



Dear Customer,

We are in the process of issuing your temporary licenses. We are happy to offer you these licenses on a complimentary basis for a fixed period of 90 days so you can quickly transition to a work-from-home model, efficiently respond to customers, and support business continuity in the short term.

Notwithstanding your Agreementⁱ or Avaya's Global Software Licence Terms, Avaya is granting you these temporary licenses for 90 days only with the limited support Services set out in your proposal. The temporary 90-day license term will start upon activation by Avaya ("Initial Term"). At the end of the 90-day temporary license term, the licenses will expire. In the event any additional temporary licenses are needed and granted, those licenses shall also expire at the end of the Initial Term. Customers or Avaya Partners whose customer decides to keep the fixed term licenses permanently or on a subscription basis must notify Avaya at least 3 weeks before the end of the temporary 90-day license period. Avaya will provide a license price for the perpetual or subscription licenses and you must issue an order for the licence price stated in Avaya's offer prior to the end of the 90-day license period. Avaya Partners must ensure that the terms set out in this paragraph are provided the End User.

While using the temporary licenses you will still have access to the same robust features you rely on in your onsite work environment.

- Service incoming and outgoing calls;
- Change work states;
- Manage UI controls; and more.

It is critical to note that these are temporary licenses being deployed instead of your current production licenses. As a result, Avaya highly recommends that you restore the production licenses before the end of the 90-day period as set out above. If you do not restore your production licenses before they expire, your system performance may be limited until you either re-install your onsite licenses or purchase the perpetual or subscription remote licenses set out above.

If you have a support contract directly with Avaya please reach out to us to assist your restoration of the existing licenses. If you have a support contract with an Avaya business partner, please contact them for support.

We strongly advise you to reach out to an Avaya representative to discuss your long term set up beyond the current crisis and your platform readiness to cater for remote working, peaks and business fluctuations.

By using the temporary licenses, you acknowledge the above.

Now more than ever, we appreciate your trust in Avaya, and we stand ready to support you in any way we can.

Sincerely yours,

The Avaya Team

ⁱ Agreement means i) if you are a direct customer of Avaya, your signed Customer Agreement; ii) if you are an Avaya Distributer, your Distributer Agreement signed with Avaya; iii) if you are a Direct Partner of Avaya, your Direct Partner Agreement signed with Avaya; or if you are the customer of an Avaya Direct Partner or Reseller, your agreement signed with that Direct Partner or Reseller.