



# COVID Temporary License Extension Requests Policy

May 2020

# Key Policy Considerations

- *Policy guidelines vary by the type and release of the license the customer received on a temporary basis*

<p>If a customer needs to use the license after the temp license expiration:</p>	<ul style="list-style-type: none"><li>• A booked order for the additional licenses and any applicable system upgrade MUST be provided to Avaya prior to temp license extensions; No exceptions on extending temp licenses if no order is provided.</li><li>• For upgrade scenarios, a booked order for the upgrade must exist, with an associated Opportunity number. The actual system upgrade does not need to be completed.</li><li>• Sales teams should position IX Subscription as the ultimate solution for the customer.</li></ul>
<p>If a customer does not want to purchase the temporary licenses:</p>	<ul style="list-style-type: none"><li>• Customer must revert their system back to the original license file prior to the temp licenses expiration date. Otherwise their system will start generating errors, and system performance will be reduced.</li></ul>

# one-X Agent Licenses

- COVID Offer: one-X Agent temp licenses are available through the **CC Remote Agent COVID offer**

**Customers can extend these licenses only if the following is provided prior to Temp License expiration**

## Preferred Option

- A booked order for the full IX CC Subscription offer as the permanent solution.
- Customer orders the COVID19 IX Subscription Remote Contact Center Worker offer (6 month or 1 year term). This offer can be combined with other Subscription or Perpetual licenses.
  - COVID Subscription offer cannot be renewed and does not provide for 20% stretch allowance

## Alternate Option

- A booked order for the one-X Agent license capacity as a perpetual license.
- These licenses can be deployed on a CM R5, Avaya Aura® R6, 7 or 8 system.
- If deploying with a CM version listed above that is End of Manufacturer Support (EoMS)
  - The EoMS system is not officially supported. Any issues found will only be addressed on current Aura releases
  - There must be an upgrade plan

# R5 CM, CC, AES

- Options for Expiring Temporary licenses for these applications, that were issued due to COVID scenarios
  - **UC Remote Worker offer:** Customers leveraged existing, or requested temporary licenses for Avaya One-X Communicator or EC500 Licenses
  - Customer needed **temporary additional capacity** for Aura®/CM, oneX Attendant, CC Elite, AES DMCC/TSAPI

Customers can extend these licenses for 90 days only if the following is provided prior to Temp License expiration

- Purchases of R5 additional licenses are not allowed
- Physical upgrade to Aura 8 does not need to occur during the 90 days of temp licenses

## Preferred Option

- A booked order for IX Subscription with an upgrade to R8. HW and APS orders are not required in order to extend the temp license.
- Fixed Quantity Commitment must be equal or greater than the current capacity with Temporaries. Subscription order must be for all licenses, including additional capacity requirements.

## Alternate Option

- A booked order for an upgrade to R8, perpetual licenses. HW and APS orders are not required in order to extend the temp license.
- Perpetual licenses must be for all licenses, including additional capacity requirements.

# R6 Aura, CC, AES

- Options for Expiring Temporary licenses for these applications, that were issued due to COVID scenarios
  - **UC Remote Worker offer:** Customers leveraged existing, or requested temporary licenses for Avaya One-X Communicator or EC500 Licenses
  - Customer needed **temporary additional capacity** for Aura®/CM, oneX Attendant, CC Elite, AES DMCC/TSAPI

## Customers can extend these licenses for 180 days only if the following is provided prior to Temp License expiration

- Physical upgrade to Aura 8 does not need to occur during the 90 days of temp licenses
- The Communication Manager system must be at CM 6.3.118 load 141 prior to temp license expiration
  - Purchases of R6 additional licenses are not allowed

### Preferred Option

- A booked order for IX Subscription with an upgrade to R8. HW and APS orders are not required in order to extend the temp license.
- Fixed Quantity Commitment must be equal or greater than the current capacity with Temporaries. Subscription order must be for all licenses, including additional capacity requirements.
- Customers may also add Agent Desktop Client entitlements (oneX Agent or Avaya Agent for Desktop) at this time, with the commitment of moving to Subscription.

### Alternate Option

- A booked order for an upgrade to R8, perpetual licenses. HW and APS orders are not required in order to extend the temp license.
- Elite R6 only may be purchased if the system is at CM 6.3.118 load 141
- Perpetual licenses must be for all licenses, including additional capacity requirements.

# R7 Aura, CC, AES

- Options for Expiring Temporary licenses for these applications, that were issued due to COVID scenarios
  - **90-day Power Licenses** available for customers requiring additional Equinox Conferencing capacity as a result of moving staff to work from home.
  - **UC Remote Worker offer:** Customers leveraged existing, or requested temporary, licenses for Avaya One-X Communicator or EC500 Licenses
  - Customer needed **temporary additional capacity** for Aura<sup>®</sup>/CM, oneX Attendant, CC Elite, AES DMCC/TSAPI

## Customers can extend these licenses for 180 days only if the following is provided prior to Temp License expiration

- Physical upgrade to Aura 8 does not need to occur during the 90 days of temp licenses

### Preferred Option

- A booked order for IX Subscription at R7 OR with an upgrade to R8. HW and APS orders are not required in order to extend the temp license.
- Fixed Quantity Commitment must be equal or greater than the current capacity with Temporaries.
- R7 IX Subscription are provisioned for 20% overage for any future growth requirements .

### Alternate Option

- A booked order for the R7 perpetual license capacity must be placed and deployed before temporaries expire.

# R8 Aura, CC, AES

- Options for Expiring Temporary licenses for these applications, that were issued due to COVID scenarios
  - **90-day Power Licenses** available for customers requiring additional Equinox Conferencing capacity as a result of moving staff to work from home.
  - **UC Remote Worker offer:** Customers leveraged existing, or requested temporary, licenses for Avaya One-X Communicator or EC500 Licenses
  - Customer needed **temporary additional capacity** for Aura®/CM, oneX Attendant, CC Elite, AES DMCC/TSAPI

**Customers can extend these licenses for 180 days only if the following is provided prior to Temp License expiration**

## Preferred Option

- A booked order for IX Subscription. HW and APS orders are not required in order to extend the temp license.
- Fixed Quantity Commitment must be equal or greater than the current capacity with Temporaries
- R8 IX Subscription is provisioned for 20% overage for any future growth requirements.

## Alternate Option

- A booked order for the R8 perpetual license capacity must be placed and deployed before temporaries expire.

# If customer does not want to purchase temp licenses, what happens if permanent licenses are not restored before the temp licenses expire?

Application	30 Day Grace Period (post Temp. License Expiry Date)	Post 30 Day Grace Period
CM UC users	Licenses and functionality will continue to work, however the system will go into License Error Mode, generating errors to the System Administrator	<ul style="list-style-type: none"> <li>Administration on CM is blocked (Adds, Moves, changes would not be allowed)</li> <li>Some Maintenance Commands are blocked</li> </ul>
AES All interfaces TSAPI, DMCC, TR87		All API calls (eg Make Call , Monitor Device, Register Extension etc) will be rejected.
CC Elite		Contact Center Agent logins are blocked <i>Example: Existing Perpetual capacity of 100 agent licenses with an additional 20 temporary licenses, enabled 120 agents to login            When the temporary licenses expire, all agent logins are blocked until the original license file is applied which will enable only the original 100 Perpetual agents to login</i>
One-X Agent		Contact Center Agent logins are blocked – including one-X Agent login