

MiCloud Flex Customer Data Retention

Definitions

Terms/Acronym	Definition
CDR	Communication Detail Record
EEA	European Economic Area
IP	Internet Protocol
IM	Instant Message
Global Users	Users located outside of Customer Location
Customer Location	Location in which Customer is billed

CDRs and Customer Content are processed in accordance with the “MiCloud Services – Global Terms of Service” available at: <https://www.mitel.com/en-ca/legal/mitel-cloud-services-terms-and-conditions>.

Communication Detail Record (CDR) Definitions

	Voice Call (including unanswered Call)	Video Call	Voice and/or Video Conference	SMS	IM and e-mail
CDR Definition	Initiator’s and recipient’s phone number, communication date, time & duration	Initiator’s and recipient’s name & username (as applicable), communication date, time & duration ¹	Initiator’s and each participants’ name & username (as applicable), phone number, conference date, time & duration	Initiator’s and recipient’s name, SMS number, SMS date and time	Initiator’s and recipient’s name & username, IM and e-mail date and time
CDR Retention^{2 3}	Default: 20,000 records SMDR log file configurable from 1 to 75,000 records ⁴ . <i>Lifetime of customer</i>	Lifetime of customer	Lifetime of customer	Lifetime of customer	Lifetime of customer

¹ Details provided for MiCollab 2-party video calls; for video as addition to voice calls, CDRs identical to voice CDRs.

² CDRs include calls terminating at voice mail and unanswered calls. Customer will only be able to obtain a complete set of human readable CDRs for one month from the end of the month during which the CDR was created. This period can be extended to 12 months as a free of charge value-added service by contacting Mitel Support. After such time, CDRs, including, in raw or deconstructed formats may continue to be present within Mitel systems forming the Flex solution. Any such CDRs shall be permanently deleted no later than 90 days after discontinuation of customers’ service. The permanent deletion process may take up to an additional 2 months. Certain voice conference and instant message meta data may be retained in system logs.

³ CDR retention in excess of 6 months is provided to Customer as free of charge value-added service. Changes to Customer’s free of charge value added service data retention period can be requested by contacting Mitel Support. Customers may also choose to supplement their voice CDRs with Mitel Business Analytics or MiVoice Analytics.

⁴ Configurable by system administrator; system administrator role may be provisioned for Mitel admin and/or partner and/or customer admin, depending on deployment model. SMDR log (memory/file) can be resized/purged via sysadmin tool command; purging is done by record age.

MiCloud Flex May 2021 Update

Content Type	Default Duration	Can Customer Change Retention Period? ¹	Can Customer Delete Individual/All Records?
Voicemail	The voicemail box capacity has a limit of 200 messages per mailbox with a 60 minute per message maximum time limit. Deletion at capacity is on First in First Out (FIFO) basis. Subject to the above the default retention period for voicemail is 14 days for played messages and 28 days for unplayed messages.	Yes ²	Yes ³
Voice Call Recordings	One year if recorded with Mitel Interaction Recording ^{4, 5} or same terms as the voicemail if recorded with MiCollab-UM	Yes ⁶	Yes ⁷
Voice/Video Conference Recordings	90 days	Yes ⁸	Yes ⁹
Screen Share Recordings	90 days if recorded with Mitel Interaction Recording ^{4, 5} 60 days if recorded with MiCollab	Yes ¹⁰	Yes ¹¹

¹ Configurable by system administrator; system administrator role may be provisioned for Mitel admin and/or partner and/or customer admin, depending on deployment model.

² The retention period can be configured for all voicemails from one day to lifetime of customer, subject to mailbox maximum time limit.

³ Admin privilege required to delete all recordings for a specific user; regular user can delete their own recordings from the portal.

⁴ The Partner is responsible ensuring that adequate storage capacity is configured on the hosted systems to meet local regulatory storage requirements. Mitel is not responsible for meeting local regulatory storage requirements.

⁵ In the case of MiCloud Flex Wholesale where Mitel Interaction Recording is delivered to the customer by a Mitel Partner, then it is the Partner's responsibility to ensure compliance with the customer's Data Retention Requirements. Mitel will not be responsible for complying with the sections of this Data Retention Policy that are applicable to Mitel Interaction Recording.

⁶ For calls recorded with MiCollab-UM, the voicemail rule applies. For calls recorded with Mitel Interaction Recording, the retention period can be configured via the application from one day to unlimited. However, the term 'unlimited' depends on the amount of storage purchased by the customer. The default storage period corresponds to storage for up to 1 year under nominal use. Depending on customer usage, more storage may need to be purchased to ensure 1 year of storage is met. If greater than 1 year of storage is required, then additional storage may be purchased, this optional storage is specified as purchased storage resources.

⁷ Mitel Interaction Recording superuser privilege required or option needs to be enabled by admin for regular user.

⁸ For MiCollab AWW recordings, the retention period can be configured from 30 days to 365 days.

⁹ Admin privilege required for bulk delete.

¹⁰ For MiCollab AWW recordings, the retention period can be configured from 30 days to 365 days. For Mitel Interaction Recording, the retention period can be configured via the application from one day to unlimited. However, the term 'unlimited' depends on the amount of storage purchased by the customer. The default configured storage is for 90 days under nominal use. However, if customer usage is greater, then additional storage may need to be purchased to ensure 90 days of storage is provided. If more than 90 days coverage is required, then additional storage may be purchased, this optional storage is specified as purchased storage resources.

¹¹ Mitel Interaction Recording superuser privilege required or option needs to be enabled by admin for regular user; for AWW: admin privilege is required for bulk delete.

Content Type	Default Duration	Can Customer Change Retention Period? ¹	Can Customer Delete Individual/All Records?
IM Message Content	Lifetime of customer	MiCollab-AWV: Yes CloudLink IM: No MiContact Center Business: No	MiCollab-AWV: Yes, individual recordings only CloudLink IM: Yes ¹² MiContact Center Business: Yes ¹³
SMS Message Content	Lifetime of customer	No	Yes ¹³
Shared Files (Includes email and open media)	Lifetime of customer	No	Yes ¹³

¹² Customer request through Mitel Technical Support.

¹³ Admin privilege required for bulk delete.

MiCloud Flex on Google Cloud Customer Data

Content Type	Default Duration	Can Customer Change Retention Period? ¹	Can Customer Delete Individual/All Records?
Voicemail	The mailbox capacity has a limit of 100 messages; hours of storage: 450 with 13 -14 GB partition or 130 with 4GB partition. No deletion at capacity; if mailbox full, new voicemails cannot be added until user deletes existing voicemails. The default retention period for voicemail is 15 days for the played messages and the lifetime of customer for unplayed messages (subject to storage limit).	Yes ²	Yes ³
Voice Call Recordings	One year if recorded with Mitel Interaction Recording ^{4, 5} or same terms as the voicemail if recorded with MiVoice Business	Yes ⁶	Yes ⁷
Voice/Video Conference Recordings	90 days	Yes ⁸	Yes ⁹
Screen Share Recordings	90 days if recorded with Mitel Interaction Recording ^{10, 11} 60 days if recorded with MiCollab	Yes ¹²	Yes ¹³
IM Message Content	Lifetime of customer	MiCollab-AWV: Yes CloudLink IM: No MiContact Center Business: No	MiCollab-AWV: Yes, individual recordings only CloudLink IM: Yes ¹⁴ MiContact Center Business: Yes ⁹
SMS Message Content	Lifetime of customer	No	Yes ⁹

¹ Configurable by system administrator; system administrator role may be provisioned for Mitel admin and/or partner and/or customer admin, depending on deployment model.

² The retention period can be configured from one day to unlimited for played voicemails only (retention for unplayed messages cannot be adjusted).

³ Admin privilege required to delete all recordings for a specific user.

⁴ The Partner is responsible ensuring that adequate storage capacity is configured on the hosted systems to meet local regulatory storage requirements. Mitel is not responsible for meeting local regulatory storage requirements.

⁵ In the case of MiCloud Flex Wholesale where Mitel Interaction Recording is delivered to the customer by a Mitel Partner, then it is the Partner's responsibility to ensure compliance with the customer's Data Retention Requirements. Mitel will not be responsible for complying with the sections of this Data Retention Policy that are applicable to Mitel Interaction Recording.

⁶ For calls recorded with MIVB, the voicemail rule applies (See note 2). For calls recorded with Mitel Interaction Recording, the retention period can be configured via the application from one day to unlimited. However, the term 'unlimited' depends on the amount of storage purchased by the customer. The default period is one year, and the customer can purchase extensions of 3 or 5 years.

⁷ Mitel Interaction Recording superuser privilege required or option needs to be enabled by admin for regular user.

⁸ For MiCollab AWV recordings, the retention period can be configured from 30 days to 365 days.

⁹ Admin privilege required for bulk delete.

¹⁰ The Partner is responsible ensuring that adequate storage capacity is configured on the hosted systems to meet local regulatory storage requirements. Mitel is not responsible for meeting local regulatory storage requirements.

¹¹ In the case of MiCloud Flex Wholesale where Mitel Interaction Recording is delivered to the customer by a Mitel Partner, then it is the Partner's responsibility to ensure compliance with the customer's Data Retention Requirements. Mitel will not be responsible for complying with the sections of this Data Retention Policy that are applicable to Mitel Interaction Recording.

¹² For MiCollab AWV recordings, the retention period can be configured from 30 days to 365 days. For Mitel Interaction Recording, the retention period can be configured via the application from one day to unlimited. However, the term 'unlimited' depends on the amount of storage purchased by the customer. The default period is 90 days, and the customer can purchase extensions in increments of 6 months.

¹³ Mitel Interaction Recording superuser privilege required or option needs to be enabled by admin for regular user; for AWV, admin privilege is required for bulk delete.

¹⁴ Customer request through Mitel Technical Support.

Content Type	Default Duration	Can Customer Change Retention Period? ¹	Can Customer Delete Individual/All Records?
Shared Files (Includes email and open media)	Lifetime of customer	No	Yes ¹⁵
Speed Dial Contact Information	Lifetime of customer	No	Yes ¹⁶

¹⁵ Admin privilege required for bulk delete.

¹⁶ Admin privilege required to delete all records for a specific user.

Flex 4.2 Customer Data

Content Type	Default Duration	Can Customer Change Retention Period? ¹	Can Customer Delete Individual/All Records?
Voicemail	The voicemail box capacity has a limit of 200 messages per mailbox with a 60 minute per message maximum time limit. Deletion at capacity is on First in First Out (FIFO) basis. Subject to the above, the default retention period for voicemail is 14 days for played messages and 28 days for unplayed messages.	Yes ²	Yes ³
Voice Call Recordings	Lifetime of customer if recorded with MiVoice Call Recorder or same terms as the voicemail if recorded with MiCollab-UM	Yes ⁴	Yes ⁵
Voice/Video Conference Recordings	60 days	Yes ⁶	Yes ⁷
Screen Share Recordings	Lifetime of customer	Yes ⁸	Yes ⁹
IM Message Content	Lifetime of customer	MiCollab-AWV: Yes MiCollab Client Legacy: Yes CloudLink IM: No MiContact Center Business: No	MiCollab-AWV: Yes, individual recordings only MiCollab Client legacy: Yes, individual recordings only ¹⁰ CloudLink IM: Yes ¹¹ MiContact Center Business: Yes ⁴⁰
SMS Message Content	Lifetime of customer	No	Yes ⁴⁰
Shared Files (Includes email and open media)	Lifetime of customer	No	Yes ⁴⁰
Speed Dial Contact Information	Lifetime of customer	No	Yes ¹²

¹ Configurable by system administrator; system administrator role may be provisioned for Mitel admin and/or partner and/or customer admin, depending on deployment model.

² The retention period can be configured for all voicemails from one day to lifetime of customer, subject to mailbox maximum time limit.

³ Admin privilege required to delete all recordings for a specific user; regular user can delete their own recordings from the portal.

⁴ For calls recorded with MiCollab-UM, the voicemail rule applies (See note 2). For calls recorded with MiVoice Call Recording, the retention period can be configured from one day to unlimited.

⁵ MiVoice Call Recording, admin privilege required.

⁶ For MiCollab AWV recordings, the retention period can be configured from 30 days to 365 days.

⁷ Admin privilege required for bulk delete.

⁸ For MiCollab AWV recordings, the retention period can be configured from 30 days to 365 days. For MiVoice Call Recording, the retention period can be configured from one day to unlimited.

⁹ MiVoice Call Recording admin privilege required.

¹⁰ Regular user only, admin cannot delete chat.

¹¹ Customer request through Mitel Technical Support.

¹² Admin privilege required to delete all records for a specific user.

Default Customer CDR and Content Storage Locations

Default Customer Data Storage Locations	Region	Default Storage Location ^{1, 2}
	Europe/EEA	Europe / EEA / UK
	UK	UK
	United States	United States
	Canada	Canada / United States
	Australia	Australia
	New Zealand	Australia
	Singapore	Singapore

¹ CDRs and Customer Content are processed in accordance with the **MiCloud Services – Global Terms of Service** available at <https://www.mitel.com/en-ca/legal/mitel-cloud-services-terms-and-conditions>. Locations set out herein are default locations but are not absolute. CDRs and content associated with a deleted user profile are not immediately deleted and remain subject to this **Data Retention Schedule**. All retention periods and early Customer deletion abilities are subject to any legal and regulatory and/or operational requirements Mitel may have to retain the CDR or Customer Content. Upon termination of services, subject to any legal, regulatory and/or operational requirements Mitel may have, Mitel will delete all customer CDRs and Content within 90 days of termination. Customer acknowledges and agrees that Mitel may make changes to the **Data Retention Schedule** from time to time.

² If you have purchased World Cloud without the Global Sites feature, CDRs and content associated with Global Users are stored in the Storage Location associated with your Customer Location ("Primary Storage Location"), regardless of where the Global User is located.

If you have purchased World Cloud with the Global Sites feature, in addition to storage in your Primary Storage Location, we may deploy storage in one or more additional Storage Locations outside of your Primary Storage Location to support your Global Users. The CDR and Content for a given Global User shall be stored in the Storage Location with which the Global User is associated with, regardless of where the Global User is located. CDRs stored in a location other than your Primary Storage Location may be replicated in your Primary Storage Location.