AVAYA SERVICES SUPPORT GUIDE

Helping you to get the most from your Avaya Support
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I. AVAYA SUPPORT SERVICES OVERVIEW

The effects of IT and communications downtime can reach far beyond your IT department. Revenue, regulatory and contract compliance, brand reputation, and human resource utilization are areas that can be impacted. When your business experiences a system outage, there can be a hefty price. A typical mid-size business experiences 14 hours of downtime each year at a cost of $110,000 per hour. That’s more than $1.5 million in lost revenue each year. The solution is a simple equation: address issues before they become problems, quickly resolve the few problems that do arise, and then stay on top of and continually fine-tune your communications environment. This is what Avaya Global Support Services is all about: attacking the challenges of system performance and protecting your investment in Avaya solutions.

To protect your investment in Avaya solutions, we’ve simplified and automated diagnostic and support resources to help you find a solution to your issue quickly, while still enabling you to interact with Avaya support personnel any time you want, with fast access via the multimedia collaboration channel of your choice.

Our support offers are backed by more than 3,000 services experts in 30 support centers around the world. This global footprint allows us to resolve more than 2 million service requests annually in 16 languages in 42 countries, providing follow-the-sun support seamlessly and with client agreement at each step. In this way, high-severity issues receive consistent, professional attention 24x7, resulting in a higher degree of client satisfaction.

When remote diagnostics and resolution are not enough to solve your problem, we have field technicians all over the world along with our Avaya Authorized Partners who perform on-site diagnostic and resolution functions. Avaya and our partners can quickly respond to any alarm that can’t be resolved remotely, thereby minimizing risk to your business.

Avaya will:

• Deliver comprehensive support from agreement or order activation through the life of the contract.
• Help to customize your solution to your needs.
• Provide the resources and expertise to manage your communication solution so that you can focus on your business.
• Minimize the risk of technical problems associated with integrating complex networks.
• Help ensure timely, successful deployment within budget.
• Maximize system performance and availability with full-coverage maintenance services.
• Provide a full suite of support and diagnostic tools for you to find a solution to your issue quickly.

Avaya Services recognizes the important role that each Avaya associate plays in providing superior client service, and has implemented the Client Choice Awards in order to provide a mechanism whereby our clients can recognize employees who provide outstanding client service. You can submit an online nomination form at: www.avaya.com/clientchoice in order to recognize an Avaya service employee that has helped meet your needs and delivered a superior service experience.

We want you to get the most from your Avaya maintenance coverage, so we have compiled the information in this document to help you understand your contract and terminology and how to access various tools, technical information, services packs and technical resources.
II. AVAYA FULL COVERAGE MAINTENANCE ENTITLEMENTS

As part of a full coverage or equivalent Avaya maintenance support coverage, you have the ability to leverage a host of tools and services to keep your communications solutions optimized. A key benefit to having Avaya maintenance coverage is having your systems monitored and remotely diagnosed using Avaya EXPERT SystemsSM and other advanced diagnostic tools in conjunction with our team of highly skilled remote engineers to work system generated alarms as soon as an alarm notification is received.

The remote technical team consists of thousands of engineers located across the globe to provide assistance with new problems, administration questions and to answer “how-to” types of questions. Our team of field technicians and partners are available to assist in matters that require onsite support; while a team of Remote Field Engineers are deployed in matters that require a higher degree of technical expertise. With your Avaya maintenance support coverage you also have access to the Avaya Knowledge Base, which provides you with the same solutions our Avaya experts use to solve your issues, along with the most recent service packs for your product release(s) through the Avaya Support Website.

The Avaya Support Website (ASW) puts at your fingertips amazing amounts of Avaya intellectual capital about your products. When you have an issue, simply log onto your personalized ASW Dashboard and you’ll see all of your Avaya products, your current and recently closed service requests, and ways to access the full range of Avaya support services.

Simply click to engage Ava, the Avaya support virtual agent, who will give you immediate access to support information throughout the Avaya Knowledge Base and Avaya Product Hub. Ava can query the Avaya Knowledge Base for you to refine your search and find an existing solution much faster than any human could. And, in addition to product information, Ava can access educational content, such as how-to videos, access downloads, and even assist with ordering parts. As you search, Ava assembles a service request in the background and catalogs the documents, video, audio, and other items you’ve found in your browsing and search. The service request and contextual content of your search will be available to you and an Avaya live agent should you need to escalate the issue.

After logging on and beginning your Avaya Support Website session with Ava, the Avaya Virtual Assistant, you can access a live agent in less than a minute using Web Chat, Web Talk or Web Video. When you do, the information you provided to Ava automatically populates the agent’s screen as you begin the live session.

During the session, regardless of whether you choose Web Chat, Web Talk or Web Video, the Avaya agent can simultaneously employ Web Chat tools like co-browsing, online tools, pushing URLs and desktop sharing to assist you in identifying and resolving your issue – all in real time while you talk. Using all available tools in the same session helps resolve issues in the fastest possible manner.

If other Avaya experts are needed, they can join the collaboration in real time using any channel preferred. They can review the Web Chat log and come up to speed quickly on your issue. No time is wasted switching channels or with transfers or handoffs. So when you use the Avaya Support Website, you get results fast without leaving the Website.

When you log into ASW, you also gain access to robust tools for keeping your systems up to date. Many tools are available to help you avoid issues or respond more quickly if something arises. As an example, a software compatibility audit scans your software and firmware to help ensure the most current service packs are running across the infrastructure.

E-Notification provides alerts related to new service packs, end-of-sales or support notices, product correction notices, and other critical updates. Through the Avaya Download Center, you can directly access service packs and minor releases to help keep systems current and improve uptime and functionality. Specific tools associated with key
products, such as product health checks, alarm management, and product administration, are quickly accessible directly from your Dashboard, allowing you to take preventive measures or troubleshoot quickly by product or category.

Various sections within this guide will provide you with a detailed explanation of these services and how to access them.

### III HOW TO GET THE MOST FROM AVAYA MAINTENANCE COVERAGE

Avaya's Support Website has valuable information to access and leverage for client business. This site is accessed approximately 500,000 times per month due to its feature-rich content and tools. If you are unfamiliar with the site, please review the reference materials posted at Avaya Support Website Overviews.

#### A. HOW TO OBTAIN A SINGLE SIGN-ON LOGIN (SSO)

In order to access various tools, service packs, patches and in-depth product and services information, users will need to have a Single Sign-On (SSO) Login. An SSO Login identifies you as an authorized user. When you access the Avaya Support Website, you will be prompted for a Username (or email address) and Password. If you do not have an SSO Login, click on the “Register Now” link and complete the registration form.

It is important to note that in order to have permissions to run various reports, create Service Requests, or access downloads for a particular Sold-To /FL (site) an SSO will need to be associated with that Sold-To location. These “Sold-To Associations” are performed by your primary system administrator who grants permissions to IT/Telecom staff and Partners affiliated with the support of those sites. (A partner has a Link ID versus an SSO Login. A Link ID is a single ID that works for all members of that particular partner’s organization.)

**Follow the steps below to obtain a SSO Login:**

1. At the Avaya Support website, click “Register Now”, located next to the Login fields. The Self-Registration portal screen will be displayed.

2. In My Relationship with Avaya, select the most appropriate option: Customer, Partner, or No Relationship. Depending on the Relationship selection, the registration form will change.
   - If a Customer, enters a Sold-To number, the Sold-To number is the primary Avaya account number for a specified location. Users may enter multiple Sold-To numbers.
   - If a Partner, enters a Partner Link ID number, the Link ID is a unique identifier for authorized Avaya Partners and it is used to associate an authorized Avaya Partner with end customers’ Sold-To accounts.

3. In the Contact Information field, enter name, work phone number, business email, and address.

4. In the Security field, enter and confirm a password. The password must contain one uppercase character, one lowercase character, one number and must be 8-14 characters in length. Next, select and answer a Security Question.

5. Read and accept Avaya's Terms and Conditions agreement, which defines Avaya’s terms of use.
6. When the form is complete, click **Submit**. You will receive an email confirming the receipt of the registration request. A second email will be sent to you once the registration has been processed.

For additional information on registration, please refer to [Support Help – Avaya Access](#).

**New Users will complete an online form that appears like the form below:**

![Sign Up For Your Avaya Support Account form](image)

For any problems, “**Login Assistance**” is available for all regions and is easily accessible. Upon entering an incorrect Login or Password from the main page, you will be directed to a Login assistance page.
• For login assistance, click on the link for the correct region.

• For a forgotten password, click on the “Forgot Password” link seen on the screen. Users will be prompted for answers to security questions in order to provide a password.

If you already have an existing SSO Login, simply login with the email address and designated SSO password.

**B. SYSTEM ADMINISTRATION – GRANTING PERMISSIONS**

As a system administrator or company administrator you have the ability to provide permissions to others within your company and business partners to perform various tasks on a Sold-To/Functional Location.

Access these screens by first logging into the Avaya Support Website: http://support.avaya.com

Next select “My Profile” located at the top of the screen.

From the resulting page, click on the red “Maximize” button for expanded editing capabilities.
The boxes at the top of this screen enable you, as your company’s system administrator, to perform various administrative functions related to granting permissions to SSO users (members of a Telecom/IT Team and/or Partners through the association of a Link ID). It is very important to grant access to enable partners and technical team members to access tools and run reports. This applies to HealthCheck Reports, access to Software and Firmware Downloads, E-Notifications, receive Service Request Alerts and much more.

The administration boxes at the top of the page allow the System Administrator to: Approve Requests, Register New Users, Search on User Permissions, and Make Sold-To-To Associations (or Sold-To-To Link ID Associations for Partner affiliations), Delete Sold-To-To Associations, Transfer Sold-To-To Associations and Link IDs.

C. USING THE AVAYA SUPPORT WEBSITE TO SEARCH FOR INFORMATION, DOCUMENTS AND DOWNLOADS

There are multiple ways to quickly find information and content on the Avaya Support Website (http://support.avaya.com).

1. A Global Search Field
2. Ava – the interactive Avaya Services Virtual Agent
3. Product Hub pages
4. Hubs for Downloads and Documents
5. User Forums
1. Using the Global Search Field
The Global Search field is available at the top of every Support web page. Searches initiated here undergo universal look-ups throughout all areas of the Support website as well as the Avaya Knowledge Base.

The Avaya Knowledge Base is available at no additional cost to Avaya Global Services clients with a support agreement and to Avaya Authorized Partners. Over 50% of reported service requests can be resolved by using these knowledge articles as this is the same Knowledge Base used by Avaya engineers to troubleshoot client problems, and prioritizes over 100,000 articles.

The Avaya Knowledge Base provides information related to:

- Problem resolution
- Administration and Technical Guides
- Information on Services Packs
- Installation, Migrations, Upgrades and Configuration Guides
- Information on Training and Certification Programs
- Links to other pertinent information

It is one of the primary resources that the Avaya technical staff uses to identify and troubleshoot problems across the globe. Content is contributed by Avaya accredited service associates and partners, who provide clearly documented and tested process steps for known issue resolution. Content includes proven diagnostic procedures, links to appropriate information related to product updates, application notes, and other relevant documentation. In addition, users can provide direct feedback on content to improve product documentation, training, and overall product development.

When entering keywords in the Search Avaya Support field, a list of “predictive” search words will display based on the most commonly entered queries by other users. Select one from the list, or click on the magnifying glass to continue with a specific query. Enter full or partial search terms, including alarm codes, documentation IDs or titles, and product-specific content.
SEARCH TIPS
A good query consists of three things:

1. Product or Category
2. Issue / Symptom / Procedure
3. General Details

- Enclose exact words or phrases in double quotes.
- Include plus (+) to require words, minus (-) to exclude words, and OR between words.
- Avoid using hyphens in search terms as it is considered a ‘minus’ and will exclude the term from the search.
- The more exact the phrases are to the actual title or string of text in a document, the better the results.
- Beneath the search results is a box asking the user to rate the search results. Avaya asks for feedback to improve tools and search engine responses.

2. Using Ava, the Avaya Services Virtual Agent

- Ava was created to better address various questions that you may have about Avaya support service options. Dynamically interactive, Ava can provide information on Avaya tools or help users locate Avaya Support documentation.

Ava is available 24x7 and a springboard to customized communication channels with LIVE agents and can steer users through many common tasks, such as how to:

- Create a Service Request
- Order Parts
- View Service Requests
- Access Product Hub Pages
- Chat with a Live Agent
- Request Web Talk or Video
- Access an Avaya Mentor
- Access additional Help Manage Sold To’s & User Admin
- Manage Alerts & Notifications
- Perform Product Registration
- Manage Licensing
- Access Tools
- Search for Solutions
- Access the Partner Portal
- Report a Total Service Outage

To engage Ava, login to http://support.avaya.com, then click on the Ava icon located at the top, right hand corner of the home page.

If at any point Ava is unable to address a question, select “Chat with Live Agent” or “Request Web Talk or Video” to have a live online interaction with an Avaya technical support team member.
3. Using Product Hub Pages

The Product Hub pages centralize all types of information dedicated to specific products in an easy to navigate tabbed layout. Just click on “Support by Product” from the main navigation bar.

Enter or locate a product name and a dedicated portal for that product is generated which includes access to general information, technical solutions, downloads, and related documentation.

Product Hub content is refreshed nightly to deliver the latest Solutions, support notices, release notes, software downloads, service packs, user guides, and more. Under Technical Solutions, the five most frequently used knowledge articles specific to a product are listed.

**TIP:** All Solutions can be viewed by clicking on the “View All Solutions” link in the Top Solutions area. The Documents page will open with the complete list of all knowledge base articles related to a selected product and release.
4. Using the Hubs for Downloads and Documents

There are separate portals used to aggregate resources pertaining to Downloads and Documents. Each displays a wealth of content associated with each specific product and release.

If the product does not have a release, or release information is unknown, select “All” and all content results will automatically display.

Search results can be refined or broadened by selecting the Content Type filters.

Depending on the internet browser, users can now right-click on a document in the Search Results window to save the document link or directly download the file to the desktop.

5. Using the Support Forums

Avaya Support Forums allow for an interactive information exchange between Avaya product users and skilled forum administrators.

Active forums are maintained in several languages: English, Spanish, Portuguese, Chinese, and Japanese.

Using the navigation bar, users may search the extensive listing of forums and discussion threads for relevant content.

You may create new discussion threads, add posts to existing ones, as well as provide feedback to prior postings and interact with fellow contributors.
D. USING THE GLOBAL REGISTRATION TOOL

Avaya policy requires product registration as a precondition for Avaya support services delivery. To ensure timely activation of service entitlements, Avaya records must accurately reflect the products/materials that are installed at a customer site. Registration activities establish accurate inventory, test connectivity, configure alarming (if necessary), and ensure proper on-boarding of customers into all levels of Avaya support.

The Global Registration GRT (Global Registration Tool) executes a process by which Avaya becomes aware of where customer equipment is installed. The tool is easy to use and is the mechanism by which users should start the simple three step registration process, Install Base Creation, Technical Onboarding, and Records Validation.

The Global Registration GRT (Global Registration Tool) can be reached from the Avaya Diagnostics & Tools Center:

To go to Avaya Diagnostics & Tools Center:

- Click on All Tools
E. HOW TO REPORT AN ISSUE OR REQUEST ASSISTANCE

When reporting an issue or requesting technical assistance, users may choose to quickly create a request for service using Avaya’s on-line Service Request system.

Service Requests of any severity may be opened using “Create a Service Request” or “Service Requests”, following the process below:

1. Login to the Avaya Support Website.
2. Click “Service Requests” or “CREATE SERVICE REQUEST”
3. Click “CREATE NEW SERVICE REQUEST” button (Only required if “Service Requests” was selected in step 2)

Users will be prompted to select a Sold-To or Serial Number or SEID or if either is unknown, select another starting point, such as Location, Nortel Site ID, Product Name, or Nickname. Then complete the required fields and submit the new Service Request form.
To report a Service Outage:

Customers can easily report a Service Outage with just a click of a button from http://support.avaya.com. The Report Service Outage button is in effect a “Panic” button found on the Dashboard or the Service Request landing page.

The button generates a simplified form to report a service outage which will deliver expedited support from the Emergency Recovery and Service Desk teams 24x7 to restore service.

Clicking this button opens a submission screen which will auto-populate with account contact information. The contact information can be altered as needed. Enter a Sold-To number, product name, outage description and any pertinent details and submit.

Within minutes, remote support personnel will call directly to begin working the issue.

To report an issue by phone:

Please consult the Avaya Support Website for guidance regarding opening up service requests by phone or via Service Requests, contact numbers for specific countries, services, and products. Go to http://support.avaya.com and, in the bottom menu under Help & Policies, select “Contact Avaya Support.”

Service Requests of any severity may be opened using Avaya’s on-line Service Request Creation unless users are unable to access the Avaya Support Website.

Once dialing the appropriate number, callers will be prompted for a Sold-To/FL number. Listen to the prompts to select the appropriate platform.
1. For ease of reporting, please have the following information ready to give the Global Support Services (GSS) team:
   a. A name and callback number
   b. The name and number of the onsite contact
   c. A description of the equipment and the symptoms encountered
   d. Indicate any recent changes to solutions, i.e. if an upgrade or configuration changes have occurred
   e. Incident start time and business impact
   f. Information regarding any non-Avaya investigatory work that has been performed
   g. Indication of any previous or related Avaya cases
   h. Approval of possible charges if applicable

2. Before ending the call please make sure to document the following information:
   a. The service request number
   b. The contact commitment time – please note that the person creating the service request will receive confirmation automatically when a service request is created and when updates occur.

**Users will be given a service request number. Please keep it available for future reference.** To obtain status for the service request, users may sign up to receive Service Request Alerts (found in section III.G of the complete guide), or access online service request creation on the Avaya Support Dashboard or Service Request area.

When you call Avaya, you will be prompted to enter a service request number. Your call will then be transferred to the current case owner.

If you get voice mail, you can leave a message or dial O to talk to a live engineer. In most cases, Avaya is able to test and resolve the problem remotely without the need of an onsite visit. Sign up for proactive Service Request Alerts that will keep you posted as a trouble service request moves through the necessary steps to resolution.

**Enhanced Benefits for Avaya Maintenance Clients**
Avaya has eliminated minor billing events to Service Agreement Clients and Service Agreement Channel Partners assisted by the Service Desk or Remote Backbone cases. Avaya will no longer bill for:

- Password Resets
- Simple “How To” questions
- Minor Programming “Assistance” questions (Excludes actual Programming/Moves Adds and Changes)

However, the following types of cases remain billable regardless of the time spent by the Avaya Engineer. Avaya will quote potential charges prior to passing the problem to the backbone engineer:

- Suspected third party vendor issues (includes LEC, network, software, CPE)
- No commercial power
  » Programming
  » Third Party applications and Integration
- Client changes may have contributed to the issue
- Suspected hardware damage
- Acts of God and nature
• Out of hours work requests for 8x5 coverage customers

• Negligence

Avaya will no longer bill Service Agreement Customers for Remote Installation of a service affecting, non-customer installable Service Pack, Patch or PCN whether the installation is during business hours or Out of Hours.

F. MAINTENANCE ESCALATION, MAINTENANCE RESPONSE OBJECTIVES & DEFINITIONS

If a customer has issue that is not being worked satisfactorily or the case needs to be worked more expeditiously, escalate the Service Request online via the Support Website.

1. Login to the Avaya Support Website.

2. From the Avaya Support Dashboard or Service Request webpage, select the open Service Request (SR).

   Each open SR will have an “Escalate button”. Click on Escalate to open an Add an Update screen.

3. Select Management Engagement Request, and enter information regarding the Reason, Circumstances and Business Impact. Include a Phone Number for contact. Click Submit.
An escalation request will be immediately routed to a Global Support Services Escalation Manager, who will respond within 60 minutes if submitted within the standard coverage hours of your maintenance agreement.

The Avaya Support Dashboard will indicate which Service Requests have been escalated.

Service Requests may be re-escalated after the initial 60-minute window if satisfactory response has still not been received. Simply click on the “Escalated” button and submit the resulting form.

Any attempt to “Re-escalate” before the 60 minutes has elapsed will receive an error message.
**Maintenance Coverage Terms**

Avaya offers a range of maintenance terms influenced by product and channel structure among other factors. For the specific parameters applicable to a particular customer contract, please reach out to an Avaya account manager or partner.

**Support Advantage Coverage**

There are two coverage options for software and hardware support for products supported under Support Advantage called Essential and Preferred support.

Essential Support coverage provides reactive remote support for all eligible Supported Products and is the minimum coverage required to receive Avaya support. Service Level Objectives are the following:

<table>
<thead>
<tr>
<th></th>
<th>Outage</th>
<th>Severe Business Impact*</th>
<th>Business Impact &amp; Non-Service Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted via website</td>
<td>Within one (1) hour</td>
<td>Within two (2) hours</td>
<td>Within Standard Business Hours</td>
</tr>
<tr>
<td>Requests submitted via telephone</td>
<td>Within one (1) hour</td>
<td>Within two (2) hours</td>
<td>Next Business Day</td>
</tr>
</tbody>
</table>

- Outage Service Request requires customers to commit to 24x7 dedicated resource until restoration/workaround
- Severe Business Impact Service Request requires customers to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround

Preferred Support Coverage includes all of the services included in Essential Support plus much more including faster Service Level Objectives and 24x7 around-the-clock monitoring by Avaya EXPERT SystemsSM Diagnostic Tools where applicable, to detect system-generated alarms on Supported Products that contain EXPERT Systems technology.

<table>
<thead>
<tr>
<th></th>
<th>Outage</th>
<th>Severe Business Impact</th>
<th>Business Impact &amp; Non-Service Impact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requests submitted via website</td>
<td>Within fifteen (15) minutes</td>
<td>Within fifteen (15) minutes</td>
<td>Within Standard Business Hours</td>
</tr>
<tr>
<td>Requests submitted via telephone</td>
<td>Within one (1) hour</td>
<td>Within two (2) hours</td>
<td>Next Business Day</td>
</tr>
</tbody>
</table>

Some clients may have different Service Level Agreements in place with Avaya or an Avaya partner. Please ask an Avaya Account Manager or partner if clarifications are needed on a particular agreement’s terms.
SEVERITY DEFINITIONS:

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outage Service Request</td>
<td>A real-time service or product outage in a production system that could require drastic measures to restore (such as a system restart), severely downgrades service capacity, or results in a loss of service for a significant number of end users. This situation severely impacts productivity or creates a significant financial impact or presents a risk for loss of human life. NOTE: requires customer to commit to 24x7 dedicated resource until restoration/workaround.</td>
</tr>
<tr>
<td>Severe Business Impact Service Request</td>
<td>Severe degradation of production system or service performance for which there is no active workaround and problem severely impacts service quality or the control or the operational effectiveness of the product affects a significant number of users and creates significant productivity or financial impact. This situation materially obstructs the firm's ability to deliver goods or services. Also includes automated product alarms which meet the Severe Business Impact criteria as noted above. NOTE: requires customer to commit to a 24x7 resource (if so entitled, or 8x5 if not) until restoration/workaround.</td>
</tr>
<tr>
<td>Business Impact Service Request</td>
<td>Significant degradation to the system's operation, maintenance or administration: requires attention needed to mitigate a material or potential effect on system performance, the end-customers or on the business. Also includes automated product alarms which meet the Business Impact criteria as noted above.</td>
</tr>
<tr>
<td>Non-Service Impact Service Request</td>
<td>A question or problem that does not immediately impair the functioning of the product or system and which does not materially affect service to end-customers. If related to a problem, the problem has a tolerable workaround. Includes consultation, records corrections and administrative issues.</td>
</tr>
<tr>
<td>Alarm Conditions</td>
<td>An alarm is designated as either major or minor by EXPERT software. A major alarm is not necessarily an indication of a major failure and may be handled differently than a major failure. A minor alarm is not necessarily an indication of a minor failure and may be handled differently than a minor failure.</td>
</tr>
</tbody>
</table>

Legacy Products in “Extended Support” receive best effort due to the age of the solution.

G. HOW TO SIGN UP TO RECEIVE SERVICE REQUEST ALERTS

Avaya Global Services provides clients and channel partners with the ability to sign up to receive proactive notifications with up-to-date status information service requests, alarms and service requests related to communication solutions. Alerts will be sent via email and other text enabled communication devices at no additional cost. Service Request Alerts are sent via Email using HTML format or plain text.

By signing up to receive Service Request Alerts, staff can be informed as to progress that has been made and steps that have been taken to resolve system problems. Calling in for a status is no longer required, since you will receive proactive notice on a service request or alarm. If electing to receive Service Request Alert updates, a service request status email including a link to the Avaya Diagnostic Portal will be sent. From there, additional service request details can be viewed.

Through the Service Request Alert site, users have the ability to customize who within their business receives notifications, what type of updates they should receive and the hours that notifications will be sent. Customers have the option to receive notifications for Product Alarms, and/or Service Requests. Select to receive a notification when a service request is: created, closed, or when certain updates have occurred, such as a technician dispatch, a part is sent, or service request notes have been updated.

Service Request Alerts that are sent in an HTML format are color coded. “Red” is the color of the initial notification, “yellow” indicates that the service request is still open; however, an update to the case has
occurred, and a “green” alert indicates that the service request has been successfully resolved. Detailed information will be available to access and if at any time a concern arises, users may call the Avaya contact assigned to a case. The name of the Avaya engineer is provided on the service request alert notice.

**To sign up for Service Request Alerts:** obtain a Single Sign On (SSO) User ID. Your SSO User ID must be associated with the Sold-To Locations for which Service Requests Alerts are desired. (Section III.A provides directions on how to obtain an SSO and perform Sold-To Administration.)

From the Support Website home page (http://support.avaya.com) go to the bottom of the page and under “**Alerts & Reports**” click on Services Request Alerts.

Click on the “Create an Alert” link and follow the instructions.

Avaya’s goal is to keep customers updated with the latest status and provide time saving tools to assist you in your day-to-day activities. Please take a minute to sign up for Service Request Alerts so that you can always be well informed.

### H. HEALTHCHECK REPORTS

The Avaya HealthCheck is a web-based tool that is free to clients and partners with an Avaya maintenance contract. This tool has been designed to automate hundreds of system commands and to compare your system administration to Avaya’s recommended configuration settings. Configuration errors or anomalies can be a major source of alarms and outages.

HealthCheck will identify areas where your administration settings may differ from the Avaya recommended value and provide an easy-to-understand report that will enable making changes to improve your system’s reliability and performance. Available on many of Avaya’s applications and hardware, these reports will provide you detailed information as to how systems are administered and recommendations for administration changes (if any are discovered).

The **Recommended Action column** within the report provides additional detail on the suggested changes. The information shared in this field can be leveraged to find additional knowledge articles or programming guides within the Avaya Knowledge Base to help make the change or understand the implications of the change.

In addition to the HealthCheck Tool, users have the ability to run the Avaya Software Compatibility Audit report (ASCA). ASCA will display what versions of Software and Firmware are installed on a system and will display the latest versions that are generally available for various solution components. See section III.L for more details.

HealthCheck is currently available, at no additional charge, to clients and partners that have Avaya hardware support coverage, and have an Avaya Single Sign On (SSO) Login.
The HealthCheck Report will run on the following systems:

<table>
<thead>
<tr>
<th>SUPPORTED PRODUCTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>G250</td>
</tr>
<tr>
<td>S8300</td>
</tr>
<tr>
<td>S8700</td>
</tr>
<tr>
<td>G350</td>
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<tr>
<td>S8400</td>
</tr>
<tr>
<td>S8710</td>
</tr>
<tr>
<td>G450</td>
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<tr>
<td>S8500</td>
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<tr>
<td>S8720</td>
</tr>
<tr>
<td>G700</td>
</tr>
<tr>
<td>S8510</td>
</tr>
<tr>
<td>S8730</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>ADJUNCT SYSTEMS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS</td>
</tr>
<tr>
<td>Interchange</td>
</tr>
<tr>
<td>Intuity Audix</td>
</tr>
<tr>
<td>Intuity Audix</td>
</tr>
<tr>
<td>LX Audix</td>
</tr>
<tr>
<td>Modular</td>
</tr>
<tr>
<td>Messaging</td>
</tr>
<tr>
<td>Storage Servers</td>
</tr>
</tbody>
</table>

This list will continue to be expanded upon in future releases to include additional products and releases.

**To Request a HealthCheck Report**

- Go to [http://support.avaya.com](http://support.avaya.com), and login in using a SSO Login.
- At the bottom of the page under the “Tools” section click on “HealthCheck”. Scroll to the bottom and select “Create New HealthCheck Report”.
- Enter a Location ID, or Select a Location ID from the List provided
• Users will then be prompted to select the products for which to obtain a HealthCheck report on or select "All Products eligible for a HealthCheck Report at this location"

![Avaya Diagnostic Portal](image)

• Click on “Submit Selected Devices” to create report.
• Input passwords, or leave blank, then click on “Create Report.”

![Avaya Diagnostic Portal](image)
When the report has been completed an email will be sent with instructions how to retrieve the Health Check report. Reports will be generated within 72 hours from the time the request has been received.

After submitting a HealthCheck request, HealthCheck will connect to systems using EXPERT Systems and other tools developed by Avaya to run hundreds of automated commands. The data will be collected and assembled into a user friendly report. This report will then be placed on a secure Avaya server and an email will be generated advising the recipient how to access the report.
How to Read a HealthCheck

Once a HealthCheck Report is received, users will be able to select the modules of interest.

Click on “View” to see a report that will show the system administered settings, the recommended values and additional information regarding the recommended action. For more information about the recommended action, copy the key words from recommended action and paste into the Search Avaya Support field at the top of the Support website.

For additional information on how to use the Knowledge Management System see section III C within the complete guide.

Users can use the Avaya Knowledge Management System to:
- Copy the recommended action into the box
- Ask a Question regarding the recommended action
- Request the Administration Guide or search for the latest Service Pack

Additional resource aids include the Avaya HealthCheck Tool User Guide and the HealthCheck FAQ.

If users should require additional support interpreting a HealthCheck Report, please create a service request using http://support.avaya.com and specify that assistance is needed with a HealthCheck report. A technical associate will respond regarding the inquiries.

I. HOW TO VIEW A LISTING OF SYSTEMS CURRENTLY INSTALLED SOFTWARE AND FIRMWARE

The Avaya Software Compatibility Audit report (ASCA) will display what versions of Software and Firmware are installed on a system including the latest versions that are generally available for various solution components. ASCA is similar to the HealthCheck report whereby Avaya must be able to access systems remotely by using Avaya’s automated tools and capabilities.
Avaya Communication Manager Version 2.0 through 5.x runs on the following platforms:

- G250
- G350
- G450
- G700
- S8300
- S8400
- S8500
- S8510
- S8700
- S8710
- S8720
- S8730
- S8800
- VCM

To Request an ASCA Report

- Go to http://support.avaya.com and login in using a SSO login.
- At the bottom of the page under the “Tools” section click on “Software Compatibility Audit”

- Generate a new ASCA request. Note: users can click on ASCA user guide for detailed instructions as well as view pending and past requests.

- Enter the FL numbers, each on a line or paste them into the box below, and click on “Get ASCA Products”. The ASCA applicable SEID’s are then displayed below the “Get ASCA Products” button. Note: If the FL’s do not exist, do not belong to the account, or do not have the required Customer Authorization Tool (CAT) permissions a message will be displayed explaining why. If there are no applicable ASCA products for the specified FL(s) then no SEIDs will be displayed.
Select one or more of the ASCA-applicable products using the checkboxes in the ‘Request’ column and click on “Create an ASCA Report”.

Enter “Report Title”. This is a mandatory field and it is recommended the report name as well as the customer name and or FL is included in the title for easy identification within the tool. Select the “Report Sections” of interest.

The most recent ASCA report request will show up at the top of the list of all reports requested. The column labeled “View” provides a status while the reports are being prepared. The status will change from “Report Pending” to “View” once the report is ready. In addition an email notification is sent indicating the report is ready to be viewed. Note: The page has to be refreshed to see the status change.
• Clicking on “View” will open an Excel file that contains the ASCA report; each section of the report will be in a separate tab.

**J. USING THE CONFIGURATION VALIDATION TOOL**

The Configuration Validation Tool is a tool that automates the execution of detailed technical commands, previously only accessible by Avaya support personnel to assess the stability and operational efficiency of an Avaya product. These commands can now be executed by our business partners and customers to help monitor and troubleshoot supported systems. The Configuration Validation Tool generates a report that includes both a summary and a detailed results section, ranking the issues by severity, to help prioritize the order in which the problems can be addressed.

The Configuration Validation Tool (CVT) can be reached from the Avaya Diagnostics & Tools Center:

To go to Avaya Diagnostics & Tools Center:

• Click on Diagnostics & Tools

Or Select All Tools from the bottom of the screen
Click on the Configuration Validation Tool button to start using the tool.

To see previously executed reports, click the View Configuration Validation Reports button. This will show all previously executed reports from all FLs/SEIDs that the user is entitled to see. Many of the fields in this report are sortable and filterable.

The sortable fields have a larger font, and are white as opposed to grey. These fields are: Request Date, SEID, Location ID, and Report Name.
All fields are filterable however.

Requesting a new Configuration Validation report can be done from the tool’s home page, by clicking the Create a New Configuration Validation Report. You will be prompted for either a Functional Location (FL) or a Solution Element Identifier (SEID). SEIDs are allocated as part of the Global Registration Tool’s On-boarding process. The completion of the Technical Onboarding, including remote connectivity testing is a prerequisite requirement to using the Configuration Validation Tool.

Business Partners may skip this screen entirely and instead see a pick list of the FLs they are entitled to. Above the table of entitled FLs there will be sort boxes to allow sorting and filtering on a particular field. Once the FL is selected, the user will see a list of compatible devices that the Configuration Validation Tool can be executed against.
Selecting a device from this table and filling in a report name will enable the tool to perform the remote data collection and report generation. An e-mail will be sent to the requestor notifying them when the report is complete, but they may also choose to monitor the status via the View Configuration Validation Reports from the tool’s home page.

Once the report is complete, the results summary page will look similar to the following:

The detailed results summary section within the report provides additional information about the test performed, actions that can be taken, and links to additional sources of information. Partners can use this information to self-troubleshoot, or include the results in Service Requests opened to Avaya Technical Support.

The Configuration Validation Tool also runs automatically for compatible products when Service Requests (SRs) are routed to Tier-3 Technical Support. A special SR Note is added once CVT completes execution with details on where to locate the results. The collected data in this scenario currently does not produce a PDF report like the web-based tool interface, however, enhancements are being planned to align the tool’s execution to always produce a report so that it can be viewed by partners and associates alike.

The CVT tool is a very powerful utility that can be used to maintain systems at peak operating efficiency. The checks and tests performed are taken directly from internal test banks maintained by Avaya Technical Support. Every execution of CVT checks if there is a newer version of the tests, so that partners and associates are always using the very latest improvements in system troubleshooting and problem detection.

CVT is still undergoing several enhancements over the coming quarters including an automated web-scheduler and batch device submissions. This will allow business partners to set up regular automated runs of CVT without having to manually request them every time.

Selecting a device from this table and filling in a report name will enable the tool to perform the remote data collection and report generation. An e-mail will be sent to the requestor notifying them when the report is complete, but they may also choose to monitor the status via the View Configuration Validation Reports from the tool’s home page.

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K. HOW TO ACCESS NEW SERVICE PACKS AND MINOR UPDATES

Keeping your systems updated increases reliability and mitigates risks. Services Packs provide product corrections and help eliminate concerns that may arise in the future. Services Packs are developed for software, firmware and security related elements. Firmware Updates apply to hardware solution elements in order to make the product easily maintainable.

Firmware updates allow clients to take advantage of the latest converged technology without the expense of purchasing new equipment.

Services Packs are made available on the Avaya Support Website under the Downloads area, located on http://support.avaya.com.

Avaya will develop, test and upload Services Packs for all Avaya developed products on the first Monday of even numbered months (If the need for one exists). Therefore, one could expect to see a new Service Pack on the first Monday in February, April, June, August, etc., if a need exists. To receive notification when a new Service Pack is available on the Avaya Download Center, sign up to receive E-Notifications (see Section III.L of the complete guide) by identifying the products for which notifications are desired.

Avaya will continue to develop new Services Packs for the most current release and one prior major release with the latest minor update and service pack for all Avaya products. All existing Services Packs for older releases will remain
on the Download Center for future access. Service Pack content is ported into the next Service Pack or Major and
Minor releases; therefore, the next release or pack will be an accumulation of all updates.

Clients with software support coverage will have access to Software, Firmware and Security Services Packs as
well as Minor release updates.

In order to access the Download Center:

1. Obtain a Single Sign on (SSO) Login (See section III.A)

2. Confirm that the primary System Administrator has granted permission to access Downloads for each of
the locations of interest for support. That individual will need to associate all company Sold-To ID’s with
the appropriate users’ SSO Log-Ins in order to assign permissions to access pertinent updates by site. (See
Section III.B)

3. Register equipment with Avaya. This will enable the appropriated Service Packs to be available for each
unique location and communication server. (Equipment should be registered by a sales person/technician
upon installation.)

How to access Service Packs and Minor Release updates from the Support Website
(this is the preferred way to access Software from Avaya):

1. Go to http://support.avaya.com

2. Using an Avaya SSO Logon

3. Click on Downloads at the top of the page and enter the product for which software is needed in the “Enter
Your Product Here” field.

4. Click on the drop down arrow at the right of the “Choose Release” field to select the applicable choice.

5. Select the desired software (or firmware) by clicking on the red text of the software desired (scroll down as
necessary to view the entire list).
6. Review software details.

7. Select the hot link to the right of the “File” heading to download the software.

8. Select “Download”

About the Download Manager

The Download Manager provides for more effective, more efficient file download, especially for large files or file sets. It can pause and restart downloads even if the computer is turned off and on again. You will be presented with a security warning and after you accept, the Download Manager will install and begin to download the requested file.

Please note: any software download is registered to a personal SSO Login. This software download is ONLY authorized for application to customer equipment and/or software licenses under warranty or covered by Avaya support coverage.

Duplication, distribution or unauthorized application of this software patch to another customer, third party, database or system without active Avaya support coverage is in violation of the license agreement and may constitute an act of software piracy. The software intended for this download is subject to an audit to ensure compliance.

Avaya will pursue all legal means available to protect its intellectual property rights and/or proprietary information, including, but not limited to, filing an appropriate action seeking damages and/or injunctive relief.
1. Select “Click to download your file now”

From here locate Service Packs by Product. Most Services Packs are client installable. However, if assistance is needed, there are several solutions that Avaya has to offer. **Product Licensing and Delivery System** (Avaya PLDS), is a platform that allows end-customers to download Avaya software on most recent and future products.

Refer to User Guide link for more details. [https://support.avaya.com/helpcenter/getGenericLandingDetails?landingId=C201231594627997088](https://support.avaya.com/helpcenter/getGenericLandingDetails?landingId=C201231594627997088)

**L. HOW TO SIGN-UP FOR E-NOTIFICATIONS**

If users would like to receive proactive E-Notifications when a new Product Update, Upgrade, Service Pack or new technical documentation is available, please follow the instructions below to register:

1. Go to [http://support.avaya.com](http://support.avaya.com) and login with an SSO Login.
2. Select the **MY PROFILE** hyperlink in the upper right corner, or select **Set E-Notifications** from the bottom menu under **Alerts & Reports**. This will take users to the SSO profile page.
3. Click on the **User Management** tab and then select **E-Notifications** from the menu at left.

You can subscribe to receive E-Notifications of new or updated documents. Specify which products and releases for which you wish to receive notifications. In the Product Notifications box, click “**Add More Products**”, select the product(s) and click **Submit**.

Administration, Technical and User Guides can be accessed on a 24x7 basis.

For problems with an SSO Login, call 1-866-AVAYAIT or the Avaya IT Contact number for the appropriate geographic area for assistance.
M. REQUEST A REPLACEMENT PART VIA THE SUPPORT WEB SITE

Creating a Parts Replacement Request:

1. Click on "Parts Replacement"

2. Select the appropriate option:
   a. Parts Replacement – is for Avaya & heritage Nortel Data & Managed Spares requests
   b. Parts Replacement (Registered RMA Users) – heritage Nortel Voice Return & Repair requests

Important Note – heritage Nortel Voice = CS1K, Meridian, CS2100, Call Pilot & Meridian Mail

For Parts Replacement (Avaya, Heritage Nortel Data and Managed Spares) follow the steps below:

1. Select **Sold-To** from the drop down pick list
2. Click on **FIND REPLACEMENT PARTS**
3. Click on **Add**

Note – The list of parts will not automatically display, click on **Add**

4. Select the appropriate Impact from the drop down
   • Affects all employees/or organization = Outage
• Affects entire team = Severe Business Impact
• Affects several others including myself = Business Impact
• Affects only me = Non-Service Impact

5. In the “Asset/Product” Field Click the List Asset icon or the Minor Material List Asset icon
   a. The list of Assets or Minor Material for the Site is displayed
   b. A Query can be run on Part# or Description

Note: 10 items will be displayed on each screen; the arrow will need to be used to display more items.

Minor Material is used for cords, handsets etc.
6. Select the **Part** from the list by clicking on the row

7. Click “**OK**”
   a. The Asset/Product will populate
   b. The Description field will populate

8. Select the Quantity
   a. Either highlight and type over the field or click the calculator icon and enter the number
   b. Maximum is 10

9. Enter the “**Trouble Description**”

10. Click “**Save**”

11. Verify the Part(s) select are correct

12. If additional Parts are needed, Click “**Add**” and repeat Steps 4-11
   a. Maximum 5 different products
   b. Maximum quantity of 10 each

13. Click “**Next**” when the Parts needed are correct and no additional parts are needed
14. Verify the Shipping Information

If an alternate ship to address exists in the database, the customer can click on the radio button and select an address from the drop down menu.

15. Verify/Complete the Attention-To Information

The Information is defaulted with the Service Request contact info but can be manually entered if applicable.

16. Click “Next”

17. Verify the request

18. Click “Submit”

19. Verification Screen will be displayed

a. Contains Service Request number, delivery information, summary and shipping status
For Parts Replacement - Registered RMA Users (Heritage Nortel Voice R&R)

1. Click on “Parts Replacement”
2. Click on “Parts Replacement – Heritage Nortel Voice”
3. Complete the appropriate “REGIONAL REPAIR & RETURN PART REQUEST FORM”
4. To download the “Repair & Return/Replace Part Request Form”, click the appropriate region or country:
   a. APAC, CALA, Canada, EMEA or United States

5. Submit the completed form via email to the appropriate Region email listed on the support page:
   • APAC = apachns@avaya.com
   • CALA = partscala@avaya.com
   • Canada = avaya.enterprise@telmarnt.com
   • EMEA = https://gate01.geis-group.de/avayawebportal/
   • United States = usenterp@avaya.com

6. Proactive status emails will be provided to the email address supplied on the Part Request Form for the following activities:
   a. Ship order/return creation
   b. Warehouse receipt of defective part
   c. Shipment of repaired part

7. Status may also be requested by sending an email to the corresponding regional email address listed above
N. FOR CHANGES TO AVAYA SYSTEMS PASSWORDS

Avaya provides a password reset ability for all clients regardless of maintenance coverage type.

This can be done automatically using the Password Reset Tool which is a web-based application to generate a one-time password (OTP) by logging on to http://support.avaya.com, scrolling to the bottom to select “All Tools” under the TOOLS menu and selecting Avaya Password Reset Tool from the Tools menu.

The tool can be used for these following Avaya devices

- VCM
- S8300B
- S8300
- S8400B
- S8500
- S8500C
- S851PB
- S8720
- S8720A
- S8730
- S8730A
- S8800
- S881PA
- S881PB

If assistance is needed with a password change or if the equipment needing the password reset is not supported by the Password Reset Tool, please follow the below procedure:

Note - This is a free service for maintenance customers.

1. Create an online service request:
2. Click Service Request from the top navigation menu
3. Click Create New Service Request button
4. Include the following information in the request:
   a. The user log-in
   b. Password to be changed
   c. Password request to be set to (must be at least 6 digits w/at least 1 numeric)
5. The request will be processed by next business day.

Out of contract sites with disconnected Remote Access Line will require additional billable services and a dispatch.

O. USING THE CUSTOMER AUTHORIZATION TOOL (CAT)

FOR PARTNERS ONLY: The Customer Authorization Tool (CAT) is now available globally to partners to submit and track LOA (Letter of Agency - US Only) and Delegated Administration (Global) requests to end customers via an automated electronic authorization request process.

Once the partner submits the request, the end customer will receive an email notification that allows the customer to digitally sign and return the request. After which, the Customer Authorization Tool automatically updates Avaya Systems to add and expire permissions for access to: Quoting Tools and ACS Business Intelligence, Registration Tools, License Management, and Online Service Request system. Additionally, CAT allows partners to generate self-service reporting as a result of the approved permissions.

1. To access CAT, partners must first login to the Avaya Support Website.
2. After you have logged in, you can access CAT by clicking on Diagnostic & Tools at the top of the screen or scrolling to the navigation bar at the bottom and under the TOOLS section, selecting “Customer Authorization Tool (CAT)”.

Avaya Support Guide
3. On the right, under “Tips”, a host of informational and training materials are listed under Training Links. Of particular interest may be the quick reference guide Initiating Electronic Authorization Requests and the Customer Authorization Tool – FAQ.

P. PER INCIDENT SUPPORT

Avaya provides “Per Incident” support on a per-call basis when users require support outside of the normal coverage terms of an Avaya Global Service Maintenance contract. This includes support for out of coverage activities like Onsite or Parts support for a customer with Remote Only support. Also, Per Incident Support covers out of scope activities that an Avaya Global Service Maintenance contract covers such as programming, third party integration, installation support, etc. Per Incident support is only available to customers who have an Avaya Global Service Maintenance contract for the product requiring support.

You may contact the Avaya Global Support Services (GSS) organization for the appropriate region to request Per Incident Maintenance support.

Under Help & policies, select Contact Avaya Support
GSS will quote the applicable Per Incident charges. Rates vary based on the time the call is placed, the complexity of the equipment to be supported, and whether remote or on-site support is selected. GSS will then create a service request if the customer agrees to the charges.

When on-site maintenance support is required, a trouble service request will be routed to Field Services and the on-site response objective is provided.

Q. ROOT CAUSE ANALYSIS

A Root Cause Analysis (RCA) includes analysis of the incident along with written feedback providing the results, upon request, to the customer and/or partner. The RCA details the cause of the incident and any potential recommendations to prevent recurrence. Avaya will make every effort to provide the RCA as soon as possible after service has been restored following the incident. However, the time to provide the RCA will vary based on the severity and complexity of the incident that occurred. In the case of a hardware failure, the RCA will identify the cause at the faulty field replaceable unit level.

RCAs are considered part of the service entitlement associated with maintenance coverage and are not subject to additional charges. RCAs are available to customers with maintenance coverage for those products that have not yet reached the End of Service Support (EoSS) milestone.

The RCA will be provided to the customer within the notes of the Avaya Service Request and/or through email.

RCA feedback will cover the following topics:

- What happened
- Why did it happen
- Avaya recommendations to prevent recurrence
R. EMERGENCY CONSIDERATIONS

Power Surge Protection
While Avaya maintenance coverage does not cover acts of God, it does cover electrical damage, if adequate surge protection and properly grounded electrical circuits are in place at the time the damage occurs. While ensuring these items are in place may seem a trivial investment, these items are often neglected and/or overlooked. Branch offices are the most commonly impacted, but major installations with off-site support staff are also subject to deficits in these areas. Careless work, electrical grounding, and even plumbing can cause damage to telecommunications equipment. Avaya recommends that clients check these items on new installs and once per year thereafter. This is especially important in areas that are exposed to seasonal weather hazards, particularly where electrical storms are prevalent.

Storm Preparation
If there is imminent risk from severe weather or other business-impacting incidents, please consider taking the following steps:

1. Save translations before the storm hits. This will ensure that recent changes are not lost and speed restoration in the event of damage to a system.
2. Secure back-up media so that translations won’t be lost or damaged, thereby delaying restoration of service. Take a copy of back-ups and any other information off site.
3. Print and store a current list configuration of network switches. If a new system is necessary, this simple precaution will save as much as four to eight hours of delay in the restoration process.
4. Consider powering a system down before the storm hits. Electrical power surges before and after storms are the greatest threats to systems.
5. Consider moving a switch if located in an area that is prone to flooding or storm surges. The smaller footprint of today’s systems makes this an option for some clients.
6. Review safety procedures with all employees prior to the storm’s impact. Storm damage often creates the potential for electrical hazards. All electrically-powered equipment can present a hazard until restoration efforts are complete.

Avaya Maintenance clients are our highest priority among clients, but in the event of multiple disasters such as a hurricane, our highest priority for service will be assigned to first responders (locations involved in public safety, national defense, and/or health care).

Emergency Recovery
Avaya created the Emergency Recovery (ER) organization to provide our clients with dedicated, world-class outage recovery services. Our ER team uses proactive support monitoring, regional off-hours support, and breakthrough outage recovery techniques to quickly resolve service interruptions. In this way, we are transforming our clients’ experiences with dramatic improvements in people, process, and partnerships.

Emergency Recovery currently provides support and product expertise for Avaya voice and data communications systems. We have recently expanded their scope to include contact center products so Avaya clients will experience faster restorations on an even broader portfolio of services.

ATTENTION: If currently experiencing a total service outage or significant degradation to a business communications systems, go to http://support.avaya.com and select the Report Service Outage button. This is an expedited, simple way to report Service Outages through the web.
Avaya stands ready to support network security, business continuity, and disaster recovery needs during the regular course of business and especially during events that can seriously disrupt communications when they are needed most.

For more information please go to: http://support.avaya.com> Help and Policies>Policy and Legal (at the bottom of the home page)> Emergency Procedures.

In cases where access to web support utilities is not possible, call 1-800-242-2121.

IV. ADDITIONAL VALUE ADD SERVICES

A. AVAYA DIAGNOSTIC SERVER
Remote, fast and simple issue resolution is possible thanks to Avaya Diagnostic Server with SLA Mon™ technology. As the evolution of Avaya's trusted Secure Access Link (SAL) Gateway, Avaya Diagnostic Server goes beyond secure remote access and alarming to provide your organization with sophisticated remote IP Phone diagnostics and unprecedented network visibility. Using patented technologies with smart agents embedded in Avaya solutions, Avaya Diagnostic Server provides historical network analysis to empower you to proactively solve network issues faster than ever before, which can lead to fewer escalations, and finger pointing within your IT department. Included in the Avaya Support Advantage Preferred option, Avaya Diagnostic Server enables you to work in parallel with Avaya support via customer controlled tools providing secure remote access, advanced endpoint diagnostics and network monitoring at no additional licensing cost. To obtain the Avaya Diagnostic Server go to https://support.avaya.com/products/P1558/avaya-diagnostic-server.

B. ADVANCE PARTS & TERMINAL REPLACEMENT, ONSITE SUPPORT

Advance Parts Replacement.
Provides advanced replacement of parts for covered products that Avaya determines to be inoperative. Available in Next Business Day (NBD) and 4-hour delivery times (where geographically available) options.

Onsite Support
With this feature, Avaya dispatches resources in the event that onsite support is needed, including replacement of defective parts (except terminals). In this way, you have additional support coverage and access to Avaya expertise when you need it most. You receive certified Avaya parts without the added expense of carrying your own inventory. And you avoid the costs associated with maintaining and training in-house expertise for Avaya products. Onsite Support is available in selected countries, in 8x5x4 or 24x7x4 options.

Terminal Replacement
This optional feature provides for next business day shipment of defective terminals, removing your need to stock extra phones.

C. MOVE, ADD & CHANGE (MAC) SERVICES
Avaya MAC Services are available to you whenever short term support or a finite skill set is needed to resolve a specific situation in your communications environment. Whether you need support for a negotiated period of time on a predetermined schedule, on demand, or based on a contracted term, Avaya has the tools and expertise to meet your needs. MAC Services are comprised of move, add, change, and delete activity for software, hardware, or a network component and are available to customers identified by Avaya as Small and Medium Enterprise (SME) businesses and to Enterprise customers.
MAC Services include:

- Moves, Adds & Changes (MACs) to support system administration work remotely and/or on-site.
- Remote Configuration Helpline support for guidance relative to technical consulting, implementation, administration, features, and applications on enterprise products. Support is available on demand or in ten (10) hour blocks of time (decremented in 15 minute increments).
- Wire runs supporting onsite MAC activity.

The above services are billed at the current Avaya hourly labor rates. Avaya Service Agreement customers receive preferred rates.

<table>
<thead>
<tr>
<th>Offer</th>
<th>Enterprise Products</th>
<th>SME Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote MAC Services</td>
<td>Customers should go to the Support Website at <a href="http://support.avaya.com/contact/">http://support.avaya.com/contact/</a> and select the country you are calling from to see the contact information. US customers call <strong>800-225-7585</strong>&lt;sup&gt;a&lt;/sup&gt; Canadian customers should send requests to email address: <a href="mailto:Canadaservice@avaya.com">Canadaservice@avaya.com</a></td>
<td>Customers should go to the Support Website at <a href="http://support.avaya.com/contact/">http://support.avaya.com/contact/</a> and select the country you are calling from to see the contact information. Customers can also call <strong>866-462-8292</strong>&lt;sup&gt;a&lt;/sup&gt; Canadian customers should send requests to email address: <a href="mailto:Canadaservice@avaya.com">Canadaservice@avaya.com</a></td>
</tr>
<tr>
<td>On-Site MAC Services</td>
<td>Customers should go to the Support Website at <a href="http://support.avaya.com/contact/">http://support.avaya.com/contact/</a> and select the country you are calling from to see the contact information. <strong>800-852-2436</strong> (OKC CCC) <strong>800-247-7000</strong> (Avaya LLC CCC) Canadian customers should send requests to email address: <a href="mailto:Canadaservice@avaya.com">Canadaservice@avaya.com</a></td>
<td>Customers should go to the Support Website at <a href="http://support.avaya.com/contact/">http://support.avaya.com/contact/</a> and select the country you are calling from to see the contact information. Customers can also call <strong>800-247-7000</strong> Canadian customers should send requests to email address: <a href="mailto:Canadaservice@avaya.com">Canadaservice@avaya.com</a></td>
</tr>
</tbody>
</table>

**D. DEDICATED TECHNICIAN**

Avaya Dedicated Technician Services provides a certified expert who is trained and managed by Avaya but reports directly to you and works at your location to maintain your vital communications solutions — whether it’s unified communications, contact centers or networking solutions. An option available only with an Avaya Full Coverage Maintenance Services Agreement, Avaya Dedicated Technician Service further protects your communications investment. Your on-site Avaya Dedicated Technician works exclusively for you to help keep your communications up and working for your business. In addition, this expert technician is backed by tiers of Avaya service engineers with an average of more than 25 years of experience, giving you greater return on your services investment.

Depending on the type of service support you require, an Avaya Dedicated Technician can provide you with vital capabilities including:

- Moves, Adds, and Changes (MACs)
- Coordination of networking
- Installation support
- Equipment and circuit acceptance testing
- Standard maintenance
• Escalation of trouble resolution
• Preventive maintenance
• Informal training
• Emergency support

Avaya Dedicated Technician Service is available on an annual basis and provides on-site maintenance support Monday through Friday from 8 AM to 5 PM. Coverage is for 50 weeks, including a substitute technician who provides coverage for 5 weeks during your primary technician’s scheduled absence. The service includes labor only; any parts or materials required will be billed separately if applicable.

E. CLIENT SERVICE MANAGER

A Client Service Manager (CSM) offers support for service escalations, service support planning, general Avaya-internal advocacy and services solution knowledge-transfer, and is available on an emergency for escalations for rapid response and resolution of critical service issues. This “trusted advisor” role works to insure that every service contact that you have with Avaya, no matter which product, is an exceptional experience. This provides peace of mind, allowing you to increase your focus on your core business.

A Client Service Manager is a fee-based support option. The CSM provides proactive services designed to create and retain stronger relationships between you and Avaya. The support that a CSM provides is much more than a break fix service, it is designed to provide global on-demand and proactive service support to clients whose unique set of service requirements drive the need for closer integration with Avaya’s services delivery teams. The CSM will facilitate support of critical service escalations by identifying the appropriate resources, facilitating the efforts of the various groups within Avaya formulating a resolution, identifying the prioritization of actions to be taken, providing timely and consistent status to the personnel or groups involved, focusing on timely and reasonable resolutions, and mediating issues that may develop. The CSM acts on your behalf to bring visibility of issues and concerns to the appropriate groups within Avaya. Additionally, the CSM is tasked with managing your service experience across all Avaya solutions and supporting the client’s service model evolution. In short, the CSM is your “virtual” employee within Avaya. In addition, a CSM will provide a monthly stewardship report outlining completed maintenance activities performed in the previous month. Depending on the client’s requirements, additional reports may be provided to meet the client’s needs.

The CSM Offer is an available offer to Avaya clients who purchase a maintenance support agreement, or a combination of Software Support and Hardware Maintenance support services, a Single View Global Service Agreement (SVGSA) Offer, or a Global Operation Service (managed services) contract.

This offer provides you either a dedicated resource or a shared resource, depending on your company’s size, maintenance and support requirements. Please contact your Avaya Account Manager or Partner for additional information.

F. PRODUCT CORRECTION SUPPORT

Product Correction Support applies to all enterprise products and provides for onsite support for the implementation of software and firmware service packs and Product Correction Notices during a time that is most convenient for your business.

Available to 24x7 and 8x5 Full Coverage maintenance coverage clients in US and Canada only, Product Correction Support includes the following:
• Enhanced out-of-hours support for remote and on-site tech installable product corrections (Monday through Saturday, excluding Sunday’s and holidays.)
• Avaya installation of client installable product corrections — including out-of-hours support excluding Sundays and Avaya observed holidays
G. GLOBAL ADVANTAGE

To address the increasing demand for a cohesive global support model from Support Advantage customers, Avaya designed Global Advantage. Global Advantage enhances your existing Support Advantage coverage, by streamlining service delivery, billing and service management with a single point of contact leading to faster time to resolution.

- **Cohesive Global Service Delivery:** Avaya delivers knowledgeable and reliable maintenance support through a specialized team within Avaya which has knowledge of your specific environment and support history. Your support service requests regardless of geography will be routed to this team to handle. Global Service Delivery helps ensure your technical support requests are quickly and easily identified and resolved, improving overall performance and reducing downtime.

- **Global Service Management:** Access specialized support for your business with Global Service Management. Avaya provides consistent reporting and escalation management through a specialized Global Service Director (SD) and Client Service Manager (CSM), to minimize the time required to manage your maintenance support. Avaya will determine the level of specialized Service Management support based on a customer’s profile and requirements.

- **Centralized Global Billing:** Simplify your billing and payment process with one global maintenance summary statement across all field location sites and a single payment to Avaya for global maintenance and service management.

H. LOCAL ADVANTAGE

Local Advantage as an incremental service to a standard maintenance contract, providing support from a designated team of US, English speaking citizens with routine background investigations and screenings. Complement your existing Information Security Program with Local Advantage, a simple and effective addition to the maintenance coverage you already know and trust.

Work confidently knowing that Local Advantage is meeting your security requirements and preferences with support from a designated team that complies to the following parameters:

- US, English speaking citizens who have routine background investigations every three years.
- Background investigations include:
  - Drug Screening: A 9-panel drug screen designed to test for the use of controlled substances
  - Criminal Conviction (Felony and Misdemeanor) Search Global Sanctions and Enforcement Check
  - I-9 Employment Eligibility and Verification

I. RELEASE MANAGEMENT

Avaya Release Management Service will keep your communications systems running at peak levels while enabling you to deploy your internal IT resources on more value-added projects. With Avaya Release Management Service, we attend to the software and firmware patches and related tasks for all your Avaya products, including underlying operating systems. This will allow you to focus your IT resources on core business activities while we help maintain your communications systems at optimum levels.

**ITIL-aligned maintenance and upgrades**

Designed around IT Infrastructure Library® (ITIL) standards, Avaya Release Management Service covers all Avaya product lines, including the underlying operating systems. This means Avaya will remotely perform all the tasks associated with proper maintenance and upgrades for your Avaya software and firmware, including:

- Monitoring software manufacturer releases for updates — for both Avaya products as well as other products in your communications environment.
- Analyzing software and firmware manufacturer’s release notes to understand the impact on your environment, including any potential conflicts with other applications.
• Providing a recommendation to you about whether the update is beneficial to your current operating environment.
• Creating a back-out plan so that before any work is performed, you can be confident that the last known “good” configuration is stored in case it is needed.
• Scheduling and implementing the software or firmware load.
• Testing the update to help ensure it performs as expected.

Avaya Release Management Service includes the installation of all software and firmware updates associated with your current application environment, including: bug fixes, patches and service packs, including any regular updates from the manufacturer in support of existing software to fix known issues. “In-release” software updates, such as “dot releases” or “minor releases.” Security updates typically originating from the operating system software manufacturer.

As part of Avaya Release Management Service and in an effort to minimize interoperability issues, we perform extensive testing on non-Avaya products that are likely to interact with new Avaya releases. But because it is impossible to test all non-Avaya products in the marketplace, we issue patches or service packs over time as interoperability issues are uncovered.

In addition, performance issues can arise as products evolve. To help maintain system availability and speed of service, Avaya creates service packs to address these issues. We also issue service packs when Avaya or an operating system manufacturer identify security issues relating to the products. These security service packs should be implemented immediately to address the risk of security breaches.

When code within operating systems, such as Microsoft Windows or Linux, is found to create problems with telephony solutions, the operating system manufacturers typically notify their partners, including Avaya, that a service pack fix is available. We contact you immediately, recommend that these operating system service packs be deployed as soon as possible, and with your agreement, implement and test the updates.

Who better to help maintain peak performance for your Avaya solutions than the professionals who design, deploy and optimize Avaya solutions every day?

J. AVAYA PRIVATE CLOUD SERVICES

Avaya Private Cloud Services provides you with a continuum of management support — from basic support tools all the way to total accountability — for managing multivendor communications solutions. We deliver globally consistent, IT Infrastructure Library® (ITIL)-aligned, multivendor managed services through two portfolios:

Communications Managed Services are our standard, repeatable and packaged offers that support unified communications, contact center, video and data networking. These ITIL-aligned offers can support various service levels, and you have the option to add on services that provide maximum availability and performance in your environment. Communications Managed Services are unique in the market because they include market-based pricing in core competencies, including unified communications, contact center, data, and telepresence and video collaboration. With prepackaged, market-ready, flexible offers and operational expense (Opex) models that can be mixed and matched within an enterprise deployment, Communications Managed Services can help you achieve long-term cost savings in terms of total cost of ownership.

Communications Outsourcing Solutions (COS) are based on our standard managed services above, but they can be customized to meet your most complex requirements. COS simplifies the operation of large, complex, multivendor environments and significantly reduces your organization’s pain points in the areas of resources, tools, solution performance and cost. For example, our COS clients can opt for custom service level agreements (SLAs) with remediation, billing, reporting or integration/eBonding. Many clients use COS as a vehicle to transform their environments over time to the latest technology. You can leverage a custom Opex model, inclusive of product and
services, which is geared to larger enterprises. Or we have expanded COS to include Communications Outsourcing Solutions Express, a standardized family of rate-carded private cloud offers designed for mid-size enterprises. Both enable you to avoid large capital expenditures that can be a barrier to upgrades.

Avaya Private Cloud Services leverages your organization’s current multi-vendor infrastructure investment while supporting your move to new technologies. In this way, we help you solve real business problems by making communications management as simple as it can be. Our proactive methodology leads to continuous service improvement, performance optimization and improved employee productivity.

K. HOW AVAYA PROFESSIONAL SERVICES CAN HELP YOUR BUSINESS

Avaya Professional Services
Avaya Professional Services helps organizations leverage technologies effectively to meet your business objectives. Our strategic and technical consulting services, as well as deployment and customization services, are focused on helping you accelerate business performance and deliver an improved customer experience. Whether you are deploying new solutions or optimizing existing capabilities, you can rely on 1,500 Avaya specialists in 37 countries, with over 1,000 industry certifications and an average of 15 to 20 years of experience. As one of the largest and most experienced organizations of its type, Avaya Professional Services executes more than 2,000 projects per month, focusing on three core areas:

Enablement services give you access to expertise and resources for planning and deploying Avaya solutions. The result is an approach that maximizes technology potential and exceeds your expectations by providing the greatest possible benefit for your investment.

Optimization services help you drive increased value and greater business results from your existing technology. Leveraging best practices, Avaya consultants and solution architects analyze your communications environment in the context of your business priorities and strategies, helping you develop a communications business case, expected results and technical considerations. This typically results in a road map from traditional digital communications to newer Session Initiation Protocol (SIP)-enabled technologies, avoiding costly rip-and-replace scenarios and leveraging existing investments.

Innovation services help your organization leverage communications to reach new levels of business potential and market competitiveness. Focused on leading technology and advanced services delivery, we offer a forward-thinking perspective to drive new business productivity, employee efficiency and superior levels of service. Our consultative approach and custom application services, from business planning through to execution and solution integration, creates alignment with your specific business objectives.

Through the experience gained in thousands of projects, and by following proven methodologies and best practices, we have achieved outstanding results for clients throughout the world: business growth, improved customer experience and network simplification. Avaya clients realize an average of 30 percent savings on operating costs through our services and associated enhancements.\(^1\)

\(^1\)Savings based on actual customer examples from Avaya SIP Transformation Services. Savings will vary based on specific customer network configurations.
About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya’s fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.