MiVoice 5000 Gateway Portfolio Simplification Announcement – NOVEMBER 2018 UPDATE

MiVoice 5000 Solution

Date: 16 November 2018
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REVISION INFORMATION

First release	May 4th 2018
November 2018 Update - changes highlighted in yellow	November, 16th 2018

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1 MESSAGE TO PARTNERS AND END CUSTOMERS

The 'on premise' Unified Communications market addressed by the MiVoice 5000 Solution have now reached a point where software-only communication systems and SIP desktops are predominant. This move has made gateways less strategic for end customers, even if they remain an important part for some of them.

The MiVoice 5000 gateway portfolio is currently composed of 8 flavours of main chassis, with specific add-ons and extension cabinets for many of them. This high complexity is no longer required by the market, which could be addressed in an equivalent or even better way with far less variety of hardware.

This is the reason why Mitel has decided to simplify its MiVoice 5000 gateways portfolio.
This strategic move will allow to:
- Address better current and future market demand
- Serve customers in a simpler and streamlined way
- Ease maintenance process and reduce the number of different spare parts
- Guaranty a better longevity of the offer, at least until 2021* and beyond

By beginning of 2019, the gateway offer will be exclusively composed of following gateways and their accessories:
- **Mitel XS12 – extended to 250 IP users support to equal the XS IP capacity**
- **Mitel XD Simplex (one power supply unit, one CPU)**
- **Mitel XD Duplex (duplex power supply and CPU)**

For the gateways being discontinued:
- Gateway specific extension and spare parts will be discontinued after 3 years
- Common spare and extension parts will remain available along with the simplified offer until 2021 and beyond

Additionally, and mainly due to component sourcing price increases, Mitel needs to increase the price of the gateways and some of their accessories/spares. **However, to ease the transition to the simplified gateway portfolio, the prices of the XS12, XD Simplex and XD Duplex will remain unchanged.**

Independently from the previous points, the LA16-8 and LH16 FXS ports cards will also be removed from the offer due to low demand.

valid for generic market except specific agreements

2 SCHEDULE(UPDATE)

Date	Phase
May 2018	Announcement
January 1, 2019	Price increase on 'to be discontinued' gateways
February 28, 2019	**End of Sales for discontinued gateways**
February 28, 2020	End of Sales for Extension cabinets and spares of discontinued gateways
February 28, 2024	End of Repair of discontinued gateways and their specific parts

3 PART NUMBERS SUBJECT TO PRICE CHANGES ON 01/01/2019

The new price of following items will be communicated to the partners on InfoChannel and on Mitel CPQ Reports and Pricing (accessible via Mitel Connect).

Part Number	Label
52003132	Mitel 5000 XS-6
52003134	Mitel 5000 XS
52003135	Mitel 5000 XS-E
52003137	Mitel 5000 XL
52003138	Mitel 5000 XD Dup Power
BHJ4431B	CIE LA16X-8 (B)
BHJ4830A	CIE LH16 X (B)
BHJ0064A	UCV2S-E

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4 PART NUMBERS SUBJECT TO DISCONTINUATION

The following parts will be discontinued (End of Sales) as per the schedule of chapter 2.

February 28, 2019   End of Sales for discontinued gateways

Part Number	Label
52003132	Mitel 5000 XS-6
52003134	Mitel 5000 XS
52003135	Mitel 5000 XS-E
52003137	Mitel 5000 XL
52003138	Mitel 5000 XD Dup Power
BHJ4431B	CIE LA16X-8 (B)
BHJ4830A	CIE LH16 X (B)

February 28, 2020   End of Sales for Extension cabinets and spares of discontinued gateways

Part Number	Label
BRC0030AAAA	SWITCH EXT. AXL
BRC0033AAAA	SWITCH EXT. AXD DUPL POWER
BHJ0057C	CIE EXT2S-6 (B)
BHJ0057A	CIE EXT2S (B)
BHJ0064A	UCV2S-E
BHJ0065A	UCV2L
BHJ0031A	CIE RUCV1L (B)
BHG4784A	CORD.LIAIS.EXT XL AXL
BHJ4630A	CIE FDP- AXL
BHT7716A	KIT FIXATION XL (B)

5 REPLACEMENT PRODUCT

As most of the different gateways only differ from a dimensioning perspective, same functionality can be delivered using the replacement suggestion listed in the table below.

Part Number	Label	Suggested Replacement Part Number	Suggested Replacement Part Label
52003132	Mitel 5000 XS-6	52003133	**Mitel 5000 XS-12**
52003134	Mitel 5000 XS	52003133	**Mitel 5000 XS-12**
52003135	Mitel 5000 XS-E	**Please contact Mitel**	
52003137	Mitel 5000 XL	52003136	**Mitel 5000 XD Simplex**
52003138	Mitel 5000 XD Dup Power	52003139	**Mitel 5000 XD Duplex**
BHJ4431B	CIE LA16X-8 (B)	BHJ4431A	**CIE LA16 X (B)**
BHJ4830A	CIE LH16 X (B)	**Please contact Mitel**	

6 SCOPE AND DISCLAIMERS

This announcement applies to the MiVoice 5000 generic market offer only and does not concern the Orange e-Diatonis offer.
The announcement does not apply to any special commercial agreement that would have been taken explicitly previously. Mitel will fulfill those agreements and commitments as specified in the agreement's terms.

Certain Mitel products within this document may not be available to all Solution Providers' levels. To purchase available products, Mitel product certification is required.

7 FAQ

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Q: Does this announcement mean that the Mitel 5000 XS, XL, XD Gateways will completely be discontinued soon?
A: No, Mitel is only simplifying the offer, and will continue selling the XS12, XD Simplex and XD Duplex for 3 years at least and even longer provided there is a sufficient market demand for those products.

Q: Does this simplification imply the loss of any feature?
A: No. All MiVoice 5000 Gateway products are sharing the same software and features.

Q: Will software support for the discontinued gateways be pulled off?
A: No. All XS, XL, XD gateways share a common software and same drivers, as part of the MiVoice 5000 Software. Future MiVoice 5000 releases will continue supporting all XS, XL, XD gateways as well as software based solutions.

Q: Will the new common gateways announced for 2019 replace the remaining XS, XL, XD gateways?
A: No. The new Mitel EX and GX Gateways will extend the MiVoice 5000 Server portfolio by providing a dedicated, physical host for the MiVoice 5000 Server combined to a relatively small amount of FXS, FXO and PRI ports. Primary aim of the Mitel EX/GX introduction is to provide a hardware that better fits to the private cloud environments.

Q: Does the dimensioning of the MiVoice 5000 Gateways change with this announcement.
A: No, except for the XS12 that will officially support up to 250 IP users/phones instead of 30 till now.

Q: Is the dimensioning range of the MiVoice 5000 Gateways portfolio reduced due to that announcement?
A: No, the same range of ports as before is addressable with the XS12 and XD gateways. The simplification only slightly moves the boundaries between the small (XS) and large sub-segments (XD) in some situations.