



Title: Mitel Software Assurance – Summary of Policy and Process Changes

Summary: This bulletin highlights all the recent policy and process changes related to Mitel's Software Assurance program, including enforcement of Software Assurance with new record creation in the Mitel license servers in a single document. This also summarizes policies recently announced and now in effect.

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Bulletin Type: Product/Service Announcement

Product Family: Software Assurance.

Audience: Global

Revision Version: 1.0

Revision Reason:

Bulletin Details

Product Overview / Features & Benefits / Description

The following program and policy changes are now in effect with Mitel's Software Assurance program, further aligning policies across all Mitel premise portfolios:

30 days Software Assurance provided on a new product record:

- **AMC:** An additional 30 days of coverage is now provided along with the purchased Software Assurance term on products supported in the Mitel Application Management Center (AMC), such as MiVoice Business, MiVoice Office 250, MiCollab, MiContact Center Business, etc. If the initial

subscription is enabled within 30 days of application record creation, then an additional 30 days of coverage is provided.

- **MiVoice Office 400:** The Free Service period is also aligned to 30 days of coverage for new MiVoice Office 400 products. It is provided at the time of the registration of the new record.

Enforcement of mandatory Software Assurance with new product sale:

- **AMC:** As previously announced in various Mitel communications including Mitel Partner eNews, Software Assurance is mandatory with new product sales. Products managed in the AMC now enforce the requirement to enable minimum 1 year of Software Assurance on new product records. Products managed in the AMC include, MiVoice Business, MiVoice Office 250, MiCollab, MiContact Center Business, etc. When a product record is created, the initial sync to the live system will be eligible only after Software Assurance has been applied, regardless of the purchase date. As before, Partners have the option to apply Software Assurance parts configured with a new product or to purchase a Software Assurance quote via the AMC directly, however one of these must be done prior to the sync function.
- **MiVoice Office 400:** As previously announced in various Mitel communications including Mitel Partner eNews, Software Assurance is mandatory with new product sales. Also, from the 10th of October 2018 onwards, SLS enforces the requirement to register minimum 1 year of Software Assurance with new MiVoice Office 400 product records, regardless of the purchase date. Similarly, to the MiVoice MX-ONE product it is not possible anymore to register a new MiVoice Office 400 system in SLS without registering Software Assurance for at least the base system.

Software Assurance is required to access Mitel Technical Support – as previously announced for MiVoice Office 250 and MiVoice Office 400, Software Assurance is now required to access Technical Support, aligning technical support policies across all products. The option to utilize Tech Credits is no longer available.

New Re-enlist Fees – the new re-enlist fees of 20% of a 1-year subscription is now in effect across Mitel products, aligning with the MiVoice Connect policy currently in place. There is no longer a 30-day grace period after the expiry of the previous subscription. Subscription quotes initiated or purchased at any time after the renewal date are subject to the 20% re-enlist fee. Also, as previously in effect, any new records in AMC that do not have Software Assurance applied within 30 days of record creation are subject to a re-enlist fee.

Software Assurance renewal quote validity extended to 120 days – previously Software Assurance renewal quotes were valid for 90 days. Software Assurance quotes are now valid for 120 days, or to the current subscription expiry date, whichever is sooner. This facilitates a longer period of time to quote and close renewal sales with customers. This change is effective today for AKOP and SLS license servers and the 22nd of August for AMC.

Software Assurance Subscription Confirmation – a License and Software Assurance Subscription Confirmation document is available for Mitel products managed in the SLS and AKOP license servers. Mitel recommends Partners to share these documents with end customers as evidence of the Software Assurance they have purchased.

Supporting Material

Related **Bulletins:**

- PB20180045 Mandatory SWA for MiVoice Office 250 systems and Applications Suite

- PB20180053 Mandatory SWA for MiVoice Office 400
- PB2018June1C - New SWA Reenlistment Policy
- PB2018July1B - Mitel Software Assurance Subscription Confirmation

Refer also to the **Software Assurance Program Guide** on InfoChannel / Services & Support / Software Assurance / Product Guide.

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