



Product / Program Bulletin

OAISYS Call Recording & Quality Management Solutions

Software Assurance and Premium Extended Hardware Warranty Options Sold Separately

Summary: Effective February 1, 2017, Software Assurance and Premium Extended Hardware Warranty offers will be sold separately. Extended Hardware Warranty is offered along with new product purchases only and is not renewable.

Programs

Effective February 1, 2017, Software Assurance and Premium Extended Hardware Warranty offers with the OAISYS Call Recording & Quality Management solutions will be sold separately. Software Assurance renewals will be separate and no longer include the option to renew Extended Hardware Warranty (hardware support) - see below for treatment of existing customer subscriptions. This is also being implemented to further simplify and standardize manufacturer processes for Software Assurance renewals. Premium Extended Hardware Warranty is available as a "one time" optional purchase along with new hardware, also aligning with the manufacturer's standard extended hardware support offers.

The following is a summary of the support offers available for the OAISYS Call Recording Solution:

New Product Sales - Software Assurance and Premium Extended Hardware Warranty are available to be purchased along with a new OAISYS call recording product for up to a 5-year term (inclusive of normal hardware warranty). This is a purchasable option through EarthBend Distribution.

Renewals - Software Assurance is renewable on an ongoing basis, with subscription terms up to 5-years. Premium Extended Hardware Warranty is not renewable beyond the initial term purchased with a new product.

Existing subscribers that have been renewing their hardware support along with their Software Assurance, will be provided with a "last time" opportunity to extend their hardware support, orderable until June 30, 2017.

Please note: Renewal quotes being sent in December for February 2017 will not have the hardware renewals as part of the renewal quote.

Software Assurance program terms and conditions have not changed, with the availability of both Standard and Premium Software Assurance offers. Part numbers and pricing are the same as currently available.

There is no change to the normal hardware warranty provided with new OAISYS call recording products, and remains at 15 months from date of shipment from the manufacturer.





Premium Warranty part numbers are a companion to each hardware component part number and identified with a "PW1" extension. Each part number is defined with a one-year term.

Supporting Material

Please contact your [EarthBend Distribution Sales Representative](#) for more information on Software Assurance, Premium Extended Hardware Warranty, Professional Services and Enterprise Support offers available for the OASYS call recording solutions.

If your company would like a listing of all sites currently on active Software Assurance with Hardware Support, please send in a request to mivcr_swa@mitel.com. Please allow two (2) business days to fulfill the request.

