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End of Sale Notice – Update

Notification Date: September 16, 2015

Effective Date: September 16, 2015

Subject: Re-Introduction of Base Software Upgrade Codes for ERS 2500, ERS 3500, ERS 4000, ERS 5000 Series Products

Theatre/Region: Global/Federal

Summary

This bulletin update provides notice Avaya is intending to re-introduce Base Software Upgrade Codes for the ERS 2500, ERS 3500, ERS 4000, and ERS 5000 Series products. The Base Software Upgrade Codes are used to enable Customers to purchase Media Only Subscription Services (GW-level support), which provide Customers access to software updates. These Codes were previously announced for End of Sale (EoS) on June 8, 2015, and were removed from Avaya price lists. These Codes are to be re-introduced in the October price list and will be available for purchase at that time.

Avaya has published enhancement to the ERS Switch Lifetime Warranty, which now provides lifetime access to Software Updates, if and when available, for entitled products sold on or after July 1, 2015. For products sold prior to July 1, 2015, Customers can purchase GWxxxx Software Subscription Services for access to Software Updates, or any other enhanced Support Service that includes Software Updates. Additional information regarding the enhanced Lifetime Warranty Policy is available from the Avaya Sales and Partner Portal at the following link:

https://sales.avaya.com/documents/1399551772146

Mitigation Strategy

For Customers who purchase ERS 3500, ERS 4000, or ERS 5000 Series products on or after July 1, 2015, customers will be entitled to lifetime access to software updates, if and when they exist, as described by the updated Ethernet Switch Lifetime Warranty. It should be noted that the ERS 2500 Series products are no longer available for sale.

Customers with ERS 2500, ERS 3500, ERS 4000 or ERS 5000 Series products purchased prior to July 1, 2015 can purchase any of the enhanced Support Services (Gxxxxx), which provide access to software updates in their entitlement. Avaya will re-introduce the GWxxxxx Software Subscription Services support offers, which are intended to be available in the October price list.

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The Material Codes described below will be re-introduced. These codes had been previously announced for EoS in June, 2015.

Order Codes

Reintroduced Order Codes

Order Code	Description
AL2500SU1	Ethernet Routing Switch 2500 Base Software Upgrade - 12-month term. Must be purchased in conjunction with Support Service Order Code GW6300ASE, GW500ASE or GW6100ASE
GW6300ASE GW5300ASE GW6100ASE	ERS 2500 Software Release Subscription – Basic Codes for Express, Direct & Retail (US only)
AL3500SU1	Ethernet Routing Switch 3500 Base Software Upgrade - 12-month term. Must be purchased in conjunction with Support Service Order Code GW6300EL9, GW5300EL9 or GW6100EL9
GW6300EL9 GW5300EL9 GW6100EL9	ERS 3500 Software Release Subscription – Basic Codes for Express, Direct & Retail (US only)
AL4000SU1	Ethernet Routing Switch 4000 Base Software Upgrade - 12-month term. Must be purchased in conjunction with Support Service Order Code GW6300ASF, GW5300ASF or GW6100ASF
GW6300ASF GW5300ASF GW6100ASF	ERS 4000 Software Release Subscription – Basic Codes for Express, Direct & Retail (US only)
AL5000SU1	Ethernet Routing Switch 5500/5600 Base Software Upgrade - 12-month term. Must be purchased in conjunction with Support Service Order Code GW6300ASG, GW5300ASG or GW6100ASG
GW6300ASG GW5300ASF GW6100ASF	ERS 5500/5600 Software Release Subscription – Basic Codes for Express, Direct & Retail (US only)

Schedule

End of Sale Date (last day to order)***	NA
End of Manufacturer Support for SOFTWARE *	NA
End of Manufacturer Support for HARDWARE *	NA
Last day to purchase system expansions	NA
Last day to purchase a new Avaya services contract **	NA
Targeted End of Services Support	NA

Service and Warranty

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers. Additional information concerning Avaya Services can be found on the Services Offer Information Web site.

Renewals of existing Avaya service contracts covering this product will be allowed until further notice.

Additional Information

Avaya website:
http://www.avaya.com

Avaya End-of-Sale Notices:
http://support.avaya.com

Avaya Product Lifecycle Policy:
http://support.avaya.com/css/P8/documents/100081098