MiVoice MX-ONE Feature-Based			
51305455	MX Fb Basic Re-enlist SWA	Yes	Unit price modified
51305468	MX Fb Entry Re-enlist SWA	Yes	Unit price modified
51305577	MX Fb Std Re-enlist SWA	Yes	Unit price modified
51305590	MX Fb Prem Re-enlist SWA	Yes	Unit price modified
51305603	MX Fb Mobile Re-enlist SWA	Yes	Unit price modified
51305616	MX Fb Cordless Re-enlist SWA	Yes	Unit price modified
MiContact Center Enterprise			
54007102	SWAS MiCCEnt Lite Agent Reenli	Yes	Unit price modified
54007109	SWAS MiCCEnt MM Agent Reenlist	Yes	Unit price modified
54008973	SWAS MiCCEnt Web Agent Reenli	Yes	Unit price modified
54007123	SWAS MiCCEnt IVR Sess Reenlist	Yes	Unit price modified
54007116	SWAS MiCCEnt MngtUser Reenlist	Yes	Unit price modified
54007095	SWAS MiCC Ent System Reenlist	Yes	Unit price modified
54007020	SWAS MiCCEnt ASR 2 Ch Reenlist	No	-
54007027	SWAS MiCCEnt ASRLang 2ch Reenl	No	-
54007034	SWAS MiCCEnt ASR2+Ing2ch Reenl	No	-
54007041	SWAS MiCCEnt TTS 1 ch Reenlist	No	-
54007048	SWAS MiCCEnt TTS VoiceAd Reenl	No	-
Mitel CMG, InAttend, Virtual Reception, InConference			
51305116	CMG BW Sys Re-enlist SWA	Yes	Unit price modified
51305113	CMG BW Prem Usr Re-enlist SWA	Yes	Unit price modified
51305119	CMG BW CWI Re-enlist SWA	Yes	Unit price modified
51305122	Att Sys Re-enlist SWA	Yes	Unit price modified
51305125	Att Usr Re-enlist SWA	Yes	Unit price modified
51305158	Att QM sys Re-enlist SWA	Yes	Unit price modified
51305128	Att CMG user Re-enlist SWA	Yes	Unit price modified

Part number	Description	New Price?	Implementation
51305131	CMG Att MSC Re-enlist SWA	Yes	Unit price modified
51305134	CMG VR Sys Re-enlist SWA	Yes	Unit price modified
51305137	CMG VR Usr Re-enlist SWA	Yes	Unit price modified
51305140	CMG VR VM Re-enlist SWA 1Q	Yes	Unit price modified
51305143	CMG VR SA port Re-enlist SWA	Yes	Unit price modified
51305152	CMG IC Sys Re-enlist SWA	Yes	Unit price modified
51305155	CMG IC Port Re-enlist SWA	Yes	Unit price modified
51305149	CMG VR ASR Re-enlist SWA	No	-
54008661	CMG VR TTS Channel SWA Reenlis	No	-
54008669	CMG VR TTS Add1Voi SWA Reenlis	No	-
54008677	CMG VR ASR Add1Lang SWA Reenli	No	-
MiCollab Advanced Messaging			
FAF901600/AR	MiCAM VM Basic usr SWA Rei 1y	No	-
54008943	MiCAM VM BasicUs SWA Reenl, NA	No	-
FAF901607/AR	MiCAM VM Adv user SWA Rei 1y	No	-
FAF901615/AR	MiCAM Pers Ass usr SWA Rei 1y	No	-
54008944	MiCollab AM 1port SWA Reenlist	No	-
FAF901617/AR	TTS SWA Reinst 1y	No	-
FAF901616/AR	MiCAM Speech SWA Reinst 1y	No	-
FAF901618/AR	Neverfail SWA Reinst 1y	No	-
54008942	MiCAM Neverfail Tert SWA Reenli	No	-
54008940	MiCAM fax mail 2ch SWA Reenlis	No	-
54008941	MiCAM fax mail 4ch SWA Reenlis	No	-
54008946	SWA Reenli MiCAM FAX Web-Enabl	No	-
MiVoice Office 400			
84D00019AAA-A	SW Assur 415 reinstate	Yes	Unit price modified
84D00020AAA-A	SW Assur 430 reinstate	Yes	Unit price modified
84D00021AAA-A	SW Assur 470/VA reinstate	Yes	Unit price modified
84D00022AAA-A	SW Assur 470/VA 1 user reinst.	Yes	Unit price modified
84D00028AAA-A	SW Assur 470/VA 20u reinstate	Yes	Unit price modified
84D00032AAA-A	SW Assur 470/VA 50u reinstate	Yes	Unit price modified
84D00036AAA-A	SW Assur 470/VA 100u reinstate	Yes	Unit price modified
54009809	SW Assur SMBC reinstate	Yes	Unit price modified
Mitel Alarm Server			
54007436	Alarm Server SWA Reenlist fee	Yes	Unit price modified
MiVoice 5000			
84-00003AAA-R	MiV5000 SWAS Reenlist Unit Fee	Yes	Quantity change
84-00003BAA-R	MiV5000 mger Reenlist Unit Fee	Yes	Quantity change
Mitel 5000 Contact Center (ACP)			
84-00003CAA-R	MiV5000 CC Reenlist Unit Fee	Yes	Quantity change
MiVoice 5000 applications			
84-00003DAA-R	TWP Reenlist Unit Fee	No	-
84-00003FAA-R	UCP Reenlist Unit Fee	No	-
84-00003EAA-R	VTPRO Reenlist Unit fee	No	-
MiVoice Business			

Part number	Description	New Price?	Implementation
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
Open Interface Gateway			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
MiVoice Border Gateway			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
MiCollab			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
MiContact Center Business			
54006936	CC Re-enlist Penalty SW Assur	Yes	Quantity change
(ASR / TTS)	(No dedicated part for ASR/TTS: merged into CC re-enlistment part)	No	-
51307632	MiCC HA Re-enlist Penalty	No	-
51307633	MiCC HA WanSmart Re-enlist Penalty	No	-
51307634	MiCC Tertiary Re-enlist Penalty	No	-
MiVoice Call Recording			
54006283	S/W Assur CallRecording ReEnlist	Yes	Quantity change
54006284	S/W Assur Oaisys CallRcd ReEnlist	Yes	Quantity change
MiVoice Office 250			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
MiVoice Office Applications Suite			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change
MiContact Center Office			
	(No dedicated part for re-enlistment: regular SWA part)	Yes	Quantity change

Products not listed in this table (e.g. MiContact Center Outbound, Vidyo etc.) are not concerned by this price change and, until further notice, continue to use the previous re-enlistment price. The absence of Grace Period and the new quotation validity rules, however, also apply to them.

4 QUESTIONS & ANSWERS

Q: I create a Software Assurance renewal quotation a short time before the subscription end date. It does not include re-enlistment fees. Can I purchase it after the subscription end date?

A: No: quotations created before the subscription end date expire at the latest on the subscription end date, even if less than 120 days have elapsed. If the order is not received before or on the subscription end date, then a new quotation must be generated after the subscription end date. This new quotation includes re-enlistment fees and is valid for 120 days.