



End of Sale Notice

Notification Date: July 7, 2011
Effective Date: August 1, 2011
Subject: End of Sale - Avaya PARTNER® ETR 18D Telephone
Theatre/Region: North America, Canada, CALA

Summary

As part of IP Office Release 6.0, Avaya introduced the PARTNER® Version software option as a direct replacement for the Avaya PARTNER® Advanced Communication System. It provides simplified management, quick install capability and the ability to leverage PARTNER ETR and 1400 series digital phones in IP Office. Because of the success of IP Office PARTNER® Version, the pace of transition to IP, and on-going portfolio simplification efforts, Avaya is announcing the end of sale of the PARTNER® ETR 18D phone effective August 1, 2011.

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. Avaya is unable to manufacture further quantities of the PARTNER® ETR 18D Telephone due to obsolete components used on these sets.

Migration Strategy

Existing IP Office customers using the 18D, should now buy the 9500 and 1400 series digital phones when adding capacity. These phones provide additional capabilities and work seamlessly with existing 18D phones. For more details about the 9500 and 1400 Series digital phones, please refer to the telephones section of the IP Office Product Description on the IP Office Knowledge Base or the 9500 and 1400 Partner Portal pages.

- **IP Office Knowledge Base:** <http://marketingtools.avaya.com/knowledgebase/>

Existing PARTNER® ACS customers can easily upgrade to IP Office Essential Edition – PARTNER® Version. It provides a new applications and features, and support for existing PARTNER® ETR telephones. For more information about PARTNER ACS Migration to the IP Office platform please refer to the PARTNER ACS Migration Toolkit:

<http://portal.avaya.com/ptlWeb/so/CS2010618132625355032/C20106183022553020/SN2010618132757191040/SN2010618132757191040>



Discontinued Order Codes & Manufacturers Support Overview

- Effective August 1, 2011 the codes listed below are to be withdrawn from sale, and removed from price lists and associated order entry systems. Stock will be reserved to meet requirements for warranty returns and repairs
- Marketing collateral and web-site / portal content will be modified to reflect this product transition
- Following standard Avaya support and warranty guidelines, Avaya will provide 3 years of Manufacturer Support including technical support and repair services. In addition Manufacturer Support, Avaya will offer up to 3 years of Extended Manufacturer Support providing best effort repair services and technical support.

Discontinued Codes

Part Number	Description
700420011	PAR TELSET 18D BLK RHS

Schedule

End of Sale Announcement	5 July 2011
End of Sale Date (last day to order new units)	1 August 2011
End of Manufacturer Support for HARDWARE *	1 August 2014
Last day to purchase a new Avaya services contract *	1 August 2012
Targeted End of Services Support	1 August 2017

** Per Avaya Product Lifecycle Policy*

***Avaya Services may revise the Target End of Services Support date based on the availability of quality repair parts and/or technical support expertise. Customers should always consult any available product Services Support Notices for final information on product supportability.*

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. Additional information concerning Avaya Services can be found on the [Services Offer Information](#) Web site.

Additional Information

Partner ACS End of Sale Announcement

<http://support.avaya.com/css/P8/documents/100089943>

Avaya website:

<http://www.avaya.com>

Avaya End-of-Sale Notices:

<http://support.avaya.com>

Avaya Product Lifecycle Policy:

<https://support.avaya.com/css/P8/documents/100081098>

or

<http://support.avaya.com>