

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

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Mitel Interoperability Certification Process Overview for MSA Developer Partners (including SIP Service Providers)

1. **Applicability:** Mitel Interoperability Certification is:
 - a) **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, CSTA, TAPI, OIP, ATAS, SIP, etc.), **and** which is resold by Mitel.
 - b) **Optional** for 3PP products/services/solutions not resold by Mitel. **However, Mitel Product Support assistance for customer deployments utilizing 3PP products/solutions/services that interoperate with Mitel platforms is only available for such solutions that have been certified by Mitel, at the MCT or higher level.**¹
2. **Purpose & Benefits:** The Mitel Interop Certification Program 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 one of the Mitel certification logos, i.e., Mitel-Compatible Test (MCT), Mitel-Qualified Test (MQT), or Mitel-Approved Test (MAT).
3. **Mitel Product Certification Levels:** Mitel offers four different testing and certification levels to convey Mitel’s level of confidence in the integration and the corresponding level of Mitel product support offered:

Interop Category	Interop Testing By	Business Case Sponsor Req'd	Tier 2 Support By	Sold By	Comment
Self-Assessment Test (SAT)	Partner	No	Partner	Partner	No Mitel logo & not listed in GSC
 COMPATIBLE	Mitel	Sponsored or Fee-Based	Mitel	Partner	Available to any commercial MDP member (fees apply)
 QUALIFIED	Mitel	Yes	Local Mitel Sales Org & Partner	Mitel or Partner	Certification valid only in sponsored region
 APPROVED	Mitel	Yes	Mitel	Mitel	Available only to MSP & MPP members

Self-Assessment Test (SAT)

- Tests performed and documented by the 3PP, and reviewed by Mitel
- No Mitel Product Support or other commitment to channels/resellers or customers
- Pre-requisite for all higher test levels

Mitel-Compatible Test (MCT)

- Interface tests executed and documented by the Mitel Interop Team (i.e., Mitel Config Guide)

¹ Mitel Interop Certification is not available for every Mitel platform and every certification level. Contact MSAInfo@mitel.com to verify certification availability for specific Mitel solutions.



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- Global support by Mitel Product Support, with support limited to verification that the customer deployment complies with the Config Guide
- Available on a sponsored basis, or on a fee-basis for any commercial MSA Developer Partner

Mitel-Qualified Test (MQT)

- Interface tests executed and documented by a Mitel Country Sales Unit (CSU) or the Mitel Interop Team, and the 3PP
- Support by Mitel CSU within regional market in cooperation with 3PP
- Available only for sponsored MSA Solution Partners (MSPs)

Mitel-Approved Test (MAT)

- Interface and feature tests executed jointly by the Mitel Interop Team, and 3PP
- Interop Team and Mitel Product Support provide global support, tailored to specific product requirements
- Available only for sponsored MSA Solution Partners (MSPs) and Premier Partners (MPPs)

4. **Paths for Pursuing Mitel Interoperability Certification:** SIP service providers have three possible paths for pursuing interop certification with Mitel, as outlined below. Third-party application developers using Mitel APIs/interfaces to integrate or interoperate with Mitel platforms (e.g., Mitel OIG, MiTAI, OAI, CSTA, TAPI, OIP, ATAS, SIP lineside, etc.) must pursue Option C (i.e., the MSA Membership path):

Option A – Sponsored Testing by Mitel Field Technician/Authorized Channel (Reseller) Partner Technician

This option applies for SIP Trunking 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, and has the technical capability and resources to perform the system setup and testing themselves. In this situation, the Mitel reseller/business prime acts as sponsor for the SIP Trunking service provider, and takes responsibility for assembling the requisite supporting business case and then engaging the Mitel Interop Team on behalf of the provider. After reviewing and approving the request, access to the Mitel Self-Test Portal (STP) will be provided to the local Mitel sales team or reseller partner, to enable a qualified Mitel or reseller field technician to perform the testing for subsequent upload, review and granting of formal MCT or MQT status by the Mitel Interop Team.

There is no charge to the sponsor, and the timing for the testing is largely in the reseller's control as they are assigning their own technical resource to perform the testing. Option A is usually the fastest path to certification (if the sponsor can assign resources quickly). This option is not available to the Service Provider directly, unless the SP is also a Mitel reseller. It is also not available at all for SIP lineside or API-based integrations such as OIG or CSTA.

To pursue Option A, the Mitel or reseller sponsor should contact MSAInfo@mitel.com with the interop requirement details and contact details for the technician who will be performing the testing, requesting STP access credentials and instructions. We recommend budgeting ~40 man-hours of technician time, although experienced technicians can sometimes do it in less time. Note that the assigned technician must have up-to-date Mitel certifications on the Mitel platforms to be tested. The request should include a business justification, e.g., the estimated revenue opportunity for Mitel and the reseller, and/or other strategic justification for the interop activity.

Option B – Sponsored Testing by Mitel in a Mitel Interop Lab

This option applies for all types of third-party 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 reseller/business prime



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acts as sponsor for the 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 regional and technical requirements of the interop, one of the following strategies may apply:

- a) The Mitel Interop Certification team will schedule and perform testing and Mitel certification of the solution (i.e. testing and certification by Mitel in our lab), at Mitel expense (i.e., interop fees waived).
- b) The appropriate local Mitel Country Sales Unit (CSU) will coordinate with the Mitel Interop Team to perform the testing and Mitel certification of the solution in the local region, with fee arrangements to be negotiated between the CSU (Mitel business sponsor) and the 3PP.
- c) The reseller will be directed to request a quotation through the Mitel Services Quote Request web portal for Mitel certification of the solution (i.e. testing and certification by Mitel in our lab), at reseller partner expense.

To pursue Option B, the Mitel sponsor should contact MSAInfo@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 reseller, and/or other strategic justification for the interop activity. Timing for Option B is highly dependent on the business priority of the specific activity and current Interop Team backlog, and will be determined once the business justification is in place.

Option C – MSA Membership

This option applies for all third-party application and service providers using Mitel Advanced APIs/interfaces platforms (e.g., Mitel OIG, MiTAI, OAI, CSTA, TAPI, OIP, ATAS), and all other types of solutions or services (e.g., SIP Trunking or SIP Lineside) 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 MSA Developer Partner (MDP) Commercial Basic member level (USD\$1000/year). Application providers intending to use Mitel Advanced APIs/interfaces join at the MDP Commercial Advanced member level (USD\$3000/year). MSA membership offers many benefits, including:

- Access to a comprehensive suite of Mitel product APIs, SDKs, & interfaces
- InfoChannel MSA (Mitel internal web portal) access credentials
- Technical documentation & access to training (online & instructor-led)
- Steep discounts on Mitel core products purchased for in-house development/lab/test purposes, and the ability to manage these products via the Mitel online licensing portals²
- Developer Support
- 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, MQT & MAT certification activities. [3PP access to Config Guides and certification logos are only available to MSA members at the MDP or higher member levels].
- Company & certified product listings in the Mitel Global Solutions Catalog (GSC) – www.mitel.com/gsc, the centralized resource for Mitel reseller partners and end-customers to find Mitel-interoperable 3PP products and solutions

To pursue Option C, navigate to www.mitel.com/msa for further information on the MSA program, and then select “Join MSA Now” to complete the online application form.

² No Mitel equipment is included in the MSA membership fee.



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Once enrolled in MSA, members receive logon credentials for Mitel Connect and InfoChannel MSA, our online member web portals. These portals provide access to Mitel interop documentation and support, and allow the member to request a quote for Mitel certification in our lab.

5. **Self-Assessment Testing (SAT):** For most 3PP solutions³, 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, 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 formal Mitel certification (MCT, MQT or MAT).

SAT AND MCT PROCESS FOR ALL SOLUTIONS EXCEPT SIP TRUNKING SERVICES (MSA MEMBERS):

- 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 existing generic template testplans that cover many 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 MSAInfo@mitel.com. Testplan templates can be downloaded from InfoChannel MSA⁴:
 - o Log on to Mitel Connect, then select InfoChannel MSA > Partner Program > Interop Certification
 - o For interoperable solutions which use Mitel APIs such as Mitel OIG, MiTAI, OAI, SRC, etc., start by downloading the MSA Generic Self-Assessment Test (SAT) Interoperability Testplan.
 - o For SIP Interop Testplans, refer to the product-specific API and Interface section.
- c) 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. Contact MSAInfo@mitel.com for additional information including pricing and ordering details.
- d) Once SAT testing is completed (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.
- e) The SAT is an assertion by the 3PP that the product/service/solution is interoperable with ours, and serves as a prerequisite for formal 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 formal Mitel certification process.
- f) Assuming you wish to proceed with certification testing by Mitel (see additional information below), request a quote as follows⁵:
 - o Log on to Mitel Connect, then select “Services Quote Request”
 - o Complete the form (for “Firm Quote”) 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.
- g) 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.

³ Except SIP Trunking Services – see special instructions below.

⁴ Portal access requires MSA member credentials

⁵ Portal access requires MSA member credentials

SAT AND MCT PROCESS FOR SIP TRUNKING SERVICES (MSA MEMBERS):

- a) SAT testing is not required for SIP Trunking Service Providers (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 InfoChannel MSA⁶:
 - o Log on to Mitel Connect, then select InfoChannel MSA > Partner Program > Interop Certification
 - o Download and complete the SIP Interoperability Questionnaire.
 - c) Request a Mitel certification quote as follows⁷:
 - o Log on to Mitel Connect, then select “Services Quote Request”
 - o Complete the form (for “Firm Quote”) and submit your request along with the completed SIP Interop Questionnaire attached. Follow up with an email 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.
6. **Mitel Certification Testing (MCT/MQT/MAT):** The purpose of Mitel 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 Mitel certification 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 and certification objectives.
 - Mitel certification is always performed on GA releases (Mitel and the 3PP).
 - Mitel certification 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 Mitel certification effort is initiated.
 - For 3PP solutions with a current Mitel certification, a Mitel reseller deploying the certified version can engage Mitel Product Support for assistance (i.e., open a Mitel support ticket) for technical issues encountered with the 3PP solution integration. For solutions that do not have a current Mitel certification, Mitel Product Support will not provide assistance to Mitel resellers (i.e., will not open a support ticket). Instead, the Mitel reseller will be directed to contact the 3PP directly for support assistance.
7. **Mitel Interop Configuration Guide & Logo Authority:** For every successful interop that achieves an MCT, MQT or MAT designation, Mitel will produce a detailed configuration guide related to the interop, which is published on InfoChannel MSA and the Mitel Knowledge Management System (KMS); summarized in the Mitel Interop Reference Guide; and provided to the 3PP along with the corresponding Mitel certification logo package and usage authorization (MSA MDP and higher members only). The Mitel Configuration Guide typically contains the following information:
- Specification of the equipment and software versions tested. Some types of Config Guides also provide a list and description of specific test cases executed.
 - Details of any known limitations associated with the interop, including recommendations and workarounds if applicable.

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- 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.

8. **Recertification Requirements:** The MCT/MQT/MAT 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 Mitel certification designation to apply to the latest product versions (without new testing). MSA members who decline to pursue recertification, and for whom evidence exists of an interop-related field support burden, may have their MSA membership terminated.

In addition, the Mitel Interop Team uses the following general criteria to indicate to Mitel reseller partners and customers (via the Mitel Interop Reference Guide) whether a given interop is current:

- Interop is classified as stale (Yellow in the Mitel Interop Reference Guide) if it's been more than 18 months since the last MCT/MQT/MAT certification; more than 12 months since last evidence of SAT update; or more than N-1 releases since last evidence of SAT update.
- Interop is classified as obsolete (Red in the Mitel Interop Reference Guide) if it's been more than 36 months since the last MCT/MQT/MAT certification; more than 24 months since last evidence of SAT update; more than N-1 releases since last MCT/MQT/MAT certification; or if Mitel has evidence of interop-related field support issues.

Mitel typically does one major release per year per core platform, and several point releases or service packs.

9. **Fees:** Fees (above and beyond the MSA membership fee) for formal Mitel certification testing by Mitel via Option C (MSA Membership path) are determined on a project-by-project basis by MSA, the Mitel Interop Team and/or other Mitel professional services organizations. Fees are driven by many factors, including number and complexity of test cases; Mitel solution to be tested against; whether the testing is an initial certification or a recertification activity; degree to which the STP can be used; and whether or not the activity is sponsored in full or in part by a Mitel or reseller business prime. Firm quotes for MCT & MQT certification are not provided until after completion of the SAT process (and/or review of the SIP Interop Questionnaire, for SIP Trunking Service providers). However, for general estimating purposes, MCT & MQT certification fees typically range from USD\$4000 to \$8000.