



End of Sale Notice

Notification Date: June 7, 2011

Revision Date: March 11, 2014

Effective Date: October 1, 2012 & October 6, 2014

Subject: End of New System Sales – Avaya Survivable Remote Gateway 50 (SRG50)

Region: Global

Revision History

Revision Date	Reason for Change
16 January 2012	End of Sale Effective date for new systems is moved to 1 October 2012 (from previous date of 1 March 2012) to allow a smoother transition of Avaya Business Communications Manager (BCM), SRG and CS 1000 partners and customers to Avaya B5800 Branch Gateway
2 July 2012	SRG50 to remain available for centralized deployments with CS1000 until Oct 7, 2013
24 June 2013	SRG50 to remain available for centralized deployments with CS1000 until Oct 6, 2014
11 March 2014	SRG50 BRI system no longer available for sale. See Note 1 below for details. Minor updates to Migration Strategy options.

Summary

Note 1: Due to higher than expected demand, Avaya supply of the SRG50 BRI platform has been depleted and is no longer available for sale. The affected part codes are summarized below; we are currently in the process of removing the applicable product codes from price lists and associated order entry systems.

Survivable Remote Gateway 50		
PEC	CPC	Description
Base System Bundles		
NTDW94FA	N0223249	SRG50 Rls6.0 Global BRI2 CS1000 Bundle (includes BRI base unit with required software and docs)
EMEA Survivable Remote Gateway 50 Bundles		
PEC	CPC	Description
Base System Bundles		
NT5Y30AA	N0029975	SRG50r6 GBL BRI2 CS1000 Bundle
NT5Y30HA	N0131451	SRG50r6 GBL BRI2 CS1000 Bundle



Note the non-BRI versions of SRG50 (outlined in the Discontinued Order Codes section of this document) are not impacted and remain available for sale. Further, there is a workaround to enable SRG50 to be deployed with BRI interfaces. This can be accomplished using the standard SRG50 base system and adding a BRI MBM via the Expansion unit. The relevant order codes are summarized below:

PEC	Description
NTDW92FA*	SRG50 Rls6.0 Global CS1000 Bundle (includes base unit with required software and docs) with Expansion
NT9T6402E5*	BCM50 Expansion Used with BCM50 main unit to add media bay modules. Power cords must be ordered separately.
NT7B76AAHE5	EE--BRI S/T-BRI MBM

* Power cords for SRG50 base system NTDW92FA* and Expansion NT9T6402E5 as well as authorization code for the Expansion need to be ordered separately.

Avaya is announcing that it will continue to make the SRG50 Rls. 6.0 product available for purchase until Oct 6, 2014 to support centralized branch deployments with the CS1000, subject to caveat for the SRG50 BRI platform described in Note 1 above. Effective Oct 1, 2012, the SRG50 order codes were set to Controlled Release (CR) in Avaya GPPC, which means that orders will be reviewed by Avaya prior to shipment to ensure they will be deployed as SRG with CS1000. SRG50 will remain available for quoting the EC Tool until Oct 6, 2014.

Avaya has proceeded as planned with the End-of-Sale (EOS) for new systems of Avaya Business Communication Manager 50 (BCM 50), and Avaya Business Communications Manager 450 (BCM 450) effective October 1st, 2012.

Products required to upgrade, expand and maintain existing SRG50 systems will continue to be offered until October 1st, 2015. This includes software authorization codes, terminals, media bay modules, expansion units, replacement parts, and upgrades to the latest release.

Avaya will make every effort to have supply of these products available for all orders, but cannot guarantee product availability through their End of Sale dates. Avaya reserves the right to manage and/or limit order quantities, or to cancel orders if supply is no longer available. Customer orders will be fulfilled on a first-in, first-out basis. If supply is exhausted prior to the targeted End of Sale dates in this notice, Avaya will issue an updated notice and accelerate removal of the applicable product codes from price lists and associated order entry systems

Transition Summary

- Effective Oct 1, 2012, the codes listed in the Discontinued Order Codes section will be set to 'Controlled Release'. Controlled Release (CR) means that the codes can be ordered, but orders will be reviewed by Avaya prior to shipment.
- Effective October 6, 2014, the codes listed in the *Discontinued Order Codes* section of this document will be withdrawn from sale.
- Subject to availability, the latest date for orders to be placed for these products is October 3, 2014. Thereafter, these codes will be removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs.



- The Manufacturer Support timeline for the SRG50 Rls. 6.0 will depend on the support timeline of the underlying BCM50 Rls. 6.0.
- **Avaya will provide hardware and software Manufacturer's Support**, including technical support, repairs, software bug fixes, upgrades, and expansions until October 1, 2015 for the SRG50 portfolio. The software Manufacturer's Support will be provided for the last shipping SRG50 release, which is release 6.0. Please refer to BCM and SRG Product Lifecycle Update bulletin for previous releases.
- **Avaya will further provide hardware and software Extended Services Support**, including technical support, availability of existing patches and documentation, repairs, for three (3) years (October 1, 2018) after the Manufacturer's Support period.
- SRG50 products which remain available for purchase for upgrades, expansions and maintenance until the End of Manufacturer Support on October 1, 2015 will directly transition into the Extended Services Support phase on October 1, 2015. Avaya will honor the regular warranty provided for these products.

Migration Strategy

Customers have a choice about the direction they wish to take, and Avaya is able to offer a number of solutions that can meet varying customer requirements. These solutions will enable even the largest and diverse BCM and SRG50 customers to grow their business.

Avaya is committed to providing Manufacturer's Support on hardware and software for an additional three (3) years after the End of Sale Date and an additional three (3) years of extended services support, for a total of six (6) years of support. Further, SRG50 customers have the added benefit of leveraging the Manufacturer's Support period to expand or upgrade their systems, thereby enabling them to retain their solution for the foreseeable future.

Avaya is providing BCM and SRG50 Enterprise customers the opportunity to migrate and / or to expand their network with the following solutions:

1. Upgrade or Expand with alternative CS 1000 branch based solutions:

The CS 1000 product portfolio currently supports and offers a number of CS 1000 centralized UNISTim and SIP based branch alternatives to the SRG50 product. Each one supports a wide range of features relevant to specific branch deployments enabling the delivery of key services applicable to maintaining and satisfying the critical business continuity requirements of the customer.

The CS 1000 centralized UNISTim and SIP based branch alternatives include the following:

- Media Gateway 1000B (MG 1000B)
- Media Gateway 1000E (MG 1000E)
- Geographical Redundant Survivable Media Gateway (GR-SMG)
- Survivable SIP Media Gateway



2. Upgrade to or Expand with the Avaya IP Office as a Branch:

In addition to the CS 1000 products, the IP Office deployed as a branch is another “fit for purpose” alternative solution that should be strongly considered. The IP Office as a branch solution is flexible and versatile and supports a number of deployment models relevant to a customer’s specific branch requirements. The IP Office Rls 9.0 can be deployed either as a standalone or distributed branch solution providing a local IP Office service to analog, digital and IP based clients. Either configuration can be considered as an alternate solution to a BCM or SRG. The distributed branch deployment model also supports the ability for the IP Office users to have access to a centralized Voicemail service such as Avaya Aura® Messaging and CallPilot.

The IP Office as a branch requires an Avaya Aura Session Manager to be deployed in support of appropriate interoperability between the branch and the Avaya core be it a CS1000 core or an Avaya Aura® Communication Manager core.

Please note that the IP Office as a branch does not support a CS1000 based centralized user model. The centralized user model is where the branch based CS1000 users gain access to their telephony features from the core CS1000, with survivability support within branch as is the case with the SRG50. IP Office is supported as a distributed branch only in CS1000 environment.

3. Upgrade to or Expand with the IP Office:

The IP Office will support interoperability with the BCM 6.0 and CS1000 with Session Manager (SM) via SIP trunking. Clients will be registered local on the IP Office and get features and applications like Voicemail from the IP Office and the IP Office can be connected to CS1000 with SM and BCM via SIP Trunk for inter-branch calling. Call features for SIP-based inter-branch calls will be limited to standard SIP features.

Discontinued Order Codes

As of October 1, 2012, the following codes will be set to Controlled Release (CR) and remain available for order.

Effective Oct 6, 2014 they will be withdrawn from sale and no longer be orderable from Avaya.

Survivable Remote Gateway 200 / 400 Rls 1.5 (Previously Announced)		
PEC	CPE	Description
NTM497AA	N0090060	SRG 200/400 Rls1.5 Upgrade Authorization code



Survivable Remote Gateway 50		
PEC	CPC	Description
Base System Bundles		
NTDW92FA	N0223247	SRG50 Rls6.0 Global CS1000 Bundle (includes base unit with required software and docs) with Expansion
NTDW93FA	N0223248	SRG50 Rls6.0 NA CS1000 Bundle (includes base unit with required software and docs)
Documentation Kit		
NTM494EA	N0223250	SRG50 Rls6.0 Doc CD
SRG50 Conversion Licenses		
NTM498FA	N0223240	Paper Authorization Code Converts BCM50 Rls6.0 to SRG50 Rls6.0 (80 Survivable IP users etc) for CS1000
NTM499IA	N0223243	Paper Authorization Code Converts SRG50 Rls5.0 to Rls6.0 for CS1000

EMEA Survivable Remote Gateway 50		
FBP	CPC	Description
Base System Bundles		
NTSY30BA	N0029976	SRG50r6 GBL CS1000 Bundle w Exp
NTSY30CA	N0029977	SRG50r6 GBL CS1000 Bundle w Exp
NTSY30DA	N0029978	SRG50r6 GBL CS1000 Bundle w Exp

Schedule

SRG50 Software and Hardware Retirement Schedule

End-of-Sale announcement	June 7, 2011
Announcement of extended SRG50 EOS timeline	January 16, 2012 & July 2, 2012 & June 24, 2013
Controlled Release availability of SRG50 Rls. 6.0	October 1, 2012
End-of-Sale (last orders subject to availability)	October 3, 2014
Availability of upgrades, expansions, terminals, line cards, modules, and authorization codes	October 1, 2015
Minimum Period of hardware and software Manufacturer's Support Availability after End-of-Sale	October 1, 2015
Minimum Period of Extended Services Support Availability after Manufacturer's Support period	October 1, 2018

Customers and partners wishing to place larger SRG50 orders close to the announced SRG50 Controlled Release and EOS dates should engage with their Avaya representatives ahead of time to inform them about quantities and timeline, so that Avaya can plan for sufficient supply.



Minimum Period of Support Availability

The Minimum Period of Support availability represents the minimum period of time after the product End of Sale date, during which Avaya will make available support for the product per the Avaya Manufacturer Support Commitment. For the SRG50 Rls. 6.0 the manufacturer support depends on the support for the underlying BCM50 Rls. 6.0 product which is defined by the End of Sale of the BCM50 Rls. 6.0 on Oct 1, 2012. For the SRG50 hardware manufacturer support will be provided until Oct 1, 2015. **SRG50 customers on the last software release 6.0 will receive software manufacturer support until Oct 1, 2015.**

Additionally, Avaya is providing SRG50 customers with Extended Services Support for hardware and software for three (3) additional years after the Manufacturer's Support period.

Support may be extended past that period at the discretion of Avaya Services, Business Partners or other service providers. For additional information concerning long-term support please contact your service provider.

The BCM 6.0 EOS is also affecting the manufacturer support schedule for the BCM 5.0 and SRG50 5.0 release. The EOS of BCM 5.0 and SRG50 5.0 occurred on Dec 6th, 2010, but SW and HW Hardware Manufacturer Support are based on the BCM 6.0 retirement.

BCM 5.0 / SRG50 5.0 Hardware and Software Manufacturer Support will be provided until October 1, 2013, which is one (1) year after the BCM 6.0 EoS. Extended Services Support will be provided until October 1, 2018.

BCM 5.0 and SRG50 5.0 Software Retirement Schedule

End-of-Sale announcement	September 15, 2010
End-of-Sale (last orders subject to availability)	December 6, 2010
Manufacturer's Support Availability after End-of-Sale	October 1, 2013
Extended Services Support Availability after Manufacturer's Support period	October 1, 2018

Please refer to the BCM and SRG Product Lifecycle Update bulletin for a comprehensive overview of the support timelines for all BCM and SRG50 releases.

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.

Avaya Manufacturer Support Policy:

http://support.avaya.com/Support_Policy

Additional Information

Please refer to the BCM and SRG Product Lifecycle Update bulletin for more information about both the BCM and SRG Lifecycle support including previous releases:



BCM End of Sale Notice: <https://support.avaya.com/css/P8/documents/100140385>

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