

Services Support Notice:
January 15, 2007

Product Name: 302A, 302B, 302C
Attendant Consoles

Extended Support Eligibility

**Products moving to
Extended Support Status:**

302A, 302B, 302C Attendant Consoles

**Effective Extended Support
Date:**

January 15, 2007.

**Extended Support
Availability:**

Maintenance contracts are available in one (1) year increments.

**Check all Applicable
Regions*:**

- | | |
|--|--------|
| <input checked="checked" type="checkbox"/> | US |
| <input type="checkbox"/> | Canada |
| <input type="checkbox"/> | EMEA |
| <input type="checkbox"/> | CALA |
| <input type="checkbox"/> | APAC |
| <input type="checkbox"/> | ALL |

*As there may be possible differences in products covered by Extended Support and effective dates of Extended Support, the information at this site (support.avaya.com) pertains to US only and any questions regarding Extended Support of products outside of the US should be addressed to the appropriate Regional or Country Services Offer Manager.

Product Information:

In June 2001, the 302D Attendant Console replaced all sales of the 302C Attendant Console (along with all prior models – 302A, 302B). It is important to note that the 302D is 2-wire **only** and is backward compatible to all 2-wire DEFINITY installations.

The 302As, 302Bs are 4-wire compatible only; where as the 302Cs are both 2-wire and 4-wire compatible.

Product Migration Path:

The 302D Attendant Console is a viable replacement; however, the 302D is 2-wire only compatible and the customer must address this in the event that 302As or 302Bs (both 4-wire) are being replaced (*certain circuit cards will need to be replaced with cards that support 2-wire at the customer's expense*)

**For More Information on
Product Status:**

[Maintenance Index by Product](#)

**Summary of Extended
Support Status:**

Avaya may discontinue or limit the scope of Maintenance Services for Supported Products that Avaya or a third party manufacturer has declared "end of life," "end of service," "end of support," "manufacture discontinue" or similar designation ("End of Support") effective as of the effective date of the manufacturer's End of Support notice. Following the effective date, Avaya Maintenance Services for manufacturer End of Support Products will be under the terms of "Extended Support."

Extended Support will continue to provide the same maintenance services with the following exceptions:

At the end of manufacturer support, Tier IV R&D product developer support and going-forward maintenance updates (e.g., Product Correction Notices ("PCN's"), "bug fixes," interoperability / usability solutions) are no longer provided by the manufacturer.

Therefore, certain complex faults or functionality issues may not be resolvable without the Customer upgrading the system to a version currently supported by the manufacturer.

In addition, as replacement parts* are manufacture discontinued, some products or components may become increasingly scarce or require replacement with substitute parts. This may result in delays in response or repair intervals, or may require upgrades to other components or the entire product itself replaced with manufacturer supported technology at Customer's expense in order to ensure compatibility and preserve Supported Product functionality.

*Does not apply to Remote-Only Maintenance Service.

All active PCNs currently issued against these products will be honored until such time they are deemed inactive and no longer available.

[Extended Support Policy](#)