Mitel
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**Bulletin Number:**   18012 – Global
**Date:**   5 April 2018

# MITEL PRODUCT RELEASE LIFECYCLE POLICY NOW APPLIES TO SHORETEL PRODUCTS

## Summary

With the acquisition of ShoreTel by Mitel, the Mitel Product Release Lifecycle Policy—and the Mitel definitions within that policy—now apply to ShoreTel products. The key points are described here.

## Mitel Product Lifecycle Definitions

Mitel defines key events in the product lifecycle as follows:

- **End of New Sales:**  Sales of an item will no longer be made to new customers. Items will remain available for purchase by existing customers. Full support of the product continues.
- **End of Add-on Sales:**  Sales of an item to all customers cease. Technical support services are still offered, but no scheduled releases or service packs are available. Patch releases for critical issues may be offered at Mitel's discretion.
- **End of Life:**  Best effort technical support for catastrophic failures/critical issues only.
- **End of Technical Support:**  No technical support and all software assurance (SWA) contracts are terminated.

## Mitel Product Release Lifecycle Phases

The four phases in Mitel's product release lifecycle, and the level of support provided in each, are as follows:

**Phase 1 – After End of New Sales**

- Full R&D SW support
- Live Phone Support
- KB
- Web Tickets
- Full Repair and Replacement HW Support

**Phase 2 – After End of Add-on Sales**

- No active Design Support (bug fixes), No new Release or Service Packs
- Patching at Mitel Discretion
- Live Phone Support
- KB
- Web Tickets
- HW Repair

**Phase 3 – After End of Life**

- No Design Support
- Best Effort Support for catastrophic failures/critical issues
- KB

**Phase 4 – After End of Technical Support**

- No Technical Support, all SWA contracts terminated

## Additional Information

An online description of the Mitel Product Release Lifecycle Policy can be found at:

https://www.mitel.com/products/product-release-lifecycle-policy.