



## License Portability Policy

### Summary

This policy, located on the [License Management site on the Avaya Portal](#), is applicable to all Avaya software licenses included in Table 1 below, not including 3<sup>rd</sup> party, and DevConnect licenses. It describes the terms and conditions for allowing movement of software right to use license entitlements (“RTU”) from one country to another or within a single country.

International porting fees and/or additional fees may apply. Please engage your Avaya Sales contact to determine if any applicable fees may apply, along with the specific pricing and material codes. Avaya reserves the right to amend or change this policy at its sole discretion at any time.

### Impact of License Moves

With the new Product Licensing and Delivery System (“PLDS”) licensing structure, license moves have become simpler. For this reason we do not need application specific move codes but can use generic codes to specify the type of move. Either Avaya or a Certified Channel Partner can move licenses from one server to another. Because Maintenance agreements are on a location basis, the Avaya Software End User License Agreement (“EULA”), which is available at <http://support.avaya.com/LicenseInfo> requires that Avaya is notified of any license move or move request to ensure Software License Support agreements are updated.

### License Moves between Servers

License moves between servers occur when a customer needs to move licenses (end-user, agent, supervisor, etc.) from one main server to another. Both servers will continue to be in service after the move. Moves help customers to shift end-users between two sites when a corporate expansion or contraction occurs. Customers are typically looking for investment protection on previously purchased software licenses. While there may be movement of associated hardware, hardware is not covered in this offer.

### Software License Transfers

Transfers are the movement of license from one company to another, and are not addressed in this document. Each individual Avaya software product has its own policy and product offer requirements, and that information can be found on [Avaya.com](#) under [Products A-Z](#).

### Global License Portability Description

International license portability will be a standard and permanent entitlement as part of all *GLP-eligible* release licenses. A *GLP-eligible* release is defined as the “latest” generally available Avaya software release for the product as of November 2010 or newer (for CMS - see Appendix A), see table 1 for list of minimum releases eligible. Licenses need to be on a *GLP-eligible* release in order to be entitled for international moves. Any licenses on ineligible releases can become eligible for international moves by upgrading to a *GLP-eligible* release.

Additionally, the software release of the licenses being moved needs to match the software release level of the “To” server.

Software releases not meeting the *GLP-eligible* release criteria will continue to have license move eligibility within the country where the software was originally purchased or anywhere within the European Union (EU) if purchased within the EU, pursuant to the product-specific policies and applicable End User Licensing Agreement (EULA). Please refer to respective product documentation for such move procedures.



Table 1. Minimum *GLP-eligible* release by product

Avaya Aura™ Application Enablement Services 5.2	Avaya one-X® Speech 5.0
Avaya Aura™ Communication Manager 6.0	Call Center Elite 6.0
Avaya Aura™ Conferencing 6.0	Communication Manager Messaging 6.0
Avaya Aura™ Contact Center 6.0	Communication Manager Messaging Federal Market 6.0
Avaya Aura™ for Midsize Enterprises 5.2.1	Contact Center Express 5.0
Avaya Aura™ Messaging 6.0	Dialog Designer 5.0
Avaya Aura™ Presence Services 6.0	Integrated Management 6.0
Avaya Aura™ Session Border Controller 6.0	Interaction Center / Operational Analyst 7.0
Avaya Aura™ Session Manager 6.0	Interactive Response 4.0
Avaya Aura™ System Manager 6.0	Meeting Exchange Enterprise Edition 6.0
Avaya Call Management System [Note 2]	Meeting Exchange Express Edition 6.0
Avaya IQ 5.0	Modular Messaging (Multi-Server Configuration) 5.2
Avaya one-X® Attendant 4.0	Modular Messaging (Single Server Configuration) 5.2
Avaya one-X® Communicator 6.0	Proactive Contact 4.0
Avaya one-X Agent 2.0	Proactive Outreach Manager 2.0
Avaya one-X® Mobile 5.0	Voice Portal 5.0
Avaya one-X® Portal 5.0	

**Note 1:** As new licensing products are on-boarded in PLDS, they will become immediately eligible for global license portability

**Note 2:** Call Management System (CMS) is not licensed in PLDS. For this reason, Avaya Professional Services fees apply to move the CMS licenses. See Appendix A for more details.

#### Additional Fees

The [Avaya Global License Portability \(GLP\) Procedure](#) document includes pricing and material codes on applicable porting fees, and is available to authorized Avaya Channel Partners and Avaya Associates. Please engage your Avaya Sales contact for specific pricing details. For all other moves, please refer to existing product documentation.



## Global License Portability Restrictions

1. Software maintenance coverage level on the “To” server, should be comparable or better than the “From” server, or maybe subject to additional fees. Please engage your Avaya Sales contact for permissible coverage scenarios.
2. Heritage Nortel Network product licenses are governed by separate portability policy.
3. Backward movement: Movement of licenses from a newer release to an older release is not permitted.
4. License moves from systems that are already decommissioned are not permitted.
5. Licenses cannot be moved from Offer B system (also known as BCS or GuestWorks®).

## Reference

Avaya Associates and authorized Avaya Channel Partners should reference the [Avaya Global License Portability procedure document](#) on [Global Sales License Portability site](#) for specific material codes, pricing and global porting details.

**End of Document**



## Appendix A

### Call Management System (CMS) License Move Policy

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Customers will be allowed to move Agent, CMS Supervisor and ACD licenses from one system to another within the following guidelines:

- License moves on CMS *within a company*
- Current release to Current release R18 to R18; \$0 move
- Same release to Same release, not current. For releases: R15 to R15; R16.x to R16.x, R17 to R17. \$50 fee per license move
- Older release to Current release. For releases: R9 or later to R18. \$0 fee per Agent license move. Upgrade charges applicable for agent licenses and \$50 per CMS Supervisor and ACD license.
- Designs are required for both the "FROM" CMS and the "TO" CMS.
- Charges are as outlined in the following table.
- Avaya Professional Services Provisioning charges will apply on both the "FROM" CMS and the "TO" CMS.
- CMS licenses can be moved between countries as per the Global License Portability policy, available on the Avaya Sales Portal at: <https://sales.avaya.com/en/general/standard-license-portability>
- Agent Licenses can be moved as follows:
  - Stand-alone CMS to Stand-alone CMS
  - Stand-alone CMS to Primary CMS
  - Primary CMS to Primary CMS
  - Survivable CMS to Survivable CMS
  - Secondary CMS (HA CMS) to Secondary CMS
  - Primary CMS to Secondary CMS (HA CMS)
  - Secondary CMS to Survivable CMS
  - Survivable CMS to Secondary CMS
- When licenses are moved from Stand-alone or Primary to HA or Survivable, they can NOT be moved back to a Stand-alone or Primary CMS in the future.
- Agent, CMS Supervisor and ACD license can NOT be moved from Secondary CMS or Survivable CMS to Stand-alone CMS or Primary CMS.



### CMS License Move Policy Chart

Agent Current → Current	<ul style="list-style-type: none"><li>• No license move fee</li><li>• Provisioning charge to move licenses</li></ul>
Agent Same to Same (< current release)	<ul style="list-style-type: none"><li>• \$50 per license</li><li>• Provisioning charge to move licenses</li></ul>
Agent Older → to Current	<ul style="list-style-type: none"><li>• Agent upgrade fee</li><li>• Provisioning charge to move licenses</li></ul>
CMS Supervisor Current → Current	<ul style="list-style-type: none"><li>• No license move fee</li><li>• Provisioning charge to move licenses</li></ul>
CMS Supervisor Same to Same (< current release)	<ul style="list-style-type: none"><li>• \$50 per license</li><li>• Provisioning charge to move licenses</li></ul>
CMS Supervisor Older → to Current	<ul style="list-style-type: none"><li>• \$50 per license</li><li>• Provisioning charge to move licenses</li></ul>
ACD Current → Current	<ul style="list-style-type: none"><li>• No license move fee</li><li>• Provisioning charge to move licenses</li></ul>
ACD Same to Same (< current release)	<ul style="list-style-type: none"><li>• \$50 per license</li><li>• Provisioning charge to move licenses</li></ul>
ACD Older → to Current	<ul style="list-style-type: none"><li>• \$50 per license</li><li>• Provisioning charge to move licenses</li></ul>

**CMS License Move material codes**

189768	CMS Agent License Move Addition ("TO" CMS order)	\$50
189769	CMS Agent License Move Addition Tracking Code ("TO" CMS order)	\$0
189770	CMS Agent License Move Removal Tracking Code ("FROM" CMS order)	\$0
189771	CMS Supervisor License Move Addition ("TO" CMS order)	\$50
189772	CMS Supervisor License Move Addition Tracking Code ("TO" CMS order)	\$0
189773	CMS Supervisor License Move Removal Tracking Code ("FROM" CMS order)	\$0
189774	CMS ACD License Transfer Addition ("TO" CMS order)	\$50
189775	CMS ACD License Move Addition Tracking Code ("TO" CMS order)	\$0
189906	CMS ACD License Move Removal Tracking Code ("FROM" CMS order)	\$0