


Mitel Product Release Lifecycle Policy

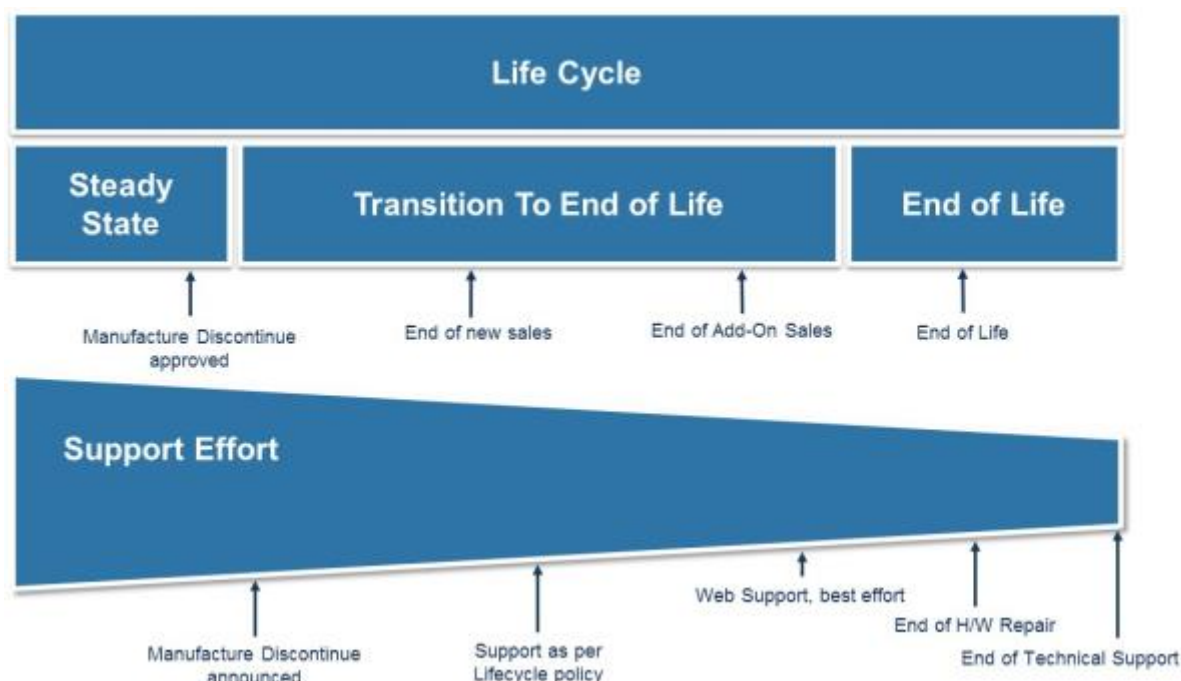
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1 CUSTOMER FACING PRODUCT RELEASE LIFECYCLE POLICY

This section documents the customer visible components of Mitel's product release lifecycle policy. The policy is to be published on Mitel's corporate website and Partner support portal.



1.1 Software Release Lifecycle Policy

- Applies to current software releases on products only.
- Any specific release lifecycle announcement made about a product or release will supersede standard lifecycle policy.
- Technical Support is provided as per Lifecycle Support Policy and active Software Assurance.
 - Current release and active Design release – patch delivery based on the latest minor release of installed major version. Patches will be included in a new Service pack if applicable. For discontinued products this will cover the first year following the end-of-sale date.
 - Any previous software release – Best effort to return to service, workaround (if available). Patch or SW resolution with current release or Active R&D Release. An upgrade will the current release will be required to acquire the corrective content.

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- Third Line Technical Support will support all other software versions, on a best effort basis, providing Software Assurance (SWA) is active.

Unless otherwise announced in a Bulletin, Mitel will **only** deliver software fixes for the latest version of the current major release (M) of the product. In addition to this (unless otherwise announced), Mitel will deliver software fixes for **Critical Issues** on the latest version of the previous major version (M-1) for up to 12 months after the release of version M. High severity issue fixes will be supported in N-1 releases at Mitel's discretion. For any other issues reported on a supported release, Design will deliver the fixes in the latest version of the current major release (M).

Table 7.1

Release	Technical Support	R&D
M.0	Full support Phone and Web	Full Support on latest variant (M.N) – Current Release
M-1	Full support Phone and Web	Fixes for Critical issues on latest version (minor release) of M-1 for up to 12 months after the release of M. High severity issue fixes will be supported in N-1 releases at Mitel's discretion – Active design support.
M-2	Full support Phone and Web	No design activity
M.(N-1)	Full Support Phone and Web	No design activity once M.N is released

1.2 Release Lineup and Issue Severity


Should the scenario arise that a major customer issue manifests itself on an M-1 software baseline and that the fix is delivered on the latest M.N software which then results in solution release alignment issues that cannot be resolved, that issue shall be upgraded to Critical and addressed as per above policy.

1.3 Nomenclature

- M means Major Release.
- N stands for Minor Release.
- Service Packs and Hotfixes may be released for specific M.N versions at any time.

1.4 Product Manufacture Discontinued Policy

A bulletin announcing Manufacture Discontinue (MD) of products will be issued at least 90 days prior to removing parts from being ordered or purchased. The bulletin will define how uplift part numbers are allowed to continue for an extended period of time.

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Typically uplift part numbers are allowed to continue to be ordered and purchased to support the installed based.

- End of Life (EOL) applies to HW and SW products and solutions.
- Mitel will not have deliver additional software enhancements for Products that have reached the End of Add-on Sales (EOAS) milestone in the MD process.
- Technical Support including design bug fixes will be provided in phases based on length of time since the MD bulletin was first issued. Cost is covered under SWA.
- Software Assurance subscriptions can only renew terms up to the End of Technical Support (EOTS) date. Software Assurance subscriptions terminate coincident with EOTS date.

Phase	Design Support	Technical Support	Patching	Phone Support	Knowledge Base	Web Tickets	H/W Repair and Replacement
Post End of Sales (EOS)	N	Y	Y	Y	Y	Y	Y
Post End of Add-on Sales (EAOS)	N	Y	N	Y	Y	Y	Y
Post End of Life (EOL)	N	Y	N	N	Y	Y	N
Post End of Technical Support (EOTS)	N	N	N	N	N	N	N

1.4.1 Hardware Support and Availability of Spares / Replacements

At the time of MD notification, the call-in technical support period for discontinued parts and products is specified, as per Mitel's then current billing policies. This is usually one year for software support, and five years for hardware support. Hardware support is subject to availability of spare parts should repair be required.

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