



End of Sale Notice

Notification Date: 15-Dec-2020

Revision Date: NA

Effective Date: 15-Feb-2021

Subject: Avaya Breeze 3.6

Theatre/Region: All Regions

Revision History

| Revision Date | Reason for change |
|---------------|----------------------|
| 15-Dec-2020 | Initial notification |

Summary

To ensure customers are always running the latest supported version, Avaya customers are strongly encouraged to upgrade to the latest dot release within the major release for bug fix support. Per the Avaya Product Lifecycle Policy, bug fixes are only applied to the latest dot release within a major release. (<https://downloads.avaya.com/css/P8/documents/100081098>)

To help clarify this for the field we are doing a formal End of Sale for Avaya Breeze 3.6 so that the support site and lifecycle matrix is updated.

Effective 15-Feb-2021 Avaya will no longer sell, make commercially available and no longer provide Support for Avaya Breeze 3.6 per the schedule listed below.

Aura R7 JITC customers that use Breeze 3.6 will follow the Aura R7 JITC end of sale and support schedule and will go EoMS September 10, 2021 with Aura R7.

Discontinued Order Codes and Migration Strategy

Discontinued Codes

| Material Code | Description |
|---------------|------------------------------------|
| 700514510 | BREEZE R3.6 INSTANCE MEDIA DVD OVA |

System Expansion post-End of Sale

New system sales will end on the date indicated below. After the End of Sale date, no system expansions will be supported for this release.

Migration Strategy

Avaya Breeze 3.6 customers should upgrade to the latest dot release for bug fix support. Avaya will provide bug fixes for the most current supported release of Breeze (currently Breeze 3.7 and 3.8) per the Avaya Product Lifecycle Policy.



Upgrades within the Major release (3.x to 3.7 or 3.8) are free for Avaya Breeze. You will need to ensure that you have the appropriate version of System Manager per the Avaya Breeze Offer Definition.

Schedule

| | |
|--|---------------|
| End of Sale Date (last day to order new systems) | 15-Feb-2021 |
| End of Manufacturer Support for SOFTWARE * | 10-Sep-2021 |
| End of Manufacturer Support for HARDWARE * | NA |
| Last day to purchase system expansions | 15-Feb-2021 |
| Targeted End of Services Support | 10-Sep-2022** |

* Per Avaya Product Lifecycle Policy

**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 release 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