

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*:

- US
- Canada
- EMEA
- CALA
- APAC
- 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](#)