



# End of Sale Notice

**Notification Date:** June 14, 2010  
**Effective Dates:** August 9, 2010 (Phase 2)  
November 8, 2010 (Phase 3)  
**Subject:** End of Sale Avaya PARTNER® Advanced  
Communications System  
**Region:** North America, Canada, CALA

## Summary

With the recent launch of Avaya IP Office 6.0 solution (Feb. 2010) and its new “PARTNER® Version” software option, very small businesses and the resellers who serve them now have all of what you liked about PARTNER® in an IP Office solution. With the simplified management, quick install capability and the ability to leverage PARTNER ETR and 1400 series digital desk phones in an IP Office environment, as well as the parity or better price points, all of your requests have been made a reality. This now puts us in a position to further simplify our overall product portfolio for you. With that, Avaya is announcing the End-of-Sale (EoS) of the PARTNER® Advanced Communications System (ACS) product line.

## Transition Summary

Phase 1 was implemented May 10, 2010 when we discontinued low-running PARTNER ACS components. The remaining EoS process will be implemented in a 2-phase transition, as follows:

### Phase 2

- Effective **August 9, 2010**, the codes listed in Phase 2 of the *Discontinued Order Codes* section of this document are to be withdrawn from sale
- Subject to availability, the latest date orders for these products can be placed is **August 8, 2010**. Thereafter, these codes will be removed from price lists and associated order entry systems.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, products identified as EoS will be supported (technical support, repairs, etc) for a minimum of three (3) years (**August 9, 2013**)

### Phase 3

- Effective **November 8, 2010**, the codes listed in Phase 3 of the *Discontinued Order Codes* section of this document are to be withdrawn from sale
- Subject to availability, the latest date orders for these products can be placed is **November 7, 2010**. Thereafter, these codes will be removed from price lists and associated order entry systems.
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, products identified as EoS will be supported (technical support, repairs, etc) for a minimum of three (3) years (**November 8, 2013**)



## Supply Availability

Avaya will make every effort to have supply of these products available for all orders, but cannot guarantee product availability through their End of Sale dates. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-in, first-out basis. If supply is exhausted prior to the targeted End of Sale dates in this notice Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems.

## Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a smooth migration solution that not only protects their investment but offers them a simple and cost-effective migration path as their needs change in the future.

The **IP Office Essential Edition – PARTNER® Version** is the recommended solution for customers that require features such as T1/PRI, SIP Trunking, and embedded voice messaging. Migrating to **IP Office Essential Edition – PARTNER Version** provides a wealth of new applications, features and functionality - such as enhanced key and lamp operation, simplified administration, and support for their PARTNER ETR telephones - that will enhance productivity, customer service and business efficiency.

Coupled with an Avaya Maintenance Agreement, customers benefit from guaranteed priority response for on-site support, unlimited service calls, emergency service plans, application software upgrades as well as a host of other value-added entitlements.

## Discontinued Order Codes

**Phase 2 – Beginning August 9, 2010, the following components will no longer be orderable from Avaya:**

Part number	Description
700447865	PAR ACS 2-SLOT CARR RHS
700429269	PAR 400 EC MOD RHS
700226517	PAR PVM R3 4 MAILBOXES CWD3B
700429384	PAR PVM R3 4 MAILBOXES RHS
700429392	PAR PVM R3 12 MAILBOX CWD4B RHS
108358722	PAR ACS ASA/DXD PC CARD R3.0 12C2
107733107	TRANS KIT/MAILER 2C1 BATTERY
700469697	PAR ACS R8 UPG CARD RHS



**Phase 3 – Beginning November 8, 2010, the following components will no longer be orderable from Avaya:**

Part Number	Description
700420052	PAR TELSET 34D BLK RHS
700419971	PAR TELSET 6D BLK RHS
700429426	PAR ACS 308EC MOD RHS
700429343	PAR ACS 5-SLOT CARR W/COVER RHS
700429244	PAR PCMCIA BKUP/RESTORE/RAC RHS
700429376	PAR KIT 515C1 6PT PCMCIA CARD
700323207	PART MSGING R7
700469687	PAR ACS R8 PROC MOD RHS

Note: The PARTNER 18D Telephone and the Avaya 3920 Wireless products are **not affected** by this announcement, and will continue to be available for sale.

## Schedule

End-of-Sale announcement	June 14, 2010
<b>Phase 2 End-of-Sale</b> (last orders subject to availability)	August 8, 2010
<b>Phase 3 End-of-Sale</b> (last orders subject to availability)	November 7, 2010
Minimum Period of Support Availability after End-of-Sale	3 Years

## Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product End-of-Sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Commitment.

Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long-term support please contact your Service Provider.

## Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

Avaya Product Life Cycle Policy:

[http://support.avaya.com/Support\\_Policy](http://support.avaya.com/Support_Policy)



## Additional Information

Avaya website

[www.avaya.com/small](http://www.avaya.com/small)

Avaya End of Sale Notices

<http://support.avaya.com>

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