What is the scope of the alignment?
The alignment is applicable to all Nortel Enterprise Solutions (NES) geographic regions or theatres. This alignment applies to all NES products, except Data products specifically designated as having Lifetime or Limited Lifetime warranties, and supersedes any previously published warranty policies related to NES.

Are the hardware and software periods previously offered being changed?
The fundamentals of the hardware warranty policy are intended to remain basically the same. The software warranty period changes for some products within the NES portfolio; however, a number of products remain the same.

What is the effective date of the alignment?
The effective date is May 3, 2010, for NES Voice and Applications products; and, as previously announced, the effective date is February 1, 2010, for NES Data products other than those stated as having Lifetime and Limited Lifetime warranties.

What are the warranty periods?
Generally, for hardware it is 12 months and software it is 90 days, but such time periods may differ based upon, without limitation, applicable registration programs, the sales model and installation model, etc. For specific details, please refer to the documentation at the Avaya Support website: http://support.avaya.com.

Where can I find information about the alignment?
Distribution Notices N031CGS1 and N031CGS2 provide notification of the changes. Details of the Avaya warranty policy can be found on the Avaya Support web page noted below.
How do I receive Warranty support?
If you purchased your NES product directly from Avaya please contact one of our customer service centers at the primary numbers for your country or region noted at the Avaya Support website. If you purchased your NES product from an authorized Avaya business partner, please contact that business partner.

What is the role of the Avaya Warranty?
The role of Warranty is to remedy material manufacturing defects in materials and workmanship that keep the products from working substantially in accordance with the published specifications. Among other things, issues relating to the proper installation and operation of products or misuse and abuse are not covered by Warranty. The Warranty period is intended to provide a sufficient amount of time for customers to uncover such manufacturing defects not found during Avaya’s robust quality assurance processes.

What is included in the Avaya Warranty?
Warranties provide short-term limited liability for Avaya to repair and/or replace defective products. They are limited in duration and support coverage for dead-on-arrivals and in-warranty failures through use of Avaya’s RMA process, and for self-service technical support for software patches and knowledge base. Warranties do not include Call-In Technical Support, on-site Technical Support, routine maintenance software updates, or any of the additional services obtained under support service contracts.

What Avaya services are not included in Warranty?
The following value-added services are not included in the Avaya Warranty and may be purchased separately from Avaya on a time-and-materials basis (only where available) or pursuant to a service contract with Avaya. Following is not an exhaustive list:

- Accelerated part replacement on a per-incident or contracted basis
- Managed Spares and Managed On-site with Spares services
- Remote and on-site technical support, including priority access to support, multi-language support, interoperability/integration support, and diagnostic efforts
- Performance analysis, installation or application configuration support
- Product or system audits, assessments
- Planned support
- On-site assistance
- Consultative, advisory services
- Preventive maintenance services
- Installation/upgrade troubleshooting services and support
- Disaster recovery support
- Access to Technical Support for 24x7
- Avaya assisted password recovery service
- Avaya assisted software license and key code recovery service
Does anything take precedence over warranty policy?
In the case of any differing terms and conditions between the Avaya resale contract under which the Partner is authorized to resell NES products and the Avaya Warranty Policy, the resale contract will take precedence.

Is the Avaya Warranty transferable?
No. The Avaya product warranty is non-transferable. A warranty is provided solely to the original end user of the product.

Is Avaya’s Warranty sufficient in supporting my business?
Evolution of real-time unified communications, applications and network elements are changing the way networks and applications are designed and supported. With this technology evolution, Avaya services are also evolving. Avaya’s strategy is to deliver services that help a customer in its efforts towards achieving network and business efficiency, reduction of the total cost of ownership, increasing the customer’s network business value and return on investment. It is highly recommended that customers purchase an Avaya Support Contract at the time of product purchase to help maximize and sustain the total benefit of the solution.

Avaya Warranty Policies can be found at the following website:
http://support.avaya.com
Refer to information under "More Resources."

Additional Information
For additional information contact your Avaya representative.

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