Mandatory Software Assurance for Mitel MiVoice Office 400

Date: 2018-03-15
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REVISION HISTORY

First release   March 15th, 2018

SUMMARY

Mitel announces Software Assurance and Technical Support policy changes for the MiVoice Office 400 and associated applications:

- Mandatory Software Assurance with new system orders
- TSI Credits are no longer accepted for incident support in the absence of active Software Assurance
- The Free Service Period is modified from 90 days to 30 days

These changes apply worldwide, and further align policies to be consistent across Mitel premise-based product offerings and with industry practice.

PROGRAM AND POLICY CHANGES

Effective **April 5th, 2018,** Mitel CPQ does not provide the "No additional Software Assurance" option when quoting a new MiVoice Office 400 system.

Effective **July 1st, 2018**, a minimum of one year of Software Assurance is mandatory to purchase with new MiVoice Office 400 products. For systems purchased from July 1st, 2018 onwards, the Free Service Period is modified to 30 days.

Also, effective **July 1st, 2018**, Software Assurance must be active on the MiVoice Office 400 to grant access to Mitel Technical Support. At this date Technical Support Incidents (TSI) Credits are no longer accepted for incident support on the MiVoice Office 400.

There is no change to the Technical Support policy for any product where technical support is still provided by Mitel but is not eligible to be covered under the Mitel Software Assurance program (for example; Mitel 1000, SX-200ICP, etc.). TSI Credits, as applicable still apply.

For more information please consult the Software Assurance Program Guide and the Mitel Technical Support Guide on InfoChannel.

QUESTIONS & ANSWERS

Q: Are pre-existing quotations without Software Assurance generated before April 5th orderable as quoted?
A: These quotations are still orderable and registerable until June 30th, 2018 as configured. From July 1st onwards, new systems must be purchased with Software Assurance.

Q: Can pre-existing vouchers in the SLS license server that contain MiVoice Office 400 products without Software Assurance still be registered?
A: These pre-existing vouchers are still registerable after April 5th, until further notice.

Q: I have ordered a new Mitel MiVoice Office 400 system before July 1st, 2018 and I register it in the SLS license server after the July 1st. How long is the Free Service Period for this system?
A: Because the system was bought before July 1st, it is still allowed 90 days free service, regardless of when it is registered in SLS.

Q: When does the Software Assurance start when registering a new MiVoice Office 400 system?
A: The principle does not change: the purchased Software Assurance period starts on the day after the end of the Free Service Period. The fact that Software Assurance must be registered at the same time as licenses does not influence the start date. Only the duration of the Free Service Period changes.

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