

Services Support Notice Date:
September 1, 2016

Product Name: Avaya

Support Services Lifecycle Change Notice

Support Services Lifecycle change:

As announced in March 2016, Avaya is making a change to its Support Services Lifecycle Policy. The goal of the policy change is to evolve our Support Lifecycle Policy to accommodate the Digital World and to allow Avaya customers and Authorized Channel Partners better transparency and predictability for planning the supportability of their Avaya products and purchasing new systems or upgrades.

The previous Support Services Lifecycle Policy did not adequately care for the software centric solutions of today's market and no support option existed after End of Services Support, meaning no remote technical, parts or onsite support was available. The new policy allows customers a few additional support options for more flexibility as they begin planning the move to the digital world.

Please note: The Avaya Support Services Lifecycle Policy applies to all Avaya products (software and hardware) and that Avaya, at its discretion, may make availability of support according to the Services Lifecycle Policy vary by product. Customers should refer to the [Avaya Product Lifecycle Matrix](#) for detailed information on their particular product.

Effective Date: The new Support Services Lifecycle Policy is effective March, 2016

Summary of Change:

With the new policy, for eligible products, Avaya has introduced two new lifecycle support phases that will extend past the previous End of Services Support phase. These two new phases are called Remote Only Support and Indefinite Access phases.

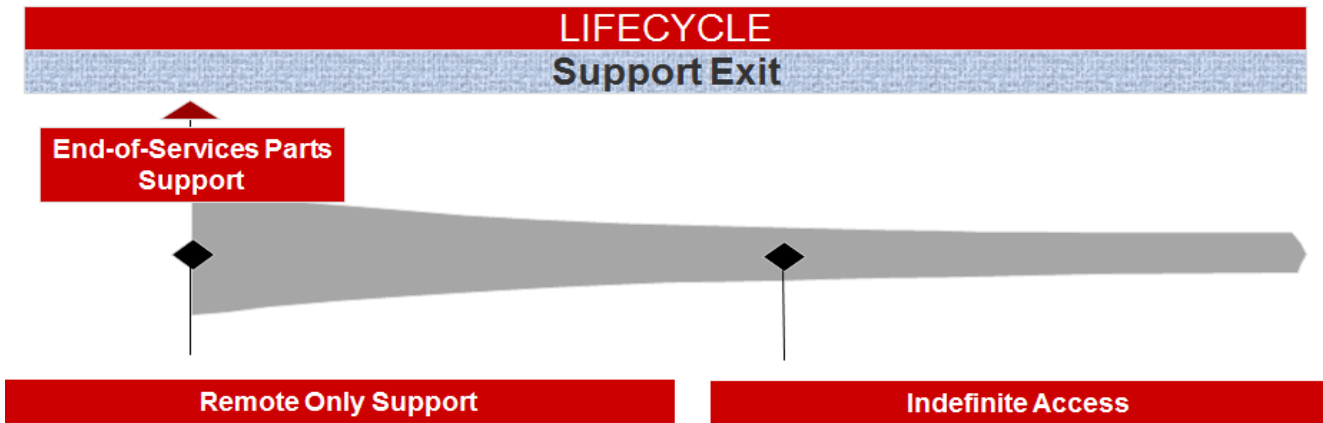
For eligible products, the **Remote Only Support** phase includes access to Remote Technical Support and Avaya Intellectual Property through the Avaya Support Website. If available, Parts and Onsite support may be purchased through Per Incident Support (also known as Time and Material). This includes coverage options such as Utility Remote Only, Software Support, Support Advantage Preferred, and Heritage Nortel GE/GU offers.

After the Remote Only Support phase, eligible products may enter the newly added **Indefinite Access** phase. Indefinite access will allow a customer the ability to access Avaya Intellectual Property through the Avaya Support Website and the ability to purchase remote and onsite technical support through Per Incident Support. Parts will not be available for purchase during this Lifecycle Phase.

Steps To Be Taken As a Result of this Lifecycle Support Policy Change:

Actions:

- Customers are encouraged to review the new Support Services Lifecycle Policy. [Avaya Product Lifecycle Policy](#)
- Customers should also reference the [Avaya Product Lifecycle Matrix](#) to determine supportability of their Avaya products.
- Customers are encouraged to sign up to receive Avaya Services Support Notices through the Avaya Support Website: [Avaya CXP Portal](#)
- Customers receiving this notification are directed to consult their Avaya Account Representative or an Avaya Authorized Partner to discuss next steps in order to upgrade the existing product to meet your unique needs. Avaya has a range of options to help you evolve your legacy infrastructure to a software-based, open, mobile, extensible and fully integrated enterprise. Your current Avaya solution has provided years of highly reliable service; however you may be missing out on key advancements. The new Avaya solutions offer significant enhancements for business efficiency, employee productivity and overall service continuity. We encourage you to make the move to the digital world by taking advantage of current Avaya Aura® and Avaya IP Office™ promotions and incentives designed to make your upgrade more affordable.



For More Information:

Avaya Product Lifecycle Policy: [Avaya Product Lifecycle Policy](#)

Avaya Product Lifecycle Matrix: [Avaya Product Lifecycle Matrix](#)

Avaya Product Support A-Z: [Avaya Product Support A-Z](#)