



Mitel Interop Certification Overview for MSA Developer Partners and SIP Service Providers

Mitel Interoperability Certification Overview for MSA Developer Partners and SIP Service Providers

1. **Applicability:** Participation in the Mitel Interop Certification Program is required for any third-party partner (3PP) product/service/solution that integrates and/or interoperates with Mitel core products using Mitel APIs, protocols or interfaces (e.g., MiTAI, OAI, SIP, etc), and which is resold by Mitel (i.e., MSA Gold Preferred partner products). Such certification is optional for MSA Developer partner products and SIP Service Provider solutions. However, Mitel Product Support assistance for customer deployments utilizing integrated 3PP products/solutions/services is only available for solutions which have been certified by Mitel, at the MCT or higher level.
2. **Purpose & Benefits:** The Mitel Interop Certification Program for MSA Developer partners and SIP Service Providers is intended to:
 - Validate interoperability and all integration points between the Mitel platform and the partner product or service.
 - Maximize the quality and reliability of integrated products/solutions/services, and minimize partner and Mitel support burden.
 - Encourage customer confidence in 3PP offerings, and guide customers toward selection of Mitel-certified solutions as designated by the Mitel-Compatible Test (MCT) logo.
3. **Self-Assessment Testing (SAT):** The first phase of the Mitel 3PP interop test certification process is Self-Assessment Testing, which is a test executed by the 3PP in accordance with a testplan approved by Mitel.
 - In general, Mitel expects the 3PP to supply a testplan for review/edit/approval by Mitel (typically based on the testplan used by the 3PP for their in-house solutions testing), although for certain routinely tested product categories Mitel may be able to supply an existing template testplan.
 - To begin the SAT process:
 - For most kinds of interoperable solutions (e.g., those using Mitel APIs such as MiTAI or OAI, or SIP lineside integrations, but not SIP Trunking solutions), download the MSA Interoperability Self-Assessment Test (SAT) Plan template from the Interop Testing and Certification portal, available at:
 - MOL > MSA > Interop Testing and Certification (**MSA Developer Partners**)
 - Complete the document with application information, test cases and test results. Access the “Request a Quote” link in the right sidebar, and submit your request along with the completed SAT Plan attached. Follow up with an email to MSAInfo@mitel.com to enable us to begin tracking your interop request.
 - For SIP Trunking Service Providers, download the SIP Trunking Questionnaire from the Interop Testing and Certification portal, available at:

- MOL > MSA > Interop Testing and Certification (**MSA Developer Partners**)
- MOL > Services > Professional Services > Interop Testing and Certification (**SIP Service Providers who are not MSA members**)

Complete the document. Access the “Request a Quote” link in the right sidebar, and submit your request along with the completed SIP Trunking Questionnaire attached.

- The Mitel Interop Program team will follow up with any questions, and/or a quotation and instructions for ordering the certification services.
 - Once the MSA Developer partner or SIP Service Provider has placed the certification order, the Mitel Interop Team will do a thorough review of the SAT testplan results to confirm that all the important information has been provided and testing completed successfully.
 - The SAT is an assertion by the 3PP that the product/service/solution is interoperable with ours, and serves as a prerequisite for MCT certification by Mitel in our lab. Because it is an assertion of compatibility by the 3PP (and not by Mitel), no Mitel certification logo is associated with the SAT certification designation. The MSA Developer Partner or SIP Service Provider may stop with the SAT designation, or optionally continue with the MCT process.
4. **Mitel-Compatible Testing (MCT):** The purpose of MCT certification testing is to enable Mitel to assert that the 3PP solution or service is interoperable with the Mitel product(s).
- The SAT testplan is used as the basis for MCT testing, supplemented with additional test cases and review of product documentation (e.g., Admin & User Guides; Engineering Guidelines), as determined necessary by Mitel to achieve the project objectives.
 - MCT certification is always performed on GA releases (Mitel and the 3PP).
 - MCT is not a substitute for comprehensive unit/regression/integration/scalability/load testing by the 3PP, all of which should be completed by the 3PP for each product/service release, before the MCT effort is initiated.

5. **Mitel Interop Configuration Guide & Logo Authority:** For every successful interop that achieves a MCT designation, the Mitel Interop Team will produce a detailed configuration guide related to the interop, which is published on MOL and provided to the 3PP along with the corresponding MCT logo package and usage authorization (MSA members only). The configuration guide typically contains the following information:
 - Specification of the equipment and software versions tested.
 - Details of any known limitations associated with the interop, including recommendations and workarounds if applicable.
 - Configuration information including screenshots to assist a qualified technician in properly configuring the Mitel & 3PP system to successfully interop, as a supplement to the product documentation.

6. **Recertification Requirements:** The MCT certification applies only to the specific Mitel and 3PP product versions tested. There is no implied future or backward compatibility associated with the interop. The 3PP is responsible for keeping abreast of new Mitel product releases and maintaining their Mitel interop compatibility. Any time there is a change to the product interface on either side (Mitel's or the 3PP), the 3PP is responsible for contacting the Mitel Interop Team to schedule an interop review call to enable a mutual assessment of the need for retesting/recertification. Depending upon the significance of the interface changes and corresponding operational and business risks, the teams may agree to perform a full or partial recertification; or to extend the previous MCT designation to apply to the latest product versions (without new testing).

7. **Fees:** Fees for SAT and MCT-related certification testing by Mitel are determined on a project-by-project basis by the Mitel Interop Team and/or other Mitel professional services organizations. In many cases where a pre-defined workscope can be assumed, the Interop Team will be able to provide a schedule of fixed-price interop fees. Non-standard testing activities may require review and assessment of the proposed testplan before fees can be estimated.

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