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., Mitel OIG, 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. **Paths for Pursuing Mitel Interoperability Certification:** Third-party SIP service providers have two possible paths for pursuing interop certification with Mitel, as outlined below. Third-party application developers using Mitel APIs/interfaces to integrate to Mitel platforms (e.g., Mitel OIG, MiTAI, OAI, SRC, etc.) must pursue Path 2:
   - **Path 1 – Sponsorship**
     This option applies for SIP application and service providers who are already working with a Mitel channel partner (reseller) or other Mitel business/sales prime who has a high degree of visibility into the mutual business opportunities which could be advanced via Mitel interop certification. In this situation, the Mitel channel partner/business prime acts as sponsor for the SIP application/service provider, and takes responsibility for assembling the requisite supporting business case and then engaging the Mitel Interop Team on behalf of the provider. Depending on the scope of the business justification, the time urgency of the request, Mitel interop resource availability, and the specific technical requirements of the interop, one of the following strategies may apply:
     a. The Mitel Interop Certification team will schedule and perform Mitel Compatible Test (MCT) certification of the solution (i.e. testing and certification by Mitel in our lab), at Mitel expense.
     b. Access to the Mitel Self-Test Portal (STP) will be provided to the channel partner, to enable a qualified channel field technician to perform the testing for subsequent review and granting of MCT status by Mitel.
     c. The channel partner will be directed to make a request for quotation through the Mitel OnLine (MOL) web portal for MCT certification of the solution (i.e. testing and certification by Mitel in our lab), at channel partner expense.
To pursue the Sponsorship Path, the Mitel sponsor should contact us at Interop@mitel.com with the request details. If certification at Mitel expense is being sought, the request must include a detailed quantitative business case, including of the estimated revenue opportunity for Mitel and the channel partner.

- **Path 2 – MSA Membership**

  This option applies for all situations that do not involve a Mitel business sponsor. In this case, the application/service provider begins by joining the Mitel Solutions Alliance (MSA), our developer partner program. SIP providers join at the Commercial Developer Basic member level (USD$1000/year). Application providers intending to use Mitel APIs/interfaces (e.g., OIG, MiTAI, OAI, SRC, etc.) join at the Commercial Developer Advanced member level (USD$3000/year). MSA membership offers many benefits, including:
  
  o Access to a comprehensive suite of Mitel product APIs, SDKs, & interfaces, including the Web Services-based Mitel Open Integration Gateway (OIG)
  
  o MSA-on-MOL (Mitel OnLine internal web portal) access credentials
  
  o Technical documentation & access to training (online & instructor-led)
  
  o Steep discounts on Mitel core products purchased for in-house development/lab/test purposes, and the ability to manage these products via the Mitel AMC licensing portal\(^1\)
  
  o Developer Support
  
  o Integration/interoperability test resources, including access to the Mitel Interop Certification Program; assistance with Self-Assessment Testing; and certification Config Guide, logo package and usage authorization for completed MCT certification activities.
  
  o Company & product listings in the Mitel Global Solutions Catalog (GSC) – www.mitel.com/gsc, the centralized resource for Mitel channel partners and end-customers to find Mitel-interoperable 3PP products and solutions

Once enrolled in MSA, members receive logon credentials for Mitel OnLine (MOL), our online member web portal. This portal provides access to Mitel interop documentation and support, and allows the member to request a quote for MCT certification in our lab.

To pursue the MSA Membership Path, navigate to www.mitel.com/msa for further information on the MSA program and to complete the online application form.

4. **Self-Assessment Testing (SAT):** For most 3PP solutions\(^2\), 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. Mitel assistance with the SAT process, including access to the STP (Self-Test Portal, where appropriate) and review of SAT results, is included with the price of MSA membership. Except where otherwise noted, completion of the SAT process is a pre-requisite for pursuing MCT certification.

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\(^1\) No Mitel equipment is included in the MSA membership fee.

\(^2\) Except SIP Trunking Services – see special instructions below.
SAT Process for All Solutions Except SIP Trunking Services:

a) 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 Mitel offers an existing template testplan that covers certain routinely tested product categories.

b) To begin the SAT process, access the available Mitel SAT testplan templates for review, blend with your existing testplan as appropriate, complete, and send completed testplan to the Mitel Interop Team. Templates can be downloaded from the Interop Testing and Certification portal:

- MOL > MSA > Interop Testing and Certification (MSA members)
- MOL > Services > Professional Services > Interop Testing and Certification (Mitel Sponsors acting on behalf of a non-MSA-member SIP provider)

For interoperable solutions which use Mitel APIs such as Mitel OIG, MiTAI, OAI, SRC, etc., download the MSA Interoperability Self-Assessment Test (SAT) Plan.

Interoperable SIP lineside solutions may require both the SAT plan and the SIP Interoperability Questionnaire.

c) The Mitel Interop Team operates a remote access Self-Test Portal (STP) which provides detailed SIP Trunking and Lineside testplans and instructions, and also enables some types of SIP solution providers to engage in the SAT process in the absence of local access to Mitel lab/test equipment. MSA members or Mitel Sponsors can request SIP account access on the STP by emailing Interop@mitel.com. [The STP is used primarily to obtain interop documentation and upload test results to Mitel, although it can also include optional access to a remote MCD (Mitel PBX). However, note that STP access is not possible for all types of interop activities, and the number of simultaneous sets of STP credentials is very limited. MSA membership enables members to purchase Mitel equipment for lab/development/test purposes, at very steep discounts, and MSA expects committed interop partners to maintain their own in-house Mitel lab setup for ongoing self-testing activities.]

d) 3PPs can obtain Mitel equipment for in-house lab/development/test purposes, at steep discounts, via the MSA Member Equipment Discount program. Typical Developer System Bill-of-Materials (BOMs) are available for review on the MSA-on-MOL portal under “MSA Downloads”. Contact MSAInfo@mitel.com for additional information including pricing and ordering details.

e) Once SAT testing is completed (via the STP, in-house, or field testing), complete and submit the relevant SAT testplan document with application information, test cases and test results. The Interop Team will follow up with any questions and, once resolved, will issue notification that Mitel has accepted the SAT results.

f) 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

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3 Portal access requires Mitel-On-Line (MOL) access credentials
designations, or optionally continue with the MCT process.

\[ g\] Assuming you wish to proceed with certification testing by Mitel (see information regarding MCT below), access the “Request a Quote” link in the right sidebar of the MOL portal noted above, and submit your request along with the completed SAT Plan attached. Follow up with an email to Interop@mitel.com, with a cc to MSAInfo@mitel.com, to enable us to begin tracking your interop request.

\[ h\] The Mitel Interop Program team will follow up with any questions, and then a quotation, Statement of Work (SOW), and instructions for ordering the certification services will be issued.

**SAT Process for SIP Trunking Services:**

\[ a\] SAT testing is not required for SIP Trunking Service Providers, and Mitel does not typically provide STP access to a remote MCD for purposes of SIP Trunking SAT testing (although SIP Trunking providers are of course free to do such SAT testing in their own labs or in the field).

\[ b\] SIP Trunking Service Providers seeking Mitel interop certification should begin by downloading the SIP Interoperability Questionnaire from the Interop Testing and Certification portal:\[4\]:

- MOL > MSA > Interop Testing and Certification (MSA members)
- MOL > Services > Professional Services > Interop Testing and Certification (Mitel Sponsors acting on behalf of a non-MSA-member SIP provider)

\[ c\] To proceed with certification testing by Mitel (see information regarding MCT below), access the “Request a Quote” link in the right sidebar of the MOL portal noted above, and submit your request along with a completed SIP Interop Questionnaire attached. Follow up with an email to Interop@mitel.com, with a cc to MSAInfo@mitel.com, to enable us to begin tracking your interop request.

\[ d\] The Mitel Interop Program team will follow up with any questions, and then a quotation, Statement of Work (SOW), and instructions for ordering the certification services will be issued.

5. **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).

- In most cases, 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.

- For 3PP solutions with a current MCT certification, a Mitel channel partner deploying the certified version can engage Mitel Product Support for assistance (i.e., open a Mitel support ticket) for technical issues.

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\[4\] Portal access requires Mitel-On-Line (MOL) access credentials
encountered with the 3PP solution integration. For solutions that do not have a current MCT certification, Mitel Product Support will not provide assistance to Mitel channel partners (i.e., will not open a support ticket). Instead, the Mitel channel partner will be directed to contact the 3PP directly for support assistance.

6. **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.

7. **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).

8. **Fees:** Fees (above and beyond the MSA membership fee) for MCT certification testing by Mitel are determined on a project-by-project basis by the Mitel Interop Team and/or other Mitel professional services organizations. Fees are driven by many factors, including number and complexity of test cases; whether the testing is an initial certification or a recertification activity; degree to which the STP can be used; etc. Firm quotes for MCT certification are not provided until after completion of the SAT process (and/or review of the Interop Questionnaire, for SIP Trunking Service providers). However, for general estimating purposes, MCT certification fees typically range from USD$4000 to $8000.