



End of Sale Notice

Notification Date: 12-February-2019

Effective Date: 30-September-2019

Subject: End of Sale – IP Office Contact Center

Theatre/Region: Global

Summary

Effective 30-September-2019 Avaya will no longer sell IP Office Contact Center (IPOCC). For IPOCC customers, Avaya now offers migration to Avaya Contact Center Select (ACCS)/Avaya Call Reporting (ACR).

What will no longer be available after 30-September-2019:

- Sale of new IP Office Contact Center software licenses to new customers

What will be available after 30-September-2019:

- Sale of add on licenses to existing IPOCC customers up to 30-September-2020

Discontinued Order Codes and Migration Strategy

Discontinued Codes – On Premise

Material Code	Description
382797	IP OFFICE R10 IPOCC BASE IP500 V2 UPGRADE LIC:DS
383133	IP OFFICE R10 IPOCC BASE SERVER EDITION UPGRADE LIC:DS
383138	IP OFFICE R10 IPOCC BASE SERVER EDITION LIC:DS
383139	IP OFFICE R10 IPOCC BASE IP500 V2 TO SERVER ED LIC:DS
383570	IP OFFICE R10 IPOCC BASE IP500 V2 LIC:DS
383571	IP OFFICE R10 IPOCC MULTI CHANNEL AGT LIC:DS
383572	IP OFFICE R10 IPOCC SUPERVISOR LIC:DS
383573	IP OFFICE R10 IPOCC VOICE AGENT LIC:DS
383574	IP OFFICE R10 IPOCC WALLBOARD USER LIC:DS
383578	IP OFFICE R10 MIGRATION IPOCC BASE SERVER EDITION LIC:DS
383579	IP OFFICE R10 MIGRATION IPOCC BASE IP500 V2 LIC:DS
383580	IP OFFICE R10 MIGRATION IPOCC SUPERVISOR LIC:DS
383581	IP OFFICE R10 MIGRATION IPOCC VOICE AGENT LIC:DS
383712	IP OFFICE MIG R9+ IP OFFICE CONTACT CENTER WALLBOARD USER LIC:DS
385518	IP OFFICE R10 IPOCC BASE SERVER EDITION UPGRADE ENTITLE LIC:DS
385519	IP OFFICE R10 IPOCC BASE IP500 V2 UPGRADE ENTITLE LIC:DS
385720	IP OFFICE R10 IPOCC MULTI CHANNEL AGT UPGRADE ENTITLE LIC:DS
385721	IP OFFICE R10 IPOCC SUPERVISOR UPGRADE ENTITLE LIC:DS
385722	IP OFFICE R10 IPOCC VOICE AGENT UPGRADE ENTITLE LIC:DS
385723	IP OFFICE R10 IPOCC WALLBOARD USER UPGRADE ENTITLE LIC:DS
385724	IPO R10 IPOCC CHROME VOICE AGENT NAR UPGRADE ENTITLE LIC:DS,CU,SR
385725	IPO R10 IPOCC CHROME SUPERVISOR NAR UPGRADE ENTITLE LIC:DS,CU,SR
386089	IP OFFICE R10 IPOCC CHROME VOICE AGENT NAR UPGRADE LIC:DS,CU,SR
386150	IP OFFICE R10 IPOCC CHROME SUPERVISOR NAR UPGRADE LIC:DS,CU,SR
386177	IP OFFICE R10 IPOCC MULTI CHANNEL AGENT UPGRADE LIC:DS
386178	IP OFFICE R10 IPOCC SUPERVISOR UPGRADE LIC:DS
386179	IP OFFICE R10 IPOCC VOICE AGENT UPGRADE LIC:DS
386180	IP OFFICE R10 IPOCC WALLBOARD USER UPGRADE LIC:DS



Material Code	Description
308392	IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE SERVER EDITION LIC:DS
308393	IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 TO SE LIC:DS
308394	IP OFFICE R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 LIC:DS
308395	IP OFFICE R9+ IP OFFICE CONTACT CENTER MULTI CHANNEL AGENT LIC:DS
308395	IP OFFICE R9+ IP OFFICE CONTACT CENTER MULTI CHANNEL AGENT LIC:DS
308396	IP OFFICE R9+ SELECT IPO CONTACT CENTER MULTI CHANNEL AGENT LIC:DS
308397	IP OFFICE R9+ IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS
339498	IP OFFICE R9+ SELECT IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS
339499	IP OFFICE R9+ IP OFFICE CONTACT CENTER VOICE AGENT LIC:DS
339550	IP OFFICE R9+ SELECT IPO CONTACT CENTER VOICE AGENT LIC:DS
339552	IP OFFICE R9+ SELECT IPO CONTACT CENTER BASE SERVER EDITION LIC:DS
339553	IP OFFICE R9+ IPO CONTACT CENTER IP500 V2 TO SE SELECT LIC:DS
380171	IPOFFICE MIG R9+ IP OFFICE CONTACT CENTER BASE SRVR EDITION LIC:DS
380172	IP OFFICE MIG R9+ IP OFFICE CONTACT CENTER BASE IP500 V2 LIC:DS
380173	IP OFFICE MIGRATION R9+ IP OFFICE CONTACT CENTER SUPERVISOR LIC:DS
380174	IP OFFICE MIGRATION R9+ IP OFFICE CONTACT CENTER VCE AGENT LIC:DS
380801	IP OFFICE R9+ IP OFFICE FOR CONTACT CENTER WALLBOARD USER LIC:DS
308411	IP OFFICE MIG R10 IP OFFICE CONTACT CENTER WALLBOARD USER LIC:DS
386370	IPO IPOCC AGT CHROME R1 GOOGLE CMC UPG NAR /E LIC:DS,SR
386371	IPO IPOCC AGT CHROME R1 GOOGLE CMC UPG ENTL NAR /E LIC:DS,SR
393020	IP OFFICE CONTACT CENTER DEMO SOFTWARE LICENCE BUNDLE LIC:DS
396170	IP OFFICE CONTACT CENTER R10 DEMO ADD VOICE AGENT 1 LIC:DS
396171	IP OFFICE CONTACT CENTER R10 DEMO ADD SUPERVISOR 1 LIC:DS
396172	IP OFFICE CONTACT CENTER R10 DEMO ADD MULTCH AGT 1 LIC:DS
396173	IP OFFICE CONTACT CENTER R10 DEMO ADD WALLBOARD 1 LIC:DS

Discontinued Codes – Powered by

Material Code	Description
385826	POWERED IPOCC VOICE AGENT SUBSCRIPTION /S
385827	POWERED IPOCC MULTI-CHANNEL AGENT SUBSCRIPTION /S
385828	POWERED IPOCC SUPERVISOR AGENT SUBSCRIPTION /S
385833	POWERED IPOCC VOICE AGENT SUBSCRIPTION TRIAL /S
385834	POWERED IPOCC MULTI-CHANNEL AGENT SUBSCRIPTION TRIAL /S
385835	POWERED IPOCC SUPERVISOR AGENT SUBSCRIPTION TRIAL /S
385850	POWERED IPOCC VOICE AGENT SUBSCRIPTION
385851	POWERED IPOCC MULTI-CHANNEL AGENT SUBSCRIPTION
385852	POWERED IPOCC SUPERVISOR AGENT SUBSCRIPTION
385862	POWERED IPOCC VOICE AGENT SUBSCRIPTION TRIAL
385863	POWERED IPOCC MULTI-CHANNEL AGENT SUBSCRIPTION TRIAL
385864	POWERED IPOCC SUPERVISOR AGENT SUBSCRIPTION TRIAL
389032	POWERED IPOCC SUBSCRIPTION OFFER
397611	POWERED IPOCC WALLBOARD SUBSCRIPTION /S LIC:CU
397612	POWERED IPOCC WALLBOARD SUBSCRIPTION TRIAL /S LIC:CU
397614	POWERED IPOCC WALLBOARD SUBSCRIPTION
397615	POWERED IPOCC WALLBOARD SUBSCRIPTION TRIAL
397613	POWERED WHOLESALE IPOCC WALLBOARD SUBSCRIPTION /S LIC:CU
394100	POWERED WHOLESALE IPOCC VOICE AGENT SUBSCRIPTION
394101	POWERED WHOLESALE IPOCC MULTI-CHANNEL AGENT SUBSCRIPTION



Material Code	Description
394102	POWERED WHOLESALE IPOCC SUPERVISOR AGENT SUBSCRIPTION
394104	POWERED WHOLESALE IPOCC WALLBOARD SUBSCRIPTION
318647	IPO CONTACT CENTER PARTNER HOSTED VOICE USER SUBSCRIPTION
318648	IPO CONTACT CENTER CLOUD PARTNER HOSTED MULTI MEDIA USER SUBSCRIPTION
318649	IPO CONTACT CENTER CLOUD PARTNER HOSTED SUPERVISOR USER SUBSCRIPTION

Migration Strategy

Avaya now offers migration from IP Office Contact Center to Avaya Contact Center Select (ACCS)/Avaya Call Reporting (ACR) based on the features and functionality currently used by the customers in IPOCC.

Schedule

End of Sale Date	30-September-2019
End of Manufacturer Support for Software*	30-September-2020
Targeted End of Services Parts Support	30-September-2023

* Per Avaya Product Lifecycle Policy

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

Promotional Offer

On-Premise

- Avaya will be offering ACCS ASIPP offer, for existing IPOCC customers, to migrate "like-for-like" at 100% discount with current IPOSS contract (effective with ACCS 7.1 release).
- Customers not covered under IPOSS can migrate to ACCS at 50% discount (effective with ACCS 7.1 release)



- A 50% discount will be provided to customers migrating from IPOCC to Avaya Call Reporting (ACR). More details will be included as part of ACR 3.5 release.

Powered by

- Existing Powered by customers with IPOCC will get like-for-like ACCS or ACR licenses at their current/new price, whichever is lower
- Customers migrating from on-premise IPOCC to Powered by ACCS would be eligible for L2G (Loyalty2Gether) promotion discounts on the Powered by ACCS licenses

Manufacturer Support for Software

Includes the following (subject to contract terms and conditions):

- Technical Support – Includes Tiers I – IV
- Bug Fix (New) – New corrections to Software Defects delivered via Patch, Service Pack or Feature Pack as needed, according to the provisions stated in Avaya Product Lifecycle Policy. Customers may require the latest available Software Patch, Service Pack or Feature Pack for the Product as part of troubleshooting efforts.
- Bug Fix (Existing) – Application of already available Bug Fixes.

For more details please refer to Avaya Product Lifecycle Policy.

IPOCC End of Sale FAQs

For FAQs, please refer to the Appendix on the next page.

Avaya website

<http://www.avaya.com>

Avaya End-of-Sale Notices

<http://support.avaya.com>

Avaya Product Lifecycle Policy

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com> >> Policies and Legal >> Warranty & Product Lifecycle >> Avaya Product Lifecycle Policy



APPENDIX

IP Office Contact Center End of Sale FAQs

- Q1. Will licenses be sold to new customers after the announcement of IPOCC end of sale?**
A1. Licenses to new customers will be sold after the announcement of end of sale up to September 30, 2019, the effective end of sale date.
- Q2. Will licenses be sold to new customers after September 30, 2019, the effective end of sale date?**
A2. No, license to new customers will not be sold after September 30, 2019, the effective end of sale date.
- Q3. Can existing IPOCC customers buy add-on licenses on their existing deployments? If so, up to what date?**
A3. Yes, the add on licenses will be sold through the "End of Manufacturer Support for Software" period up to September 30, 2020.
- Q4. Do customers receive maintenance support services after the effective end of sale date?**
A4. Yes, customers under active service contracts will receive support services after the effective end of sale date.
- Q5. Are there any alternative solutions to which IPOCC customers can migrate to?**
A5. For customers having IPOCC deployments, Avaya is offering migration to Avaya Contact Select (ACCS)/Avaya Call Reporting (ACR)
- Q6. Is there any discount offered to customers migrating from IPOCC to ACCS or ACR?**
A6. Avaya will be offering ACCS ASIPP offer, for existing IPOCC customers, to migrate "like-for-like" at 100% discount with current IPOSS contract (effective with ACCS 7.1 release)

Customers not covered under IPOSS can migrate to ACCS at 50% discount (effective with ACCS 7.1 release).

A 50% discount will be provided to customers migrating from IPOCC to Avaya Call Reporting (ACR). More details will be included as part of ACR 3.5 release

Customers migrating from on-premise IPOCC to Powered by ACCS would be eligible for L2G (Loyalty2Gether) promotion discounts on the Powered by ACCS licenses

Existing Powered by customers with IPOCC will get like-for-like ACCS or ACR licenses at their current/new price, whichever is lower

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