

Mitel Software Assurance Program



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Program Overview:

Mitel is announcing the release of their new Software Assurance Program, beginning with the Mitel 3300 Integrated Communications Platform (ICP) Release 7.0. The Mitel Software Assurance Program will protect the life of a Mitel communications solution, providing comprehensive availability of software updates, enhanced capabilities, operational efficiencies, life cycle cost certainty and access to Mitel Product Support Services.

Solution Highlights:

Along with access to software releases and updates, Mitel is committed to providing additional features and benefits as part of the Software Assurance Program with the following value-added elements:

- Software Assurance allows customers to easily stay current with their software levels and take advantage of Mitel's most up-to-date functionality
- Software Assurance provides future software upgrades at a significant discount off the regular price for purchasing a new updated version of software.
- Multi year software assurance packages are available to protect against future price increases
- Mitel is committed to the product of the future, including software enhancements

Questions & Answers:

Question: What happens if I fail to renew my Software Assurance for a particular system?

Answer: All Software upgrades will become fully chargeable at regular pricing if a Solution Provider then chooses to renew the Software Assurance for a particular sys id where the coverage was allowed to lapse. Mitel will charge a re-instatement fee of \$150 if the coverage is renewed within 30 days of lapsing. This fee will be required over and above the cost of the new Software Assurance certificate.

Question: With the Mitel Software Assurance Program, can I skip software loads that I am not interested in, or must I upgrade to consecutive software loads?

Answer: You are free to choose the system software load of your choice, predicated on the requirements to migrate database information forward. Mitel will only offer support at the current release of software and for one release back. Introtel will still continue to offer support on all levels of software but higher costs may be incurred on releases no longer supported by the manufacturer.

Question: What happens if I don't purchase Software Assurance for a particular sys id?

Answer: Participation in the Mitel Software Assurance Program is optional, however systems that are not covered by Software Assurance will be required to upgrade their system software at current Solution Provider pricing at the time of their order. All Mitel Product Support calls for systems not protected by Software Assurance will be billable on a per-incident basis