

Services Support Notice: 9/26/07**Product Names: Communication Manager –
Release 3.x and Call Center – Release 13**

Extended Support Eligibility

**Products moving to
Extended Support Status:**Communication Manager Release 3.x (all versions)
Call Center Release 13**Effective Extended
Support Date:**December 31, 2008. This date represents the end of
manufacturer support for Communication Manager 3.x and Call
Center Release 13.**Extended Support
Availability:**Extended support coverage is available in multiple year
increments, up to four (4) years.**Check all Applicable
Regions*:**

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

Additional Notes:

Product Migration Path: Communication Manager 4.x or greater
Call Center Release 14 or greater

For More Information on Product Status: [Maintenance Index by Product](#)

Summary of Extended Support Status:

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 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.

For more information on Extended Support click [here](#)