



# Avaya Product Lifecycle Policy

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## Table of Contents

|  |                 |
|--|-----------------|
| <b>1.0 INTRODUCTION &amp; SCOPE .....</b>  | <b>2</b>        |
| <b>2.0 PRODUCT LIFECYCLE EVENTS &amp; NOTIFICATION TIMING.....</b>                 | <b>2</b>        |
| <b>FIGURE 1.0 PRODUCT LIFECYCLE EVENTS AND TYPICAL TIMELINE / TIMEFRAMES .....</b> | <b>3</b>        |
| <b>3.0 ADDITIONAL PRODUCT LIFECYCLE INFORMATION .....</b>                          | <b>4</b>        |
| <b>3.1 END OF SALE NOTIFICATION CONTENTS.....</b>                                  | <b>4</b>        |
| <b>3.2 Manufacturer Support Phase .....</b>  | <b>4</b>        |
| <b>3.3 Extended Services Support Phase.....</b>                                    | <b>5</b>        |
| <b><i>3.3.1 Services Support Remote &amp; Parts Coverage .....</i></b>             | <b><i>5</i></b> |
| <b><i>3.3.2 Services Support Remote Only Coverage .....</i></b>                    | <b><i>5</i></b> |
| <b>3.4 END OF SUPPORT SALES .....</b>  | <b>5</b>        |
| <b>4.0 Exceptions .....</b>  | <b>5</b>        |
| <b>5.0 Definitions .....</b>   | <b>7</b>        |
| <b>APPENDIX A LIFECYCLE SUMMARY MATRIX .....</b>                                   | <b>9</b>        |

## 1.0 Introduction & Scope

This document is Avaya's Product Lifecycle Policy. Avaya Products covered by this Product Lifecycle Policy include Hardware sold or Software licensed by Avaya or Avaya Channel Partners. Hardware and Software move through the Product life cycle in phases, based on speed of innovation, market demand, component availability and customer requirements.

The Avaya Product Lifecycle Policy is intended to set expectations for Product sales availability, Support Service sales availability, and the levels of Support available throughout the life of a Product. These expectations then allow for proactive planning by Customers and Channel Partners when managing their business that uses Avaya Products.

The term "Product" refers to Hardware and Software sold by Avaya or a Channel Partner, as more fully defined at the back of this document.

Avaya's Product Lifecycle Policy covers all Avaya Products globally and focuses on the stages of a Product's life starting with the General Availability (GA) event and through to the End of Support Sales (EoSS) event.

Avaya reserves the right to amend or change the Avaya Product Lifecycle Policy, at its sole discretion, at any time. Avaya's Product Lifecycle Policy shall not be interpreted to create any contractual obligation by Avaya or to provide support for any specific customer or Channel Partner. This Avaya Product Lifecycle Policy supersedes all earlier versions.

## 2.0 Product Lifecycle Events & Notification Timing

For the purposes of this Product Lifecycle Policy, the lifecycle of a Product begins with the General Availability (GA) event.

The following types of sales and support events occur as follows:

1. Generally Available (GA)
  1. The Product is fully available for sale. Support Service contracts are available for sale for new, upgrades to, and expansions of Products, and all levels of Support Service are available.
2. End of Sale (EoS)
  1. After this event, the Product can no longer be purchased by new customers and existing customers will no longer be able to purchase upgrades. End of Sale notifications for System Expansions can occur on a separate date.
  2. Avaya plans to provide Announcements of EoS events 60 days prior to the event, however, the actual Notification Period may be shorter or longer.
  3. Avaya will continue to produce Service Packs and Security Updates to the Product as set out in Section 3.2.
  4. Support Service contracts are available for purchase and renewal and include parts and onsite coverage, if applicable.
3. End of Manufacturer Support (EoMS)
  1. After this event no new development of the Product will occur. This means:
    - i. no new fixes or security updates will be made available.
    - ii. no new Hardware revisions are made available.
    - iii. no new or modified features or capabilities are made available.
    - iv. existing Service Packs, Feature Packs, Patches and Security Updates continue to be available for customers with a valid Support Service contract.
  2. After this event, Support Service contracts are usually still available to be purchased and/or renewed, which will provide support as referenced in sections 3.3.1 and 3.3.2.
  3. End of Manufacturer Support (EoMS) event will not precede the End of Sale (EoS) event.

4. From May 2023, when a given Product / Product release is announced to be Generally Available (GA), Avaya will also give notification of the planned End of Manufacturer Support (EoMS) event for that same Product / Product Release, i.e. upon GA of release X of a Product, Avaya will announce the EoMS date of release X also.
4. End of Parts Support (EoPS)
    1. After this event, no Hardware parts replacement will be available.
    2. After this event, Support Service contracts may still be available to be purchased or renewed (unless an End of Support Sales event has also occurred at the same time), which will provide Support Services as referenced in section 3.3.2.
    3. The End of Parts Support (EoPS) events will not precede the End of Sale (EoS) events.
    4. Avaya plans to provide notifications of End of Parts Support (EoPS) events 60 days prior to the event. However, the actual Notification Period may be shorter or longer. EoPS Dates are dependent on Hardware parts availability which is difficult to predict. Avaya continually monitors the availability of Hardware parts and will update the End of Parts Support date based on inventory levels.
  5. End of Support Sales (EoSs)
    1. After this event Support Service contracts can no longer be purchased or renewed. Avaya will continue to meet its commitments under Support Services contracts already purchased from Avaya by customers or Channel Partners until they expire or are terminated
    2. The End of Support Sales (EoSs) event will not precede the End of Sale (EoS) event.
    3. Avaya plans to provide notifications of End of Support Sales (EoSs) events 60 days prior to the event. However, the actual Notification Period may be shorter or longer. Avaya continually monitors the availability of support resources and number of customers remaining on support for the Product and will update the EoSs date accordingly.

**Figure 1.0 Product Lifecycle events and typical timeline / timeframes**

|         |                                 | Section 3.1                |                                 | Section 3.2   | Section 3.3.1   | Section 3.3.2                                       |
|---------|---------------------------------|----------------------------|---------------------------------|---|---|---|
|         |                                 | < - 60 days to 1 Yr - >    |                                 | < ----- 3 Yrs HW / 1 Yr SW ----- >  | Timeframe based on parts availability   | Timeframe based on resources and product capability |
|         |                                 | Manufacturer Support Phase |                                 |   | Extended Services Support Phase   |   |
|         | Element                         | General Availability       | End of Sale Notification Period | Manufacturer Support  | Services Support Remote & Parts Coverage  | Services Support Remote Only Coverage               |
|         |                                 |                            |                                 |   |   |   |
| SALES   | New Systems Sales               | Y                          | Y                               | N   | N   | N   |
|         | System Expansion Sales          | Y                          | Y                               | Separate Hardware and/or Software expansion sales dates, if available, are identified in EoS notification | Separate hardware and/or software expansion sales dates, if available, are identified in EoS notification | N   |
|         | New Support Contract            | Y                          | Y                               | Y   | Y   | N   |
|         | Support Contract Renewal        | Y                          | Y                               | Y   | Y   | Y   |
|         | Technical Support               | Y                          | Y                               | Y (All tiers)   | Y (BSD thru Backbone Support)   | Y (BSD thru Backbone Support)                       |
| SUPPORT | Feature Packs (New)             | Y                          | Y                               | N   | N   | N   |
|         | Bug Fix (New)                   | Y                          | Y                               | Y   | N   | N   |
|         | Services Packs (New)            | Y                          | Y                               | Y   | N   | N   |
|         | Security Updates                | Y                          | Y                               | Y   | N   | N   |
|         | Parts Coverage                  | Y                          | Y                               | Y   | Y   | N   |
|         | Access to Intellectual Property | Y                          | Y                               | Y   | Y   | Y   |

GA NOTIFICATION  
END OF SALE NOTIFICATION  
END OF SALE (EoS)  
END OF MANUFACTURER SUPPORT (EoMS)  
END OF SERVICES PARTS SUPPORT  
END OF SUPPORT SALES (EoSs)

Following End of Support Sales (EoSs), customers and Channel Partners cannot purchase new, or renew, support contracts for the Product. Any existing support contracts will continue to their expiration or termination.

## 3.0 Additional Product Lifecycle Information

### 3.1 End of Sale Notification Contents

The End of Sale Announcement will usually include:

- Announcement Date
- End of Sale (EoS) Date
- System Expansion options post End of Sale (EoS) Date
- Migration Strategy
- Discontinued material codes (SKU)
- Expected End of Manufacturer Support (EoMS) Date for Hardware. This may be a reiteration or update of any EoMS date provided at any earlier time (such as at GA)
- Expected End of Manufacturer Support (EoMS) Date for Software. This may be a reiteration or update of any EoMS date provided at any earlier time (such as at GA)

The Lifecycle Summary Matrix <https://downloads.avaya.com/css/P8/documents/100172510> records the expected "End of" dates announced in the End of Sale notification (as applicable) for each Product for reference as follows:

- Discontinued material codes (SKU) included in the announcement
- End of Sale (EoS) Date
- End of Manufacturer Support (EoMS) Date for Hardware
- End of Manufacturer Support (EoMS) Date for Software
- End of Parts Support (EoPS) Date
- End of Support Sales (EoSS) Date

### 3.2 Manufacturer Support Phase

Manufacturer Support will be available either directly from Avaya or through an authorized Avaya Channel Partner at current prices and under then-current terms and conditions. Avaya Manufacturer Support is provided at the discretion of Avaya and the contents and period may vary based on Product availability, support availability, demand, and other business factors.

Manufacturer Support is only provided to Avaya customers that have purchased support either through a Support Service contract or a subscription based offer for the affected Product from Avaya or an Avaya Channel Partner. 'Per incident' support is not available for Customers that have not purchased a valid Support Service contract.

Manufacturer Support will usually include the following (subject to specific contract terms):

- Technical Support
- Bug Fix (New)
- Bug Fix (Existing)
- Security Updates
- Repair & Return

### 3.3.2 Services Support Remote Only Coverage

During this period of the Product lifecycle, Avaya may enter into Support Services contracts at a reduced level of coverage which will not generally include coverage for parts or onsite dispatch. Remote Only Support will include access to Basic Service Desk (BSD) through Backbone Support and Intellectual Property through the Avaya Support Website as defined in the corresponding Services Agreement Supplement or Service Description. If available, parts and onsite field dispatch support may be purchased through 'per incident' support on a time and materials basis. In some cases, Remote Only Support availability may vary by Product and at its discretion, Avaya may end Remote Only Support availability for a Product group.

## 3.4 End of Support Sales

At this milestone of the Product lifecycle, Avaya will end the ability for its customers and Channel Partners to purchase or renew Support Service contracts for the Product.

Any existing Support Service contracts will continue to their expiration or termination.

Link to Avaya Support Website: <https://support.avaya.com>

## 4.0 Exceptions

The Avaya Product Lifecycle Policy provides a set of generic lifecycle practices and timelines so that customers and Channel Partners can proactively plan for Product lifecycle management changes. However:

- Avaya is not responsible for any support or maintenance commitments made by Avaya Channel Partners or other service providers.
- Manufacturer Support Extended Services Support are not to be confused with warranty. Avaya's warranty policies can be found at: <https://downloads.avaya.com/css/P8/documents/100125173>
- This policy does not address entitlements related to Product-specific lifetime warranties. Please refer to the specific Product warranty information for lifetime warranty guidance if applicable.
- The Avaya Product Lifecycle Policy is a global policy; however, there may be regional variances in both Products covered by Extended Services Support and the duration of Extended Services Support.
- Actual timescales and Notice Periods may vary from those set out in this policy.
- Avaya's Product Lifecycle Policy does not apply to Third Party Products or Third Party Services. Original manufacturer's policies will apply to Third Party Products and Third Party Services when resold by Avaya.
- As part of Manufacturer Support, Avaya reserves the right to choose which Product Defects will be remedied.
- Avaya Security Advisories (ASA) and associated product security vulnerability fixes may be dependent on the availability of associated security alerts and patches from our suppliers. Avaya's Security Advisory policies can be found at: <https://support.avaya.com/security>.



## 5.0 Definitions

The following definitions will apply to Avaya Product Lifecycle Policy.

| Term   | Definition   |
|--|--|
| <b>Avaya Product Lifecycle Policy</b>                    | means this policy regarding Avaya's lifecycle management of Products.  |
| <b>Basic Service Desk (BSD) through Backbone Support</b> | Includes receipt and logging of reported issues, performing initial diagnostics/trouble isolation, case management, referencing the knowledge base for basic system feature / functionality common questions and/or problem resolution, remote system diagnostics, alarm support, escalating issues onto Tier 4 support resources (while the Product is under Manufacturers Support only), communicating ticket status to customers and Channel Partners. Attempts resolution of issues, through applying or recommending items such as i) configuration changes, ii) existing Major Releases, Minor Releases, Innovation Updates Service Packs, Feature Packs, Security Updates and Patches, iii) reinstallations, iv) corruption clearance, and/or v) providing explanation. |
| <b>Bug Fix (New)</b>                                     | New corrections for Software Defects delivered via Patch, Service Pack, Security Update or Feature Pack and corrections to Hardware Defects as needed, according to the provisions stated above.<br><br>Customers may be requested to upgrade to the latest available software Patch, Service Pack or Feature Pack for the Product as part of troubleshooting efforts.   |
| <b>Bug Fix (Existing)</b>                                | Patches, Service Packs, Security Update or Feature Packs that existed on or before the End of Manufacturer Support Date.   |
| <b>Channel Partner</b>                                   | An organization that has entered into an agreement with Avaya authorizing them to distribute or resell Avaya Products and Services to customers or resellers in accordance with the terms of their Agreement.  |
| <b>Defect</b>  | Any material non-compliance to the product specification as documented at the time of publication and determined by Avaya. Failure to comply with new operating or security regulations / requirements that were not yet in effect at the time of the product's initial availability does not constitute a defect.   |
| <b>Feature Pack</b>                                      | A small change to the Software (smaller in scope than a Minor Release) that introduces limited new features and functionality and any Defect corrections available at the time of creation to improve field quality. Feature Packs are designated as a change in the digit to the right of the second decimal point (x.y.[z]) in the release number.   |
| <b>General Availability or Generally Available</b>       | Product is commercially available. Normal business processes apply. Full Product sales & support offered.  |
| <b>Hardware</b>  | The standard hardware Products that Avaya delivers under its commercial sales agreements. Hardware does not include any customized deliverables that Avaya creates specifically for the customer.  |

|                              |  |
|------------------------------|--|
| <b>Innovation Updates</b>    | <p>Where a product does not follow the Major / Minor release cycle it will introduce new features and functionality through Innovation Updates. These releases have the characteristic where the digits to the left of the first decimal point ([x].y.z) does not change. An Innovation Update is typically designated as a change to the digit(s) to the right of the first decimal point (x.[y].z) in a release number.</p> <p>Innovation updates have the same lifecycle status as applied to Major Releases.</p>   |
| <b>Intellectual Property</b> | Pre-existing Software, proprietary support tools and programs, information Major Release, Minor Release, Innovation Update, Feature Pack Patches, and Bug Fixes (existing).  |
| <b>Major Release</b>         | A major change to the Software that introduces new features and functionality. A Major Release is typically designated as a change in the digit(s) to the left of the first decimal point ([x].y.z) in a release number.   |
| <b>Manufacturer Support</b>  | The Support Service provided to customers with Avaya support services for the affected Product between the GA Date and the End of Manufacturer Support Date.   |
| <b>Minor Release</b>         | A minor change to the Software that introduces a limited number of new features and functionality. A Minor Release is typically designated as a change in the digit(s) to the right of the first decimal point (x.[y].z) in a release number.  |
| <b>Notification Period</b>   | The period of time between when a notification of a lifecycle event is issued and when that event occurs. For example, the period of time between when an End of Sale notification is issued and the End of Sale date.   |
| <b>Parts Support</b>         | <p>When Avaya attempt to reserve its spare parts inventory to support Extended Services Support customers. Since replacement parts may no longer be manufactured, some Products may become increasingly scarce over time. This scarcity may affect response and repair times, and certain Products may require replacement with more current substitute Products, whether new or refurbished.</p> <p>If replacement parts or substitute Products are not available or if the substitute Product is incompatible with a customer's current Product, it may be necessary to purchase current generation replacements. The risk of shortage, scarcity or incompatibility will depend on the Product's type and age. Upcoming shortages may be identified in "Services Support Notices" posted at <a href="https://support.avaya.com">support.avaya.com</a>.</p> |
| <b>Patch</b>                 | Software typically providing error corrections provided between Major Releases, Minor Releases, Innovation Updates, Feature Packs and Service Packs to address critical problems that cannot be resolved through application of the latest Service Pack or latest Major Release, Minor Release, Innovation Update or Feature Pack of the Software.   |
| <b>Product</b>               | <p>Hardware sold or Software licensed by Avaya to customers, other than Third Party Products or Third Party Services.</p> <p>References to Product may refer to a specific release of a Product.</p>   |
| <b>Remote Only Support</b>   | Access to remote technical support and Intellectual Property through the Avaya Support Website.  |
| <b>Repair &amp; Return</b>   | Replacement or repair of system and / or components as set out in the Product support service agreement. Limited to availability of parts.   |



|                              |   |
|------------------------------|---|
| <b>Security Updates</b>      | A Security Update provides corrective fixes for security related issues typically identified at the Operating System or Kernel Level. There updates may be issued independent of a Service Update.  |
| <b>Service Pack</b>          | An update to the Software typically containing fixes for non-critical problems and critical problems and which typically include cumulative fixes from prior Patches and Service Packs. Service Packs provide maintenance correction only. Service Packs are designated as a change in the digit(s), usually to the right of the third decimal point (e.g., x.y.z.[s]) in a release number. |
| <b>Software</b>              | Computer programs in object code, provided by Avaya or an Avaya Channel Partner, including software pre- installed on hardware, and any upgrades, updates, patches, Bug Fixes, or modified versions thereto. Software does not include any customized deliverables that Avaya creates specifically for the customer.  |
| <b>Support Service</b>       | A contract which provides various levels of support for a customer's Product, as defined in the Service Agreement Supplement, Service Description or in the case of Subscription, the Subscription Licensing Supplement. The Support Service Agreement may be directly between the customer and Avaya, or between the customer and a Channel Partner.                                       |
| <b>System Expansions</b>     | Additional Software licenses, additional feature activation, line card / module additions.  |
| <b>Tier 4 Support</b>        | In-depth problem investigation, examining and troubleshooting software code, software designs, and hardware designs and the ability to write and deliver patches.   |
| <b>Technical Support</b>     | Basic Service Desk (BSD) through Backbone Support and Tier 4 Support.   |
| <b>Third Party Products</b>  | Any product made or provided by a party other than Avaya, including products ordered by customers from third parties, products provided by Avaya that are recognizable as standalone items, and products identified as separate items on Avaya's price list, quotes, order specification forms or documentation.  |
| <b>"Third Party Service"</b> | Any service provided by a party other than Avaya.   |

## Appendix A

The Lifecycle Summary Matrix contains key milestone dates by Product  
<https://downloads.avaya.com/css/P8/documents/100172510>