Services Support Notice: 3/31/2017	**Secure Access Link (SAL) Concentrators for Avaya business partners, and associated material codes**

End of Services Support Notice

Product(s) moving to End of Services Support Status:	In accordance with Avaya's product lifecycle policy, all current (as of the date of this notice) SAL remote access and alarm/core concentrators for Avaya business partners, and associated material codes, are moving to End-of-Services-Support. These SAL Concentrators support SAL Gateway release 2.x.
End of New Contract & Renewals - Effective Date:	Dec 31, 2017
End Of Service Support - Effective Date:	Dec 31, 2018*
Steps To Be Taken As a Result of this EOSS Notification :	**Actions:** • Business partners who have their own premise SAL remote access concentrator must migrate to the SAL 3.0 Remote Access Hosted Concentrator that will be available at the end of CY 2017. • Business partners who are using the current SAL 2.x Remote Access Hosted Concentrator must also migrate to the SAL 3.0 Remote Access Hosted Concentrator. • There are currently no plans to replace the premise SAL alarm/core concentrator. • Migrating to the SAL 3.0 Remote Access Hosted Concentrator requires the SAL Gateways to also be upgraded to release 3.0 (see PSN004962u for gateway details). ** Avaya Services may revise the End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices on **https://support.avaya.com** for final information on product supportability.*
Comments / Summary:	The premise concentrators will be supported through the EOSS effective date – Dec 31, 2018 – for business partners who have a support contract on those concentrators. The SAL Hosted Concentrator will be supported through the EOSS effective date – Dec 31, 2018.

	Material Codes	Description
Product Migration Path:		An onboarding process for the new SAL 3.0 Remote Access Hosted Concentrator will be provided. See PSN004962u for SAL Gateway upgrade details.

Product Migration Path: An onboarding process for the new SAL 3.0 Remote Access Hosted Concentrator will be provided. See PSN004962u for SAL Gateway upgrade details.

List of Impacted Product Material Codes	Material Codes	Description
	227270	OBSLT SAL REM ACC CNCNTRTR SRVR R1.x (there shouldn't be any of these left in the field)
	227271	OBSLT SAL CORE CNCNTRTR SRVR R1.x (there shouldn't be any of these left in the field)
	273120	SAL REM ACC CONCENTRATOR SRVR R2.x
	273121	SAL CORE CONCENTRATOR SRVR R2.x

For More Information on Product Status:

Lifecycle Summary Matrix

Summary of Extended Support Status – Effective until End of Services Support Date:

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support." Extended Support will continue to provide the same maintenance services with the following exceptions: At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer. In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available. For more information on Avaya Extended Support click here

Product Life Cycle Policy