



# Executive Timeline & Risk Brief

Mitel 3300 Hardware Phase Out

## PURPOSE:

Provide a clear, one-page view of timing, risk, and decision urgency related to MiVoice Business as environments approach and move beyond version 11.0.

## Why This Matters Now

MiVoice Business environments are reaching a point where upgrade decisions also become business-risk decisions. Hardware controller limits, endpoint behavior changes, and support realities converge at version 11.0—creating a narrow window to act deliberately rather than reactively.

## Upgrade vs. Redesign

- Upgrade extends hardware life but often defers risk
- Redesign aligns communications with security, scalability, and workforce needs

Choosing incorrectly can increase total cost and compress future timelines.

## Dates That Matter (Executive View)

### Now – Pre-11.0 Window

- Final opportunity to plan proactively, model costs, and choose between extending legacy systems or modernizing.

### MiVoice Business 11.0 Adoption Point

- Enforces controller and endpoint realities. Unsupported platforms surface quickly.

### Post-11.0 Environment

- Reactive posture. Increased outage risk, reduced vendor flexibility, and higher unplanned spend.

## Financial & Operational Risk Summary

- Higher unplanned capital expense
- Increased downtime during peak periods
- Compliance and audit exposure
- Loss of negotiating leverage

## What Breaks – and When

Area	What Changes	Business Impact
<b>Controllers</b>	AX, CX II, MxII unsupported	Forced redesign or emergency replacement
<b>Endpoints</b>	Reduced firmware & features	User disruption, higher support load
<b>Security</b>	Patch and OS limitations	Audit findings, compliance exposure
<b>Support</b>	Shrinking vendor options	Slower resolution, higher costs

**Key insight:** Systems may continue to function while simultaneously becoming unsupported and non-compliant.

## Decision Gates

### Act Now

AX or CX II controllers are in production | Compliance or audit requirements exist | Contact center uptime is mission-critical

### Act Within 90 Days

MxIII controllers are present | Endpoint replacement scope is unclear | Budget planning is underway

### Do Not Wait Until

An outage forces action | Vendor support is withdrawn | A peak business period is disrupted

## Towner Advisory Perspective

The most successful organizations treat this moment not as a software event, but as a business continuity decision. Early validation of controller limits, endpoint behavior, and modernization paths reduces disruption and preserves options.