



End of Sale Notice (Amendment)

Notification Date: 01-May-2020

Effective Date: 14-December-2020

Subject: End of Sale – Avaya Aura Messaging

Theatre/Region: Global

Revision History

Revision Date	Reason for change
10-Apr-2019	Original version for publication.
5-Sep-2019	Allow for server inventory depletion
11-Sep-2019	Updated Services EOS dates
01-May-2020	Updated Services EOS dates

Summary

Effective **Dec 14, 2020**, Avaya will no longer sell (make commercially available) new Avaya Aura Messaging systems deployed on turnkey physical server, AVP, Customer-provided VM's, or Software only downloads across all releases up to and including all Release 7.x

This change is a result of Avaya's messaging strategy to be condensed to one messaging platform offer across all market segments.

Discontinued Order Codes and Migration Strategy

MATCODE	TYPE	DESCRIPTION
700512619	Media	MESSAGING R7.0 STANDARD CAPACITY DVD
700512620	Media	MESSAGING R7.0 HIGH CAPACITY DVD
700512621	Media	MESSAGING R7.0 VIRTUAL APPLICATION DVD
244925	Software License	MESSAGING ONE X SEAT TRACKING ROYALTY LIC:CU
390040	Software License	MESSAGING R7.X 1 APPLICATION PLUS STORAGE LIC:DS
390041	Software License	MESSAGING R7.X APPLICATION LIC:DS
390042	Software License	MESSAGING R7.X STORAGE LIC:DS
390043	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM NEW LIC:NU
390044	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM ADD LIC:NU
390045	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM MIGRATION LIC:NU
390046	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM PM PROGRAM LIC:NU
390047	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM MMIP LIC:NU
390048	Software License	MESSAGING R7.X 1 SEAT MAINSTREAM MOVE LIC:NU



390049	Software License	MESSAGING R7.X MAINSTREAM AVAYA SFTW INVEST PROT POL LIC:NU
390050	Software License	MESSAGING R7.X BASIC TO MAINSTREAM UPLIFT LIC:NU
390051	Software License	MESSAGING R7.X 1 SEAT BASIC NEW LIC:NU
390052	Software License	MESSAGING R7.X 1 SEAT BASIC ADD LIC:NU
390053	Software License	MESSAGING R7.X 1 SEAT BASIC MMIP LIC:NU
390054	Software License	MESSAGING R7.X BASIC AVAYA SOFTWARE INVEST PROT POL LIC:NU
390055	Software License	MESSAGING R7.X BASIC AVAYA SFTW INVEST PROT POL SRS LIC:NU
390056	Software License	MESSAGING R7.X 1 SEAT BASIC MOVE WITH UPGRADE LIC:NU
390057	Software License	MESSAGING R7.X MAINSTREAM AV SFTW INVEST PROT POL SRS LIC:NU
390058	Software License	MESSAGING R7.X MAINSTREAM ASIPP NON CURRENT MM LIC:NU
390059	Software License	MESSAGING R7.X MAINSTREAM ASIPP NON CURRENT CP LIC:NU
390062	Software License	MESSAGING R7.X 1 SEAT SURVIVABLE NEW LIC:NU
390063	Software License	MESSAGING R7.X 1 SEAT SURVIVABLE PM PROGRAM LIC:NU
390065	Software License	MESSAGING R7.X VIRTUAL PLATFORM SOLUTION TRACKING
390066	Software License	MESSAGING R7.X VIRTUAL PLATFORM SOLUTION MIGRATION TRACKING
390067	Software License	MESSAGING R7.X VIRTUAL PLATFORM SOLUTION UPGRADE TRACKING
390068	Software License	MESSAGING R7.X VIRTUAL APPLIANCE SYSTEM LIC:DS
390070	Software License	MESSAGING R7.X MS EXCHANGE SEAT TRACKING LIC:CU
390072	Software License	MESSAGING BASIC UPGRADE TO R7 ENTITLED LIC:NU
390073	Software License	MESSAGING BASIC UPGRADE TO R7 LIC:NU
390074	Software License	MESSAGING MAINSTREAM UPGRADE TO R7 ENTITLED LIC:NU
390075	Software License	MESSAGING MAINSTREAM UPGRADE TO R7 LIC:NU
392220	Software License	MESSAGING R7.X 1 SEAT SURVIVABLE ADD LIC:NU
392221	Software License	MESSAGING R7.X 1 SEAT SURVIVABLE UPGRADE LIC:NU
396168	Software License	MESSAGING R7.X 1 SEAT BASIC PM PROGRAM LIC:NU

System Expansion post-End of Sale

New system sales will end on the date indicated, however, for AAM 7.1, the capacity of installed systems may be increased based on the continued availability of order codes for any System Expansions until June 8, 2021.

Upgrade Strategy

Existing AAM customers not currently on the latest release can continue to upgrade to AAM 7.1.x until June 8, 2021. Service pack upgrades will be available twice annually until Jun 8, 2022.

Migration Strategy

Avaya now offers the following alternative solution: Avaya IX™ Messaging (Formally: OfficeLinx). Avaya IX™ Messaging introduces numerous enhancements and new capabilities including:

- Traditional Voicemail



- Unified Messaging
- Extensive Collaboration
- Greater Feature Flexibility
- Increased Scaling
- Voicemail & UM HA Resiliency
- Geo-Redundancy

AAM Migration Path to IX Messaging (Officelinx)

- Suite Licensing
 - Avaya Aura R8 now provides entitlement to Officelinx Licenses
 - Existing Aura / AAM customers with UA migrate licenses to Officelinx free of charge
- A-la-Carte Licensing
 - Existing AAM customers with UA migrate licenses to Officelinx free of charge
- ASIPP Pricing
 - Existing AAM customers without UA within or outside Aura Suites are offered 80% discount pricing to protect their existing investments.
- User Experience
 - Officelinx to provide an AAM-like Telephony User Interface (TUI) March 2019 to maintain end user experience after migration.
 - This reduces issues during users transitioning to Officelinx and reduces support tickets into the enterprise IT group.
- Data Migration
 - Provision R19.1 (Apr 29, 2019) tool supports AAM mailbox migration for user, greetings, messages to Officelinx.

Schedule

End of Sale for NEW systems	Dec 14, 2020
End of Sale for Upgrades & Additions (no change)	June 14, 2021
End of Manufacture Software Support (no change)	June 14, 2022
End of Manufacture Hardware Support (no change)	June 14, 2024
End of Services Parts Support (no change)	June 14, 2026
Indefinite Access (no change)	June 14, 2028
End of Services Support	TBD

***Avaya Services may revise the Target 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 for final information on product supportability.*

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:

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

or

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