



Extended Support Policy

Effective June 7, 2004

This document outlines the **Extended Support Policy** regarding Avaya Global Services maintenance coverage availability for products that are no longer supported by their manufacturer.

Extended Support provides continued maintenance coverage when you need ongoing support through Avaya Global Services for your systems or components that have reached End of Manufacturer Support. Extended Support is a component of your agreement with Avaya relating to maintenance services and managed services.

Avaya automatically applies Extended Support terms to any eligible product, component or software version that reaches End of Manufacturer Support. This change in coverage occurs without disrupting your existing Avaya maintenance coverage or requiring you to execute a new agreement with Avaya. Under Extended Support, eligible products will be included in new maintenance agreements, and renewals of existing maintenance agreements. To view where Extended Support fits in product maintenance, visit [Stages of Maintenance and Product Offer Lifecycle](#).

Limitations in Extended Support reflect the loss of support elements provided by the manufacturer. Even with Extended Support, it is still important for you to keep your systems and software current to help avoid the risk of support limitations.

Extended Support continues the existing benefits of your maintenance coverage with these limitations:

- All Tier IV Support and Current Engineering for ongoing improvements in product functionality stop when Manufacturer Support ends. Certain complex troubles that would have been resolved by Tier IV Support prior to End of Manufacturer Support may not be resolvable unless you purchase an upgrade. Under Extended Support, Avaya continues to provide and apply existing Product Correction Notices (PCNs) and updates that may resolve a trouble. However, Avaya will not generate additional PCNs or updates to resolve future systemic product issues.
- Avaya will make every effort to reserve its spare parts inventories to support maintenance contract customers for as long as possible. However, since replacement parts are no longer being manufactured, some may become increasingly scarce over time. This scarcity may affect response and repair times on certain troubles, and certain parts may require replacement with more current substitute parts. As a last resort, you may have to purchase an upgrade to your system to resolve the trouble if replacements or substitutes are not available, or if the substitute part(s) is incompatible with your current version. The risk of this situation will depend on the product's type and age. Avaya will endeavor to highlight upcoming parts shortages via ongoing "Services Support Notices" posted on our Web site, which should help you predict the degree of risk for your products.

Parts limitations do not apply to Remote-only coverage, which excludes replacement parts coverage. With Per Incident (formerly Time & Materials) coverage, replacement parts availability stops completely at the End of Manufacturer Support. However, coverage with some limitations is far better than no coverage at all. If you have Remote-only coverage or Per Incident Support and rely on Avaya to provide parts, we recommend you consider upgrading your coverage to include replacement parts, so you can have ongoing access to Avaya parts inventories after End of Manufacturer Support.

Avaya will endeavor to identify products as they become eligible for Extended Support by issuing “Services Support Notices” and making them readily available on the Avaya Web site or through any other means Avaya deems appropriate.

Avaya will continue to honor previously executed maintenance agreements in accordance with the terms of those agreements.

Avaya is not responsible for any support or maintenance commitments made by Authorized Avaya BusinessPartners or other service providers.

Avaya reserves the right to amend or change its Extended Support Policy at its sole discretion at any time, and such Extended Support Policy shall not be interpreted to create any contractual obligation by Avaya to provide support to any specific customer or Authorized Avaya BusinessPartner.

Learn More

If you have any questions or concerns about Extended Support, End of Sale, End of Manufacturer Support, or the coverage available to you under your Avaya maintenance agreement, please contact your Avaya Client Executive or Authorized Avaya BusinessPartner. For more general information about Extended Support, please visit: avaya.com/AvayaGlobalServices.

